HALIBURTON HIGHLANDS HEALTH SERVICES

Leaders in Innovative Rural Health Care

CODE GREY
INFRASTRUCTURE LOSS, FAILURE,
OR AIR EXCLUSION EVENT

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	Executive Leadership Team	**June 28, 2022**
Approved By:	**President & CEO**	
	Director of Facilities & Projects	

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Infrastructure Loss, Failure, or Air Exclusion Event - Algorithm

Contact Most Responsible Staff who assumes role of Acting Incident Manager

Is there an immediate Safety Threat? — **YES** → **Call 911 Announce Code Green** → Follow Code Green procedures for Precautionary Evacuation

NO ↓

Follow Algorithm based upon Type of Loss/Failure

Weather? — **YES** → Follow Weather Procedures

NO ↓

Electrical Power Failure? — **YES** → Follow Electrical & Emergency Power Loss Procedures

NO ↓

No Communication? — **YES** → Follow Telephone Procedures

NO ↓

IT Failure? No Internet? — **YES** → Follow IT Procedures

NO →

Leak, Flood, or Water Loss? — **YES** → Follow Water Loss or Flood Procedures

NO ↓

Boil Water Advisory? — **YES** → Follow Boil Water Advisory Procedures

NO ↓

Gas Leak? — **YES** → Follow Gas Leak Procedures

NO ↓

Air Exclusion? — **YES** → Follow Air Exclusion (Shelter-in-Place) Procedures

NO ↓

Heating Air Conditioning Ventilation Down? — **YES** → Follow Heating / Ventilation Procedures

NO ↓

Medical Gas Failure? — **YES** → Follow Medical Gas Procedures

NO ↓

All Other After Hour Situations Contact Manager On Call (705) 455-2964 or (705) 313-2303 Describe the Situation to determine best course of action

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Code Grey

Policy – Infrastructure Loss / Failure or Air Exclusion Event

The purpose of Code Grey is to provide plans and procedures for HHHS Staff to ensure timely and coordinated responses in the event our Facility's critical services fail and/or are interrupted. This includes an event of infrastructure loss or failure, and/or an event requiring "Shelter-in-Place" situation requiring air exclusion.

Infrastructure Loss or Failure includes (but may not be limited to):

- Severe Weather
- Electricity and Emergency Power Failure
- Information Technology
- Telephone Systems
- Potable Water including "Boil Water Advisory"
- Flooding or Sewage
- Heating or Cooling
- Gas Leak / Loss
- Medical Gases
- Air exclusion (Shelter-in-Place)

Any HHHS Staff discovering or experiencing a loss or failure of a critical service will make the appropriate call for assistance when any service is impacted to the degree that normal services are not available.

The Code Grey (Infrastructure Loss) Emergency Response Plan must be implemented in the event of significant failures. Any HHHS Staff with specific responsibilities for a particular system (for example medical gases) may announce a Cade Grey related to that system. Otherwise, Staff suspecting a problem should refer the situation to an immediate Supervisor or Most Responsible Person of the Department for following

Maintenance Staff or IT Help Desk are to be contacted in the event of minor disruptions of services (less than 4-hours) following the procedures outlined for each type of Infrastructure Loss.

Code Grey must be differentiated by the nature and location of the problem; for example, "Code Grey   Severe Weather" or "Code Grey Telephone Failure", etc.

The Code Grey responses to the nature of the event are outlined in the following procedures, flow charts, and checklists attached to this policy.   The response will be specialized.   All Staff will have a responsibility for ensuring Patient, Resident, and Client care and services continue in a safe manner.

All Code Grey events will be managed using the Healthcare Emergency Command and Control System outlined in the Emergency Response Plan. Patient, Resident, Client, Visitor, and Staff safety shall be the first priority. If a problem occurs in any infrastructure loss that affects safety and requires evacuation, Code Green procedures are to be followed.

All Code Grey incidents will be debriefed within 30-days, reported to the Joint Health & Safety Committee.

Selected procedures are to be exercised annually through mock exercise including table top reviews and drills.

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Definitions

Code Grey: A potential loss of use of Facilities such as: a loss of utilities, power, potable water, sanitary sewage, heating, ventilation and air conditioning or closure of fresh air intakes to prevent the intrusion of dangerous gases (whether external or internal), extreme weather, medical gases, gas leak, Information technology and communication equipment.

Code Grey – External Weather: External weather conditions are such that road travel is becoming a problem. 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 is supplied to the red plugs.

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 offline for maintenance. Should any disruption of the main electrical power supply occur, there will be no emergency power in this situation.

Code Grey – Water System (Flood or Sewage Back up): 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 extending more than 4-hours. Patients, Residents, Clients, and Staff should be using bottled water for drinking (supplied by Food Services and/or Maintenance Department). While some pressure may remain in the pipes, this should be reserved for flushing toilets.

Code Grey – Boil Water Advisory: The Ontario Clean Water Agency is the Operator of the Haliburton "private" water system and the Municipality of Minden Hills public water system. OCWA regularly samples and is the Authority to issue Boil Water Advisory. A "Boil Water Advisory" advises to use bottled water and when not available "Rolling Boil for 1 minute" for consumption. Follow Public Health Table 1 attached to this procedure.

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., oil tank leak). Measures may be required to keep Patients, Residents, Clients, and staff warm while repair measures are ongoing.

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Code Grey – Gas System Leak: The building is not currently receiving any natural gas to power the heating system, the hot water system, or the food preparation equipment. Propane is only used in the Kitchen and Laundry dryers only.

Code Grey – Air Exclusion (Shelter in Place) - Ventilation System Shutdown: A threat of external airborne contamination or an internal issue (e.g., vapours from Code Brown). The Lockdown Shelter-in-Place procedure has been activated and the ventilation system has been taken offline and will not be reactivated until further notice and doors and windows may be secured.

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 – Telephone System Failure: The facility telephone system is currently no longer functioning for internal or external communications.

Code Grey – Information Technology Failure: The computer network is currently down and is expected to be out for a period of time. The network outage may impact different areas of the computer system including telecommunications, intranet and Internet, and Electronic Patient Records.

Evacuation: The planned and orderly removal of all or part of the population of a community for reasons of the safety of Patients, Residents, Clients, Visitors, and Staff most commonly to safely distance the population from the effects of some type of natural hazard or technological hazard. In Canada, the most common causes of evacuations are wildland fires, flooding, and accidental actual or potential releases of hazardous materials. While some evacuations are voluntary, government-ordered mandatory evacuations also sometimes occur.

Precautionary Evacuation: Relocation on the same level beyond at the nearest exit or beyond one set of fire doors into the next zone away from the area of hazard. Usually conducted as a precautionary step or as the first step in a staged evacuation.

Evacuation Crisis: Movement from the affected area and unaffected areas to designate Evacuation Staging Areas at a safe distance from the exterior of the facility being evacuated.

Evacuation Route: A pre-designated route of travel for transporting the Patients, Residents, Clients, Visitors, and Staff of each Unit to safe locations at each step of the evacuation process. Primary and backup routes are required.

Holding Area: Usually the same location used in the horizontal evacuation. One designated safe Holding Area and one backup location for each occupied Unit.

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Staging Area: A street/main level location where Patients, Residents, Clients, Visitors, and Staff are held while awaiting transport out of the facility. These may be specialized, according care requirements.

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Procedure – Part A – Notification

If the situation is severe weather-related, the Acting Incident Manager must contact the CEO or Executive-On-Call to authorize Code Grey.

1. Any Staff with specific responsibility for a particular system can announce a Code Grey related to that system by paging "**Attention. Code Grey**" or "**Attention. Code Grey, Shelter-in-Place", followed by the problem and location, three times** (3x) on the Fire Panel PA System.

2. All other Staff suspecting a problem should inform their immediate Manager or Most Responsible Person of the Department of the problem.

3. The Most Responsible Person of the Department assumes the role of Acting Incident Manager, and must notify the Director of Facilities & Projects and/or IT Staff during business hours to advise them of the situation or the **Manager-On-Call after hours immediately calling (705) 455-2964 or (705) 313-2303**.

4. The Acting Incident Manager shall evaluate the situation following the Code Grey Algorithm found at the beginning of the procedure for any immediate threats or risks to the safety of Patients, Residents, Clients, Visitors, and Staff.

5. The Acting Incident Manager will determine the scope, nature, and expected duration of the failure, evaluate the situation, and page Code Grey on the Fire Panel PA Systems three times (3x) using the paging instructions found at the Fire Panel, if appropriate.

6. The Acting Incident Manager Shall **Call 911** if Emergency Services are required.

7. The Acting Incident Manager shall consider the need for immediate evacuation of high-risk Patients, Residents, Clients, and Visitors. The Chief Fire Official and Manager-On-Call are to be involved in any Evacuation decisions.

Unless there is an immediate threat to safety, DO NOT EVACUATE, unless instructed to do so by the Acting Incident Manager in consultation with the Fire Chief, CEO, or designate.

8. If an evacuation becomes necessary, refer to the Code Green procedures.

9. If Code Grey is weather-related, the decision shall be authorized by the CEO or designate.

10. The Acting Incident Manager shall obtain instructions from the Checklist and Algorithm for each type of infrastructure failure attached to this document located in the Emergency Response Manual.

11. The Acting Incident Manager will establish a Point-of-Command and announce the location of the Fire Paging System.

12. Ensure all Staff are briefed on the current situation.

13. The Acting Incident Manager will assign Staff to re-assure all Patients, Residents, Clients, Visitors, and Staff as appropriate.

14. Brief the more Senior Manager or Executive when they arrive.

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Procedure – Part B – Responding to Code Grey

1. The Acting Incident Manager shall obtain instructions from the Checklist and Algorithm for each type of infrastructure failure attached to this document located in the Emergency Response Manual.

2. The Acting Incident Manager will activate the Command Center and assign Staff to assist with managing the incident. Obtain an estimated response time for each action.

Consider the need to locate the Command Centre off-site.

3. The Acting Incident Manager will provide each Staff assigned to the Command Team a copy of the appropriate response Checklist included with the Code Grey procedure.

    a. Assign Staff to recording an Event Log and support developing an Incident Action Plan.

    b. Assign task to the Staff supporting the incident.

    c. Monitor the team member tasks for completion.

    d. Issue situational reports to Staff and Manager-On-Call on an agreed to frequency.

4. Contract Services for Emergency Services contact numbers are located in Table 2 of this procedure.

Procedure – Part C – Recovery & Debrief

Recovery will occur by a decision of the Acting Incident Manager, in consultation with the Fire Chief (if required), Director of Facilities (or designate) and Director of ICT (or designate) for Information and Communication Technology.

1. The Acting Incident Manager will ensure that the following is maintained:

    a. A plan and timeline for restoring normal operations

    b. Obtaining approval to implement the plan through the Manager-On-Call or Most Senior Executive or Manager available.

    c. Manage Staffing and developing a plan to relieve and replace as necessary.

    d. Assign Staff responsibility to replace and recondition all equipment and supplies used in the response.

    e. Restock and replace the Command Centre Kit.

    f. Relieve Staff of the Command Centre Team no longer required.

2. The Acting Incident Manager (or most Senior Manager on-site) are to advise Patients, Residents, Clients, Visitors, and Staff when the situation has been resolved by paging **"Attention Code Grey All Clear"** three times (3x) over the Fire System paging system.

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3. The Acting Incident Manager will:

   a. Advise the Manager-On-Call and Executive-On-Call will normal operations have resumed.

   b. Collect all Checklists from Staff

   c. Close and secure the Event Log and finalize action plans.

   d. Return the Command Centre kit and return the kit to its storage location.

4. The Acting Incident Manager shall conduct an informal debriefing with the Staff involved with the Command Centre after the event.

5. The Director of Facilities & Projects, ICT Director for IT and Communications (if affected), the Acting Incident Manager and Manager responsible for the area shall schedule a formal debriefing with all affected within 10-days of the end of the event.

6. A review of the incident, corrective actions taken, and preventative or improvement actions to the response shall be documented including recommendations and next steps.

7. The Director of Facilities & Projects with the Area Manager responsible for the area affected shall summarize the findings, recommendations, and debrief action plans to the Executive Leadership Team within 30-days of the event.

Management Responsibilities

The Emergency Response Planning team consisting of at a minimum the Directors of Care and Director of Facilities will meet a minimum of once per year to review Code Grey, the Emergency Preparedness & Response Manual, and start the planning for the annual drills or mock exercises including: Code Red, Code Brown and Code Green exercises.

- The Director of Facilities & Projects is responsible for the implementation of Code Grey.
- The ICT Director of Information, Communication and Technology is responsible for the Information & Communication Technology Code Grey procedures.
- The Director of Facilities & Projects will be accountable for the training of Code Grey with a focus on Maintenance Staff knowledge as designates to the Director of Facilities & Projects
- Select drills of Code Grey will be organized with the Maintenance Staff, HHHS Manager (or designates) to practice and identify areas of improvements. These drills will be summarized and shared with the Management Committee.
- All HHHS Managers in each Fire Zone are responsible to ensure the Fire Doors are not blocked, and the magnetic door holders work. These are activated by the Fire Alarm system and release the Fire Doors to close automatically in the event of a Fire Alarm.
- Managers are to ensure Staff are trained on Drills, use of the Fire Panel, R.E.A.C.T., maintain "Fan-Out List" with Staff contacts in the event of an emergency, and this policy and procedures.
- The Acting Incident Manager, The Director of Facilities & Projects, ICT Director of Information & Communication Technology will perform an event debrief with 10-days of an event being over, and provide a report summarizing the event.

Employee Responsibilities

- Maintenance Staff are identified as designates to the Director of Facilities & Projects and need to be knowledgeable and provide leadership of Code Grey when required.
- The IT Specialists are identified as designates to the ICT Director and need to be knowledgeable and provide leadership of IT and Communication Code Grey procedures.
- All Staff are required to participate in training, drills, and debriefs that support Code grey procedures.
- All Staff must know the location of all Fire Zones, exits, and routes to these exits from all areas of the building
- All Staff must know the location and use of fire extinguishers, pull stations, and the location of Fire Panels and their use.
- All Staff must obey the Acting Incident Manager, and Municipal Chief Fire Official or Emergency Responders instructions upon arrival.

Appendices / Links

Appendix 1 – Algorithm & Checklist Procedure – External Weather
Appendix 2 – Algorithm & Checklist Procedure – Electrical and Emergency Power Loss
Appendix 3 – Algorithm & Checklist Procedure – Telephone System Failure
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Appendix 5 – Algorithm & Checklist Procedure – Water Loss/Flooding/Sewage Backup
Appendix 6 – Algorithm & Checklist Procedure – Water Advisory
Appendix 7 – Algorithm & Checklist Procedure – Gas Leak
Appendix 8 – Algorithm & Checklist Procedure – Air Exclusion (Shelter-in-Place) & Ventilation
     Shutdown
Appendix 9 – Algorithm & Checklist Procedure – Heating, Ventilation & Air-Conditioning Failure
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Appendix 11 – Emergency Evacuation Kit Contents
Table 1 – Public Health Specific guidance during a boil water advisory
Table 2 – Emergency Contact Numbers for Contract Services

References

Ontario Regulation O. Reg. 246/22 Fixing Long Term Care Act, 2021,
https://www.ontario.ca/laws/regulation/r22246

Canada Public Health
https://www.canada.ca/en/health-canada/services/publications/healthy-living/guidance-issuing-rescinding-boil-water-advisories-canadian-drinking-water-supplies.html#a.4

Appendix 1 – Extreme Weather - Algorithm

Consult Weather Network

↓

Determine type of weather, duration, and accumulation of precipitation

↓

Contact Manager-On-Call **(705) 455-2964 or (705) 313-2303** To consult with CEO or

↓

Code Grey To be authorized by CEO

↓

Identify staffing risks for next scheduled shift. Consider calling relief staff early

↓

Consider asking duty Staff to remain if needed

→

Determine if any deliveries are disrupted by the weather (Food, medical supplies, pharmaceuticals, medical gases)

↓

Develop rationing requirements

↓

Maintenance to secure property, snow & ice removal, clear storm drains

↓

Determine if there is a need to curtail any services until the weather improves

↓

Develop a recovery plan for normal operations once the weather improves

Extreme Weather – Checklist Procedure

DATE _____   **TIME** _____

LOATION _____   **COMPLETED BY** _____

Note: This document is reviewed during the Post Incident Debriefing. As each item is completed, record the time and initial when the situation permits.

Consult with the CEO (or designate) upon becoming aware of impending weather, which will potentially isolate the Facility due to impassable roads and poor travel conditions.

The Acting Incident Manager Shall:

TIME	INIT	ACTIONS
TIME	INIT	1. Consult the Weather Network, or some other similarly credible source.
TIME	INIT	2. The Most Responsible Person of the Department becomes the Acting Incident Manager and determines the type of weather forecast: duration, accumulation of precipitation, and wind.
TIME	INIT	3. **Contact the Manager On Call (705) 455-2964 or (705) 313-2303** to consult with CEO (or designate) on weather conditions and risks to facilities.
TIME	INIT	4. With CEO authorization only, use the Fire Panel PA System to announce "**Attention…Code Grey, External Weather**" three times (3x).
TIME	INIT	5. Identify staffing risks for the next schedule shift. Consider calling relief staffing in early or make plans for on-site duty Staff to remain until the weather improves for travel. On-Site Staff may not have the option to travel given the weather conditions.
TIME	INIT	6. The Acting Incident Manager appoints a Logistic Contact to determine critical supplies, and to determine when next schedule deliveries and risks to supplies including: • Food, Linen • Medical Supplies, Pharmaceuticals, Medical Gases
TIME	INIT	7. Logistic Contact to contact key Suppliers to determine whether any deliveries will be disrupted by the weather.
TIME	INIT	8. Consider rationing supplies until the weather improves.
TIME	INIT	9. Develop a plan to feed, rest, and rotate what Staff is available, in order to maintain Patient, Resident, and Client care at levels which are appropriate and sustainable.

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TIME	INIT	ACTIONS
TIME	INIT	10. The Acting Incident Manager to contact Maintenance to secure the property, and contact Winter Maintenance services (if needed) for ice & snow removal
TIME	INIT	11. The Incident Manager to work with CEO (or designate) to consider need to curtail services (e.g., Outpatient Clinics).
TIME	INIT	12. Acting Incident Manager to develop a recovery plan with CEO (or designate) to restore normal operations once weather improves.

Appendix 2 – Electrical and Emergency Power Loss - Algorithm

Nurse to check all Patients/Residents on life support systems

People trapped in elevators? — **YES** → Contact Maintenance On Call to contact OTIS Elevators (**1-800-233-6847**) to implement Rescue services

NO

Emergency Power running? — **NO** → Contact Maintenance On Call Generator 24/7 Service **1-800-690-2396**

YES

Contact Manager On Call Notifies CEO / Designate On Call

Contact Maintenance On Call to check facility services and generator operation

Any risk to Emergency Power Supply? — **NO** → Maintenance On-Site to monitor generator and facility

YES

Code Grey

Contact Manager On Call to inform Management Staff & other HHHS Sites

Manager On Call to contact Hydro One to determine length of time for outage

Identify Patients/Residents/Clients vulnerable during extended power outage

Consider selective evacuation of Patients/ Residents/ Clients?

NO → ED on Re-direct

YES → **Code Green Procedures**

Determine generator fuel supply

Emergency Power can operate with full fuel tanks **1,000 Hr in Haliburton 400 Hr in Minden**

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Electrical & Emergency Power Loss – Checklist Procedure

DATE _____ **TIME** _____

LOATION _____ **COMPLETED BY** _____

Note: This document is reviewed during the Post Incident Debriefing. As each item is completed, record the time and initial when the situation permits.

Under normal circumstances, our Emergency Power Generators can run without refuelling for approximately:

- **Haliburton has 1000 hours**
- **Minden has 400 hours**

The Acting Incident Manager Shall:

TIME	INIT	ACTIONS
TIME	INIT	1. Ensure that all Patients and Residents with technology-based life support systems are immediately checked by a Nurse.
TIME	INIT	2. Check elevators for any trapped people. If yes, contact Maintenance On Call to contact OTIS Elevator Company to implement Rescue Services at OTISLINE 24-hour service at **1-800-233-6847**
TIME	INIT	3. Check Diagnostic equipment for any individuals affected by power loss.
TIME	INIT	4. Verify that the Emergency Power is functioning normally. If no, contact Maintenance On Call to contact Somers Generating 24/7 Services at **1-800-690-2395.**
TIME	INIT	5. **Contact the Manager On Call at (705) 455-2964 or (705) 313-2303** to notify of situation and to inform the CEO (or designate).
TIME	INIT	6. Maintenance On Call to determine if there is any immediate risk to Emergency Power Supply. Maintenance On Call to monitor the Emergency Power back-up generator operation.
TIME	INIT	7. Page Code Grey if there is any risk to the Emergency Power Supply over the Fire Panel PA System.
TIME	INIT	8. Contact the other HHHS sites to inform of the situation.
TIME	INIT	9. Manager On Call to contact Hydro One to determine length of time for the outage, and to inform the Acting Incident Manager.
TIME	INIT	10. Maintenance On Call to determine length of time Emergency Power can function without intervention.
TIME	INIT	11. Maintenance On Call to determine which building systems function on emergency power, and which do not.

TIME	INIT	ACTIONS
TIME	INIT	12. Identify any Patients and Residents who would be particularly vulnerable during an extended power interruption. Consider cohorting vulnerable Patients and Residents so that they can be more easily managed.
TIME	INIT	13. Acting Incident Manager with CEO (or designate) to consider selective evacuation of Patients and Residents. If yes, follow Code Green procedures.
TIME	INIT	14. Acting Incident Manager with CEO (or designate) to consider placing Emergency Department on redirect.
TIME	INIT	15. Maintenance On Call to monitor Emergency Power generator fuel supply

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Appendix 3 – Telephone System Failure - Algorithm

Notify IT Staff
M-F, 8am-5pm, IT Help Desk
(705) 328-6207 x6207
IT After Hours **(705) 324-6111 x3101**

IT to determine scope of problem

Full phone system outage?

— **YES** → IT inform Manager On Call scope of the problem

— **NO** → **Site to Site Outage?**

Site to Site Outage? — **YES** → **Can outside lines access extensions?**

Site to Site Outage? — **NO** → **Cellular Outage?**

IT inform Manager On Call scope of the problem → IT to announce Code Grey Manager On Call to inform all Dept. to use Emergency Cellular Phones

Can outside lines access extensions? — **NO** → IT to announce Code Grey Manager On Call to inform all Dept. to use Emergency Cellular Phones

Can outside lines access extensions? — **YES** → **NOT Code Grey** IT to fix site extensions

IT to announce Code Grey Manager On Call to inform all Dept. to use Emergency Cellular Phones → Dept. Staff to ensure Emergency Cellular Phones are fully charged

Dept. Staff to ensure Emergency Cellular Phones are fully charged → Dept. Staff ensure Emergency Backup Phones are at designated locations

Dept. Staff ensure Emergency Backup Phones are at designated locations → Staff to use backup Rogers carrier phones

NOT Code Grey IT to fix site extensions → IT to communicate status to all Staff

Cellular Outage? — **YES** → **NOT Code Grey** IT to work with Cell Provider for solution

Cellular Outage? — **NO** → **EMS Communication?**

NOT Code Grey IT to work with Cell Provider for solution → IT to communicate status to all Staff

EMS Communication? — **YES** → **NOT Code Grey** IT works with EMS on solution

EMS Communication? — **NO** → IT Help Desk Ticket for any other telephone issues

NOT Code Grey IT works with EMS on solution → IT to communicate status to all Staff

Staff to use backup Rogers carrier phones → Staff inform callers of phone system outage when answering Backup Rogers Phones

Staff inform callers of phone system outage when answering Backup Rogers Phones → Manager On Call to communicate status to all Staff

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Telephone System Failure – Checklist Procedure

DATE _____   **TIME** _____

LOATION _____   **COMPLETED BY** _____

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The Acting Incident Manager Shall:

TIME	INIT	ACTIONS
TIME	INIT	1. Determine the scope and nature of the problem following the Code Grey Telephone System Outage Algorithm attached to this Checklist Sheet.
TIME	INIT	2. Ensure that Information Technology (IT) Staff are notified using available cell phones. a. During regular M-F, 8 a.m.-5:00 p.m. working hours, contact IT support at extension **x6207 (705 328-6207)** b. If after regular business hours contact IT Emergency On-Call pager at extension **x3103 (705 324-6111 x3103)**
TIME	INIT	3. IT to determine the of the scope of the problem
TIME	INIT	4. If it is a Site-to-Site outage. Can the outside line access extensions? a. If **YES**, this is not Code Grey, IT to determine and communicate the problem b. If **NO**, Code Grey and proceed to Step 7, Full Phone System Outage
TIME	INIT	5. If the outage is a Cellular Outage, it is NOT Code Grey, IT to work with Cell Provider on solution and communicate to Staff.
TIME	INIT	6. If the outage is an EMS Communication problem, IT to work with EMS on solution and communicate to Staff
TIME	INIT	7. If IT has determined a full phone system outage has occurred: a. IT is to inform Manager On Call b. Manager On Call to make sure all Departments have emergency cellular backup phones. c. IT to be On-Site to assist all Departments with any backup cellular communication issues.
TIME	INIT	8. Department Staff to ensure emergency backup cellular phones are fully charged, ready, and available at designated locations.
TIME	INIT	9. Staff to refer to HHHS Telephone System Failure hard copy procedure document and phone downtime phone numbers in hard copy policy located with emergency backup phones.

TIME	INIT	ACTIONS
TIME	INIT	10. Staff answering emergency backup cellular phones are to let callers know of the phone system outage and provide direct numbers for various departments that are available to be reached on the emergency backup lines.

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Appendix 4 – Information Technology or Network Failure - Algorithm

Notify IT Staff
M-F, 8am-5pm, IT Help Desk
(705) 328-6207 x6207
IT After Hours **(705) 324-6111 x3101**

IT to determine scope of problem

Full internal network outage?

YES → IT inform Manager On Call scope of the problem

NO → **Internal No Intranet?**

IT inform Manager On Call scope of the problem → IT to announce **Code Grey** If failure extends **4 hours**

Internal No Intranet? **YES** → If no network communication to RMH or PHRC?

Internal No Intranet? **NO**

If no network communication to RMH or PHRC? **YES** → IT to announce **Code Grey** If failure extends **4 hours**

If no network communication to RMH or PHRC? **NO** → **NOT Code Grey** IT to determine scope of problem

External No Internet?

External No Internet? **YES** → **NOT Code Grey** IT to determine scope of problem

External No Internet? **NO** → No Email Communication?

No Email Communication? **YES** → **NOT Code Grey** IT to determine scope of problem

IT to announce **Code Grey** If failure extends **4 hours** → Manager On Call to inform Exec On Call to inform all Staff

Manager On Call to inform Exec On Call to inform all Staff → IT to be On-Site to work solution

IT to be On-Site to work solution → Manager On Call to communicate status to all Staff

NOT Code Grey IT to determine scope of problem → IT to communicate status to all Staff

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Information Technology or Network Failure – Checklist Procedure

DATE		TIME	
LOATION		**COMPLETED BY**	

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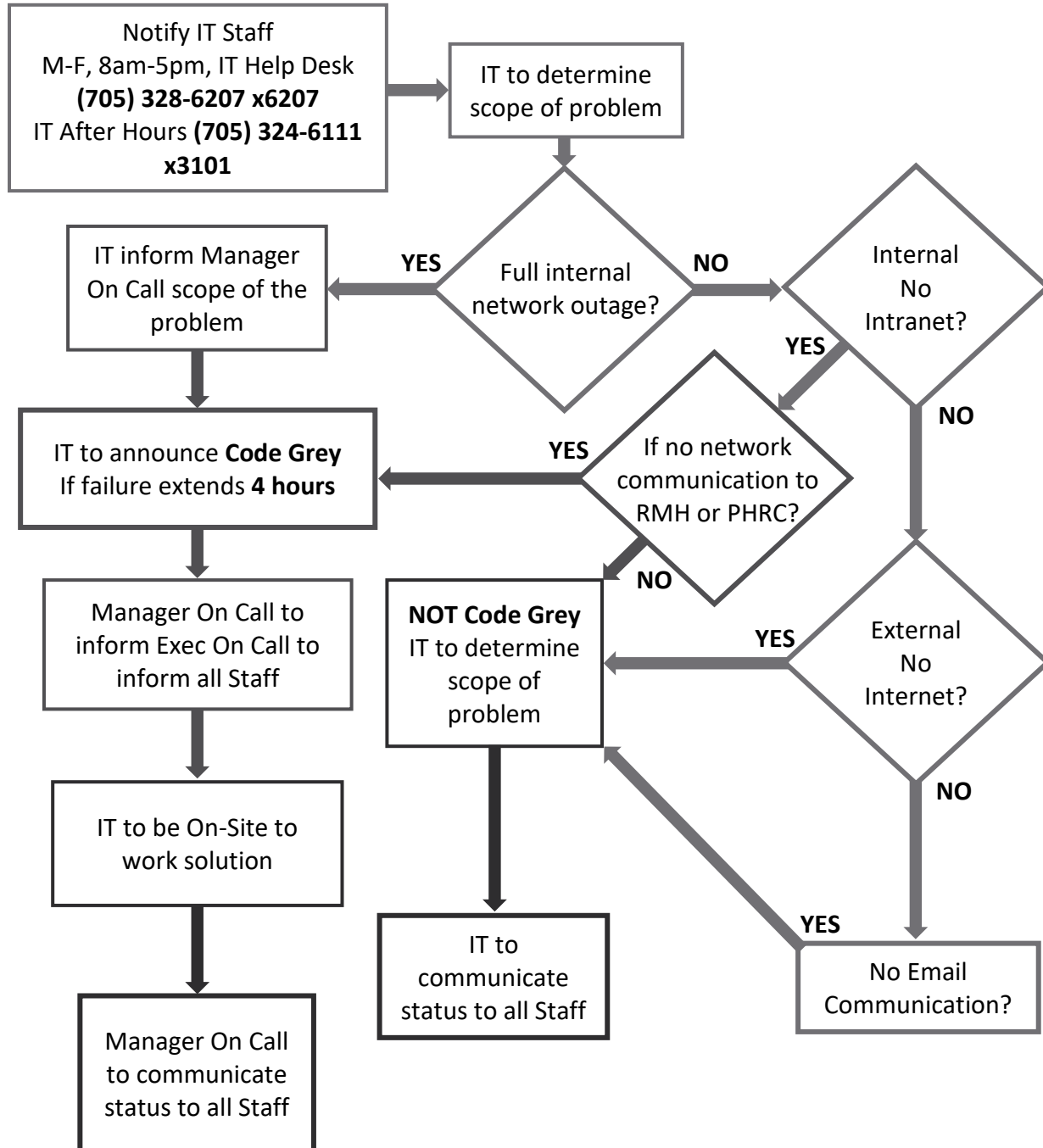
Information technology systems used at HHHS consist of many different components of hardware and software with different levels of impact when there are outages.   Different responses are required for different issues. For departmental applications or individual system outages, normal technical support procedures should be followed. Notification of various outages are provided by IT through announcements on the HHHS Intranet, through email, or by direct personal communication with Departments affected by the outage.

The Acting Incident Manager Shall:

TIME	INIT	ACTIONS
TIME	INIT	1. Determine the scope and nature of the problem following the Code Grey Telephone System Outage Algorithm attached to this Checklist Procedure.
TIME	INIT	2. Ensure that Information Technology (IT) Staff are notified using available cell phones. a. During regular M-F, 8 a.m.-5:00 p.m. working hours, contact IT support at extension **x6207 (705-328-6207)** b. If after regular business hours contact IT Emergency On-Call pager at extension **x3103 (705-324-6111 x3103)**
TIME	INIT	3. IT Staff are to determine the scope of the problem
TIME	INIT	4. IT to announce and notify of Code Grey if Network Failure extends to 4 hours or longer.
TIME	INIT	5. Code Grey would typically be invoked only when a full internal network outage occurs where no critical business applications are available.

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Appendix 5 – Water Loss/Flooding/Sewage Backup - Algorithm

Relocate Patients/Residents/Clients safely from affected area Most Responsible Person assumes role of Acting Incident Manager

→ Attempt to identify the source of the flood / leak

Is the situation after-hours?

NO → Contact Maintenance Staff as soon as possible

YES → Contact Maintenance On Call

Manager On Call to inform Director of Facilities & Projects

Maintenance
Review Fire Protection Inspection & Domestic Water Emergency Shutoff Valve Location contained in this Emergency Response Plan

Check the condition of the valve
Move the valve from open-to-close by turning the handle 90 degrees to the pipe

Once the leak has stopped, Maintenance Staff to obtain Spill Kit from Boiler Room, contain the leak/flood & start Clean Up Spill

Once the leak has been contained, identify cause for the leak

Can repairs be made quickly without risk to Resident / Patient / Client Safety? **YES**

NO

Risk to Fire Protection Water? → **NO** → Risk to Domestic Water? → **NO** → Risk to Facility Heating & Cooling System Water? → **NO** → Risk to Sewage System Backup?

YES (Fire Protection Water)

Page Code Grey
Contact Fire Dept & Post Fire Watch (s)

YES (Domestic Water)

Page Code Grey
Contact OCWA
(705) 731-7083

YES (Facility Heating & Cooling)

Page Code Grey
Maintenance to shut down boilers & chillers and put Building Automation into Manual

YES (Sewage System Backup)

Page Code Grey
Contact Shephard Environmental Services
(705) 731-7083

Contact OFS Fire Service for Emergency
1-800-462-1729

Contact FM Global for Fire System Impairment
1-800-955-3632

Contact Adamson & Dobbin for Emergency Repairs
(705) 745-5751

Estimate length of time & resources to make repairs

Contact CEO or designate

Is there a need for evacuation?

YES →

Follow Code Green Procedures

NO

Finish the repairs, cleanup

Review the Housekeeping requirement with Infection Control

Review the affected area with CEO or designate, Director of Facilities, and Infection Control for safe return of Residents, Patients, Clients, & Staff to area

Debrief incident and summarize with pictures and corrective actions

Submit Debrief Report to CFO to record the incident and potential follow up with Insurance Claim

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Identification of Domestic Water Loss, Flooding, or Sewage Backup – Checklist Procedure

DATE _____ **TIME** _____

LOATION _____ **COMPLETED BY** _____

Note: This document is reviewed during the Post Incident Debriefing. As each item is completed, record the time and initial when the situation permits.

The Acting Incident Manager Shall:

TIME	INIT	ACTIONS
TIME	INIT	1. Most Responsible Person of the Department assumes the role of Acting Incident Manager until relieved by more Senior Manager**.**
TIME	INIT	**2.** Relocate Patients, Residents, Clients, and Visitors away from affected area. Relocate horizontally to the next Fire Zone.
TIME	INIT	3. Attempt to identify the source of the loss of water, or flood / leak. The type will determine the best course of action.
TIME	INIT	4. Acting Incident Manager to **contact the Maintenance On Call (see MOC schedule for Contact Number) for assistance.** a. In case of a flood or leak, follow their direction to the Domestic Water Emergency Shut-Off. This is located in the Water Utility Room and labelled. b. In case of a loss of water, wait for Maintenance On Call to arrive to investigate
TIME	INIT	**5.** Manager On Call to contact Director of Facilities & Projects (or designate).
TIME	INIT	6. In case of a flood or leak, Maintenance to follow the Fire Protection Inspection and Domestic Water Emergency Valve Shut-Off Procedures as required. Maintenance to check condition of Shut-Off valve and ensure closed.
TIME	INIT	7. Once the leak has stopped, Maintenance to obtain Spill Kit from Boiler Room, contain the leak or flood and start with cleanup.
TIME	INIT	8. In case of a domestic water loss, Maintenance to contact OCWA at **(705) 731-7083** for assistance.
TIME	INIT	9. In case of a domestic water loss, Maintenance to assess the situation, inform Director of Facilities & Projects and start making arrangements for bottled water and running the water system in by-pass for toilets if available.

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TIME	INIT	ACTIONS
TIME	INIT	10. The Director of Facilities & Projects shall assess the situation with the Acting Incident Manager. a. Can Maintenance make the necessary repairs? Or do repairs require external resources? b. How long or duration of outage? If greater than 4-hours, the CEO and Directors of Care are to be informed.
TIME	INIT	11. If Maintenance can make the repairs, The Director of Facilities & Projects to advise CEO & Directors of Care of the timeframe and resources to repair.
TIME	INIT	12. If No, Maintenance to advise the Acting Incident Manager & Director of Facilities & Projects on the system affected and risk to safety
TIME	INIT	13. The Acting Incident Manager to Page "Code Grey – Type of Water System Failure or Flooding" three times (3x) on the Fire Panel PA System.
TIME	INIT	14. The Acting Incident Manager with assistance of Maintenance to follow the Type of System Checklists as follows:

Fire System Impairment – Checklist Procedure

DATE _____   **TIME** _____

LOATION _____   **COMPLETED BY** _____

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The Acting Incident Manager Shall:

TIME	INIT	ACTIONS
TIME	INIT	1. Director of Facilities & Projects (or Maintenance) to contact Fire Department
TIME	INIT	2. Director of Facilities & Projects (or Maintenance) to post Fire Watch until system has been restored
TIME	INIT	3. Director of Facilities & Projects (or Maintenance) to contact OFS Service **1-800-462-1729** for emergency services
TIME	INIT	4. If the Fire Protection water valves need to be closed, this is considered impairment to fire protection and FM Global needs to be notified. The FM Global Customer Service Desk number is **1 (800) 955-3632** or emailed at **ENGCanadaCustomerServiceDesk@fmglobal.com**
TIME	INIT	5. Director of Facilities & Projects to advise CEO (or designate) of estimate for length of time and resources to make repairs
TIME	INIT	6. Go to Step 15 – Decision for Code Green Evacuation

Domestic Water Loss or Flooding – Checklist Procedure

DATE _____   **TIME** _____

LOATION _____   **COMPLETED BY** _____

Note: This document is reviewed during the Post Incident Debriefing. As each item is completed, record the time and initial when the situation permits.

The Acting Incident Manager Shall:

TIME	INIT	ACTIONS
TIME	INIT	1. Director of Facilities & Projects (or Maintenance) to contact OCWA Clean Water Agency (OCWA) at **1 (705) 731-7083** for assistance.
TIME	INIT	2. Director of Facilities & Projects to advise OCWA to arrange potable tanker water as contingency
TIME	INIT	3. Maintenance to advise The Pump Shop to arrange bottled water for consumption.
TIME	INIT	4. The Director of Facilities & Projects to inform Area Staff for All Patients, Residents, Clients, Visitors, and Staff to use bottled water.
TIME	INIT	5. The Director of Facilities & Projects to advise the Dietary Manager and the Kitchen to follow OCWA instruction, use bottled water or boil water if instructed by OCWA. Follow the Boil Water Advisory Procedure attached to Code Grey Procedure.
TIME	INIT	6. The Acting Incident Manager to identify any Patients, Residents, and Clients who might be particularly vulnerable to a lack of water. Consider selective evacuation of particularly vulnerable Patients, Residents, and Clients
TIME	INIT	7. Director of Facilities & Projects to advise CEO (or designate) of estimate for length of time and resources to make repairs.
TIME	INIT	8. Go to Step 15 – Decision for Code Green Evacuation

Heating & Cooling System Leak / Flood – Checklist Procedure

DATE _____   **TIME** _____

LOATION _____   **COMPLETED BY** _____

Note: This document is reviewed during the Post Incident Debriefing. As each item is completed, record the time and initial when the situation permits.

The Acting Incident Manager Shall:

TIME	INIT	ACTIONS
TIME	INIT	1. Maintenance Staff to shut down all boilers, chillers affected, shut valves to isolate the system affect, and place the Building Automation System in Manual
TIME	INIT	2. Maintenance to advise Director of Facilities & Projects the extent of the problem, weather conditions and type of failure, and ability to maintain HVAC services to the building.
TIME	INIT	3. Director of Facilities & Projects to contact Adamson and Dobbin at **1 (705) 745-5751** for emergency repairs.
TIME	INIT	4. The Acting Incident Manager or Maintenance to follow the HVAC Failure Procedure.
TIME	INIT	5. Director of Facilities & Projects to advise CEO (or designate) of estimated time and resources to make repairs.
TIME	INIT	6. Go to Step 15 – Decision for Code Green Evacuation

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Sewage System Backed Up and/or Flood – Checklist Procedure

DATE _____ **TIME** _____

LOATION _____ **COMPLETED BY** _____

Note: This document is reviewed during the Post Incident Debriefing. As each item is completed, record the time and initial when the situation permits.

The Acting Incident Manager Shall:

TIME	INIT	ACTIONS
TIME	INIT	1. Maintenance to call Shepard Environment Services for emergency clean-up at **1 (705) 731-7083**
TIME	INIT	2. Director of Facilities & Projects (or Maintenance) to contact Adamson and Dobbin at **1 (705) 745-5751** for emergency repairs
TIME	INIT	3. Director of Facilities & Projects to advise CEO (or designate) of estimate for time and resources to make repairs and clean-up.
TIME	INIT	4. Go to Step 15 – Decision for Code Green Evacuation

Flood/Water-loss – Evacuation & Recovery – Checklist Procedure

DATE _____ **TIME** _____

LOATION _____ **COMPLETED BY** _____

Note: This document is reviewed during the Post Incident Debriefing. As each item is completed, record the time and initial when the situation permits.

The Acting Incident Manager Shall:

TIME	INIT	ACTIONS
TIME	INIT	1. The Acting Incident Manager, Director of Facilities & Projects and CEO (or designate) to evaluate the need for Evacuation.
TIME	INIT	2. If there is a need for evacuation, the Acting Incident Manager to follow Code Green procedures contained in the Emergency Response Manual.
TIME	INIT	3. If there is no need for evacuation, Director of Facilities & Projects and Maintenance to implement action plans for repairs and clean-up.
TIME	INIT	4. If the cleaning can be accomplished internally, The Support Services Supervisor to arrange Housekeeping Staff, supplies, equipment and Infection Control procedures to clean all areas affected.
TIME	INIT	5. If cleaning is beyond internal resources, the Director of Facilities & Projects to contact ServiceMaster Restore at **1-705-645-8555**
TIME	INIT	6. The Director of Facilities & Projects will arrange with the CEO (or designate), Infection Control, Area Manager, and Support Services Supervisor the affected area for safe return of Patients, Residents, Clients, Visitors, and Staff to the area.
TIME	INIT	7. The Director of Facilities & Projects will arrange a debrief of the situation within 48 hours of clean up and prepare a summary report within 10-days for Management Committee and Insurance review.
TIME	INIT	8. Maintenance to replenish and re-assemble Spill Kit, and return to site's boiler room.

Appendix 6 – Boil Water Advisory - Algorithm

Hospital receives notice of "Boil Water Advisory" or domestic water contaminates from Ontario Clean Water Agency

Is the situation after-hours?

NO → OCWA will contact Director of Facilities & Project

YES → OCWA to contact Manager On Call

Director of Facilities & Projects to inform CEO (or designate) of situation

Manager On Call to inform Director of Facilities & Projects (or designate)

Page Code Grey
Boil Water Advisory

See Public Health Table 1
Use bottled water or Rapid Rolling Boil for min. 1 minute

Director of Facilities & Projects
Notify all departments of "Boil Water Advisory"

Dietary Manager
Use bottled water for consumption, if unavailable, Rapid Rolling Boil Water minimum for 1 minute for cooking, ice

OCWA
Immediate verbal notifications - Advise to use bottled water or Rapid Rolling Boil for 1 minute, post written notices within 24 hours, lead investigation, testing, and corrective actions with Director of Facilities & Projects or designate

Has the source of contamination been found?

NO **YES**

OCWA issues end to "Boil Water Advisory"

Director of Facilities & Projects issues all clear, removes written notices & maintains pre-cautionary bottled water supply

Debrief
OCWA & Director of Facilities & Projects summarizes key learnings and updates procedure as necessary

OCWA informs Director of Facilities & Projects Debrief on root-cause, corrective action plan & sampling results timelines

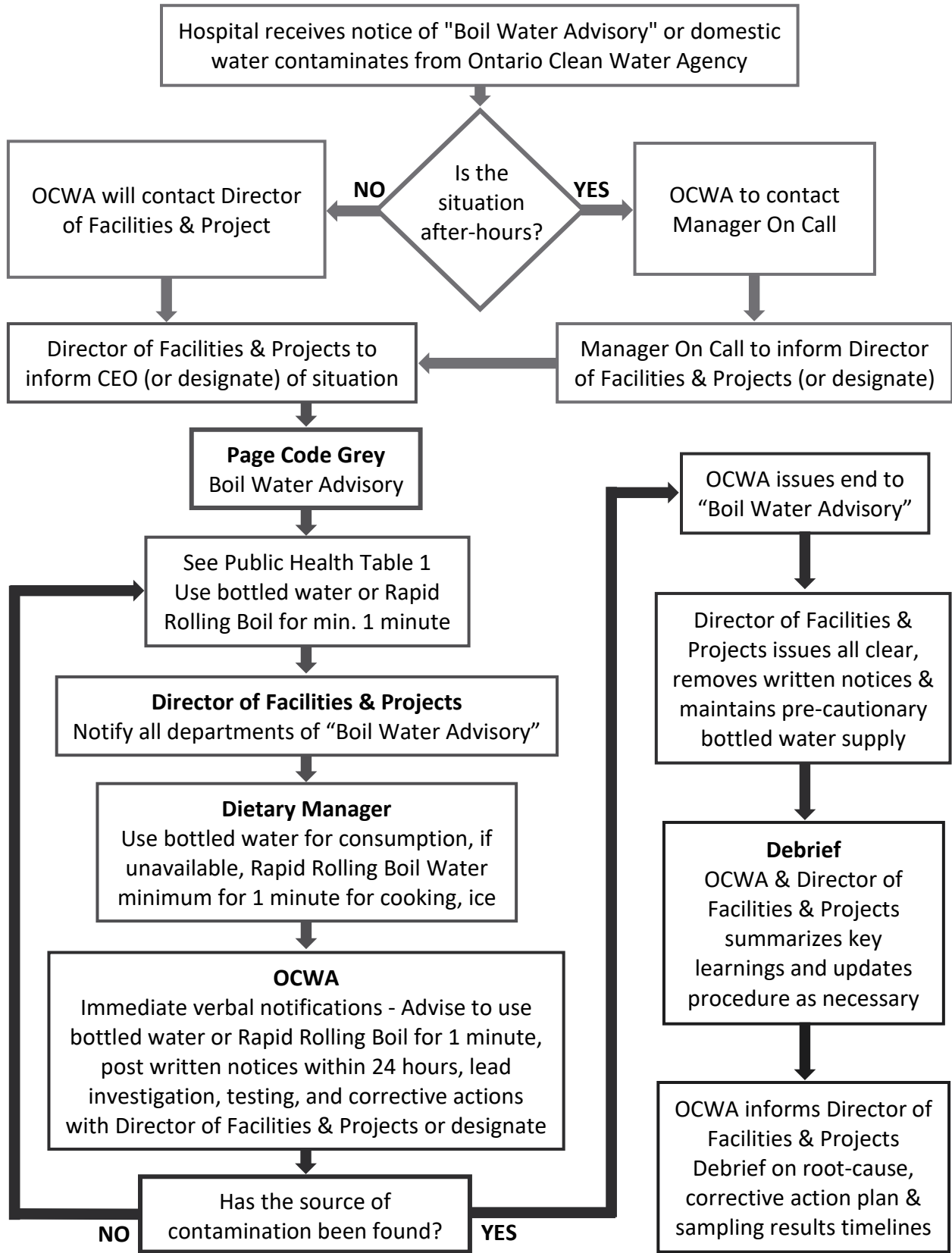# Boil Water Advisory – Checklist Procedure

DATE _____   **TIME** _____

LOATION _____   **COMPLETED BY** _____

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The Ontario Clean Water Agency (OCWA) is the operator of the HHHS Facilities water systems. OCWA collects samples and monitors the potable water quality and disinfection. OCWA will issue "Boil Water Advisories" and coordinate the communication and actions with Public Health, Ministry of Environment, and other relevant Government Agencies. OCWA will issue the "Boil Water Advisory" to the Director of Facilities & Projects.
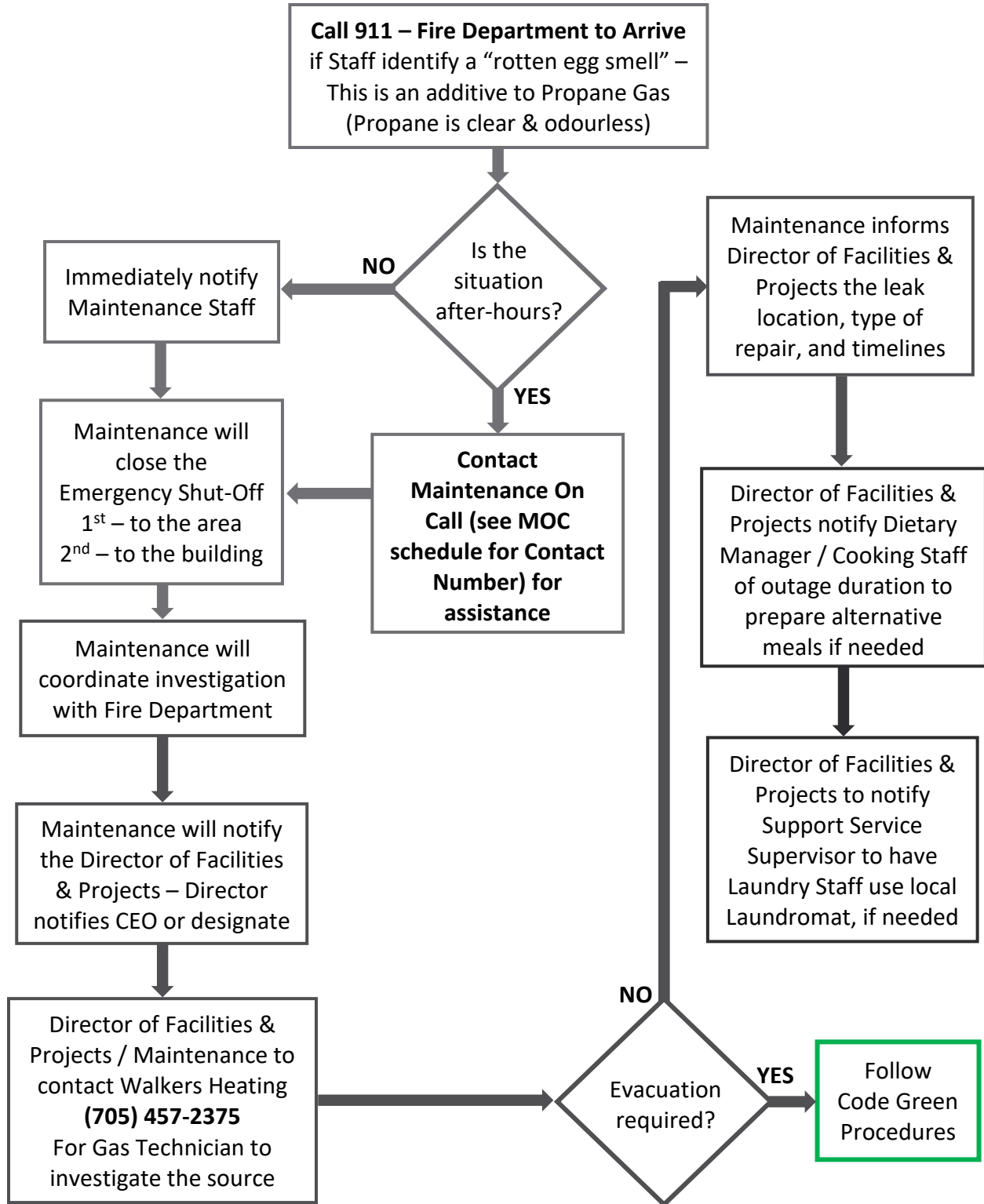
The Acting Incident Manager Shall:

TIME	INIT	ACTIONS
TIME	INIT	1. The Director of Facilities & Projects will receive notice of "Boil Water Advisory" or any other Potable Water quality conditions from The Ontario Clean Water Agency (OCWA).
TIME	INIT	2. If the Situation is after-hours, The Director of Facilities & Projects will notify the Manager On Call and Maintenance On Call of the situation, and arrange Maintenance On Call to Page "Code Grey – Boil Water Advisory" across the Fire Panel PA System.
TIME	INIT	3. Maintenance On Call will inform all Nursing Staff and Kitchen to use bottled water.
TIME	INIT	4. Maintenance Staff will contact The Pump Shop to make arrangements for bottled water supplies.
TIME	INIT	5. The Director of Facilities & Projects will notify the Dietary Manager and Kitchen Staff of the Boiled Water Advisory, to use bottled water or if unavailable to have all water for consumption to be boiled with a "Rolling Boil for 1 Minute"
TIME	INIT	6. The Director of Facilities & Projects will notify the CEO (or designate) of the situation.
TIME	INIT	7. The Directors of Care will advise the Ministry of LTCH contacts on the situation and if the advisory is a Critical incident.
TIME	INIT	8. The Director of Facilities & Projects, with the assistance of the IPAC Nurse, will advise the Staff to follow **Public Health Table 1** attached to this procedure.
TIME	INIT	9. OCWA will post notices at all washrooms and taps within 24-hours advising the "Boil Water Advisory" and will lead the investigation of cause with Public Health, Director of Facilities & Projects, and Maintenance Staff.

TIME	INIT	ACTIONS
TIME	INIT	10. Once the source or root-cause has been identified, OCWA Technicians with Maintenance Staff to implement corrective action plan following OCWA SOP- "Boiled Water Advisory".
TIME	INIT	11. OCWA to advise the Director of Facilities & Projects of corrective action plan, sampling, and timelines.
TIME	INIT	12. Director of Facilities & Projects to post daily updates to all Staff.
TIME	INIT	13. OCWA will issue communication to end "Boil Water Advisory" and instruct Maintenance Staff to remove written postings.
TIME	INIT	14. The Director of Facilities & Projects will communicate to all Staff the end of the "Boil Water Advisory" and coordinate a debrief to summarize key learnings and preventative actions.

Appendix 7 – Gas Leak - Algorithm

Call 911 – Fire Department to Arrive
if Staff identify a "rotten egg smell" –
This is an additive to Propane Gas
(Propane is clear & odourless)

Is the situation after-hours?

NO → Immediately notify Maintenance Staff

YES → Contact Maintenance On Call (see MOC schedule for Contact Number) for assistance

Maintenance will close the Emergency Shut-Off
1st – to the area
2nd – to the building

Maintenance will coordinate investigation with Fire Department

Maintenance will notify the Director of Facilities & Projects – Director notifies CEO or designate

Director of Facilities & Projects / Maintenance to contact Walkers Heating **(705) 457-2375** For Gas Technician to investigate the source

Maintenance informs Director of Facilities & Projects the leak location, type of repair, and timelines

Director of Facilities & Projects notify Dietary Manager / Cooking Staff of outage duration to prepare alternative meals if needed

Director of Facilities & Projects to notify Support Service Supervisor to have Laundry Staff use local Laundromat, if needed

Evacuation required?

NO (up to Maintenance informs Director of Facilities & Projects)

YES → Follow Code Green Procedures

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Gas Leak – Checklist Procedure

DATE _____   **TIME** _____

LOATION _____   **COMPLETED BY** _____

Note: This document is reviewed during the Post Incident Debriefing. As each item is
completed, record the time and initial when the situation permits.

Only Propane Gas is used for Kitchen Cooking and Laundry Room Dryers

Each area has Emergency Shut-off valves.

In addition, Propane Emergency Shut-off valve is located where the Propane Line enters the
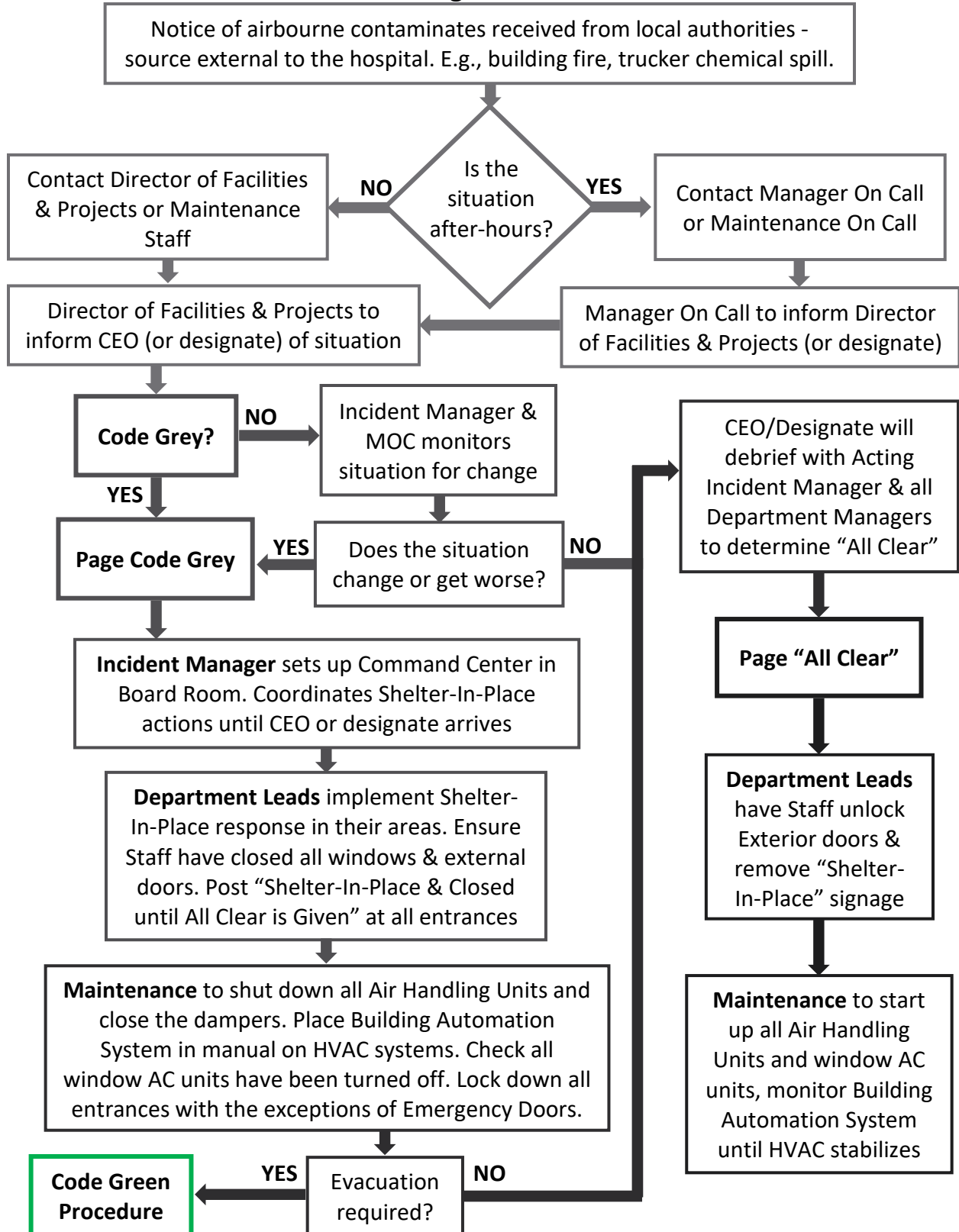building closest to the Propane Tank.

The Acting Incident Manager Shall:

TIME	INIT	ACTIONS
TIME	INIT	1. If Staff identify a "Rotten Egg Smell". **Call 911** for the Fire Department (This is an additive to Propane Gas to signal a leak has occurred. Propane is an odorless and not visible.)
TIME	INIT	2. Staff are to notify Maintenance Staff immediately. If after-hours, **Contact Maintenance On Call (see MOC schedule for Contact Number) for assistance**
TIME	INIT	3. Maintenance Staff will immediately close the Area Emergency Shut-offs and the Propane Supply line to the building a. There is an Emergency Shut-off in the Kitchen b. Each Laundry Dryer has an Emergency Shut-off behind the Dryers c. The Propane Supply Line Shut-off is located where the Propane Line enters the building closest to the Propane Tank.
TIME	INIT	4. Maintenance will follow Fire Department instructions and coordinate with the investigation.
TIME	INIT	5. Maintenance will notify the Director of Facilities & Projects after the Emergency Shut-offs are closed.
TIME	INIT	6. Director of Facilities & Projects will notify the CEO (or designate)
TIME	INIT	7. Director of Facilities & Projects (or Maintenance Staff) to contact Highland Appliances **(705 457-1048)** for Gas Technician to investigate the source.
TIME	INIT	8. If the source is the Propane Tank, the Director of Facilities & Projects will call Sparlings Propane Bracebridge at **1 (705) 640-2160**
TIME	INIT	9. The Director of Facilities & Projects will coordinate with the CEO (or designate) on the situation to determine if an Evacuation is required. Follow Code Green procedures

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TIME	INIT	ACTIONS
TIME	INIT	10. Maintenance informs the Director of Facilities & Projects the leak location, type of repairs, and duration.
TIME	INIT	11. Director of Facilities & Projects to inform CEO (or designate), Dietary Manager, and Support Service Supervisor of the repairs and timeline.
TIME	INIT	12. Dietary Manager (or Cooking Staff) to be informed of outage and duration to prepare alternative meal plans during the outage.
TIME	INIT	13. Support Services Supervisor to arrange Laundry Staff to use local Laundromat during the outage.
TIME	INIT	14. Director of Facilities & Projects to organize a debrief of the situation within 48 hours and summarize the incident report within 10-days.

Appendix 8 – Air Exclusion (Shelter-In-Place) & Ventilation Shutdown - Algorithm

Notice of airbourne contaminates received from local authorities - source external to the hospital. E.g., building fire, trucker chemical spill.

Is the situation after-hours?

NO → Contact Director of Facilities & Projects or Maintenance Staff

YES → Contact Manager On Call or Maintenance On Call

Director of Facilities & Projects to inform CEO (or designate) of situation

Manager On Call to inform Director of Facilities & Projects (or designate)

Code Grey?

NO → Incident Manager & MOC monitors situation for change

YES ↓

Page Code Grey ← **YES** — Does the situation change or get worse? — **NO** → CEO/Designate will debrief with Acting Incident Manager & all Department Managers to determine "All Clear"

Incident Manager sets up Command Center in Board Room. Coordinates Shelter-In-Place actions until CEO or designate arrives

Page "All Clear"

Department Leads implement Shelter-In-Place response in their areas. Ensure Staff have closed all windows & external doors. Post "Shelter-In-Place & Closed until All Clear is Given" at all entrances

Department Leads have Staff unlock Exterior doors & remove "Shelter-In-Place" signage

Maintenance to shut down all Air Handling Units and close the dampers. Place Building Automation System in manual on HVAC systems. Check all window AC units have been turned off. Lock down all entrances with the exceptions of Emergency Doors.

Maintenance to start up all Air Handling Units and window AC units, monitor Building Automation System until HVAC stabilizes

Code Green Procedure ← **YES** — Evacuation required? — **NO**

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Air Exclusion (Shelter-In-Place) & Ventilation Shutdown – Checklist Procedure

DATE _____   **TIME** _____

LOATION _____   **COMPLETED BY** _____

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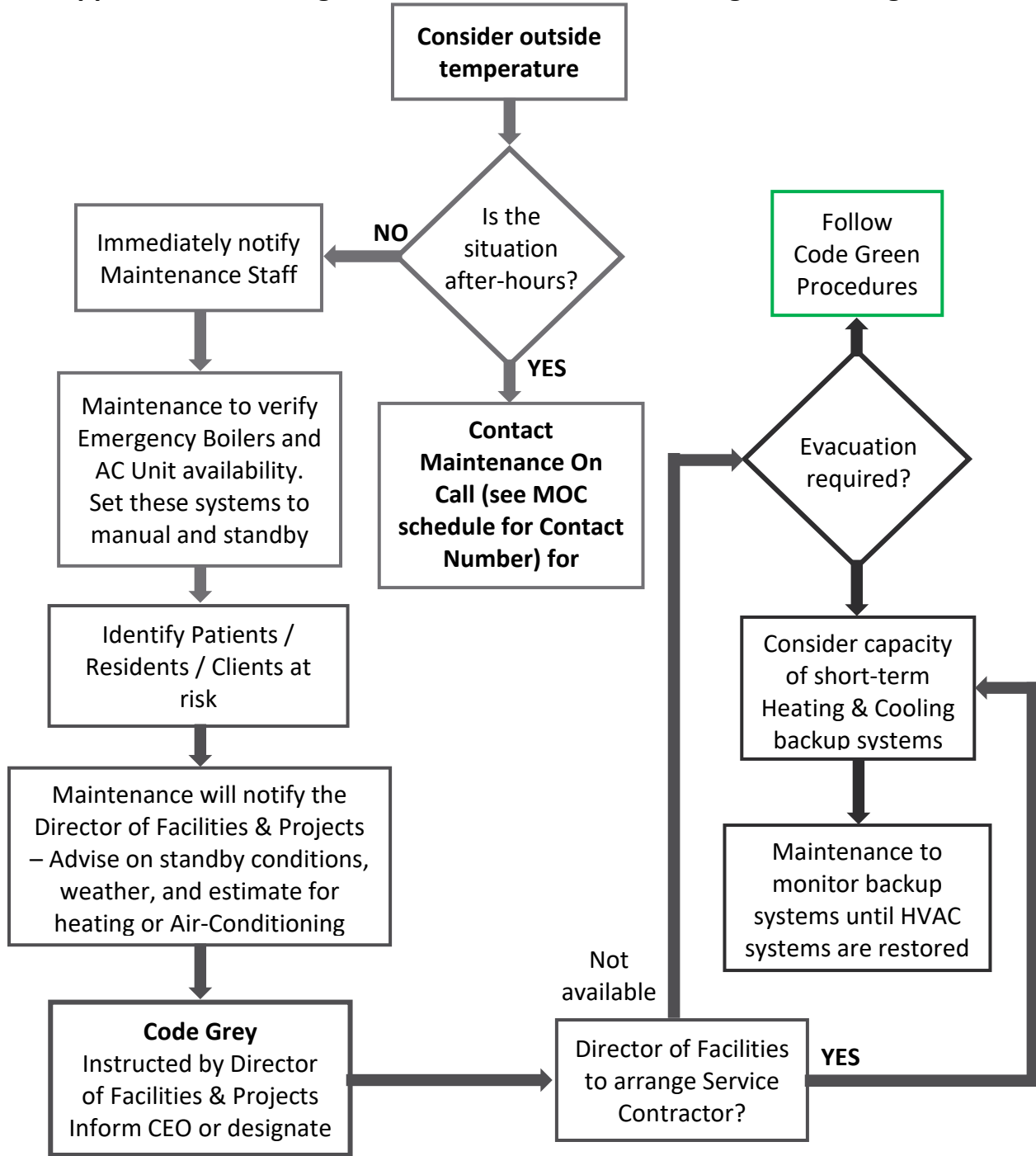
The Acting Incident Manager Shall:

TIME	INIT	ACTIONS
TIME	INIT	1. Hospital receives notice from local Authorities, (Municipality, Fire Department, or EMS) of airborne contaminates external to the Hospital and LTCH.
TIME	INIT	2. Most Responsible Person of the Department assumes the role of Acting Incident Manager until relieved by more Senior Manager.
TIME	INIT	3. **Contact the Manager On Call (705) 455-2964 or (705) 313-2303**, and requesting their assistance.
TIME	INIT	4. Manager On Call to contact Director of Facilities & Projects (or Maintenance) to advise of situation and arranges Shelter-in-Place procedures
TIME	INIT	5. Manager On Call and Director of Facilities & Projects to contact CEO (or designate) to brief the situation and assess risks.
TIME	INIT	a. If the airborne contaminates are considered a risk to Resident, Patient, Client, Visitor and Staff safety; Page Code Grey Shelter-in-Place three times (3x) using the Fire Panel PA System.
TIME	INIT	b. If little or no risk, Acting Incident Manager to monitor the situation and inform Manager On Call of any changes in the situation or escalation of risk.
TIME	INIT	6. Acting Incident Manager to set up Command Center in Facility Boardroom, and coordinates Shelter-in-Place actions until CEO (or designate) arrives.
TIME	INIT	7. Ensure Staff have closed all windows and exterior doors in their area
TIME	INIT	8. Department Leads to lock down all entrances except for Emergency Doors
TIME	INIT	9. Department Leads post signs on all entrances stating "Shelter-in-Place" and keep all windows and doors closed.
TIME	INIT	10. Maintenance to shut down all Air Handling Systems, close exterior dampers, and shutdown HVAC systems.

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TIME	INIT	ACTIONS
TIME	INIT	11. Maintenance to set all HVAC systems to Manual in Building Automation System.
TIME	INIT	12. Maintenance to shut down all window mounted air conditioning systems. (All Split Duct AC units can operate.)
TIME	INIT	13. LTCH Staff to relocate Residents to designated cooling area if building becomes too warm.
TIME	INIT	14. With consultation with CEO (or designate), the Acting Incident Manager determines need for Evacuation.
TIME	INIT	a. If **YES**, follow Code Green procedures
TIME	INIT	b. If **NO**, Acting Incident Manger to monitor situation and keep Manager On Call informed of changes or escalation of risks.
TIME	INIT	15. When the situation risks are lessened and Authorities advised, the Acting Incident Manager, CEO, and Director of Facilities & Projects (or designates) will determine "All Clear"
TIME	INIT	16. Acting Incident Manager will page "Code Grey – All Clear" three times (3x) on the Fire Panel PA System.
TIME	INIT	17. Department Leads and Maintenance will return all operating systems to normal, remove signs, and unlock doors.
TIME	INIT	18. The Acting Incident Manager, Maintenance Staff, Director of Facilities & Projects, and CEO (or designate) will debrief within 48 hours of the "Shelter-in-Place" to summarize learnings and procedures.

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Appendix 9 – Heating, Ventilation, & Air-Conditioning Failure - Algorithm

Consider outside temperature

Is the situation after-hours?

NO → Immediately notify Maintenance Staff

Maintenance to verify Emergency Boilers and AC Unit availability. Set these systems to manual and standby

Identify Patients / Residents / Clients at risk

Maintenance will notify the Director of Facilities & Projects – Advise on standby conditions, weather, and estimate for heating or Air-Conditioning

Code Grey
Instructed by Director of Facilities & Projects Inform CEO or designate

YES → **Contact Maintenance On Call (see MOC schedule for Contact Number) for**

Follow Code Green Procedures

Evacuation required?

Consider capacity of short-term Heating & Cooling backup systems

Maintenance to monitor backup systems until HVAC systems are restored

Director of Facilities to arrange Service Contractor?

Not available

YES

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Heating, Ventilation, & Air Conditioning Failure – Checklist Procedure

DATE _____   **TIME** _____

LOATION _____   **COMPLETED BY** _____

Note: This document is reviewed during the Post Incident Debriefing. As each item is completed, record the time and initial when the situation permits.
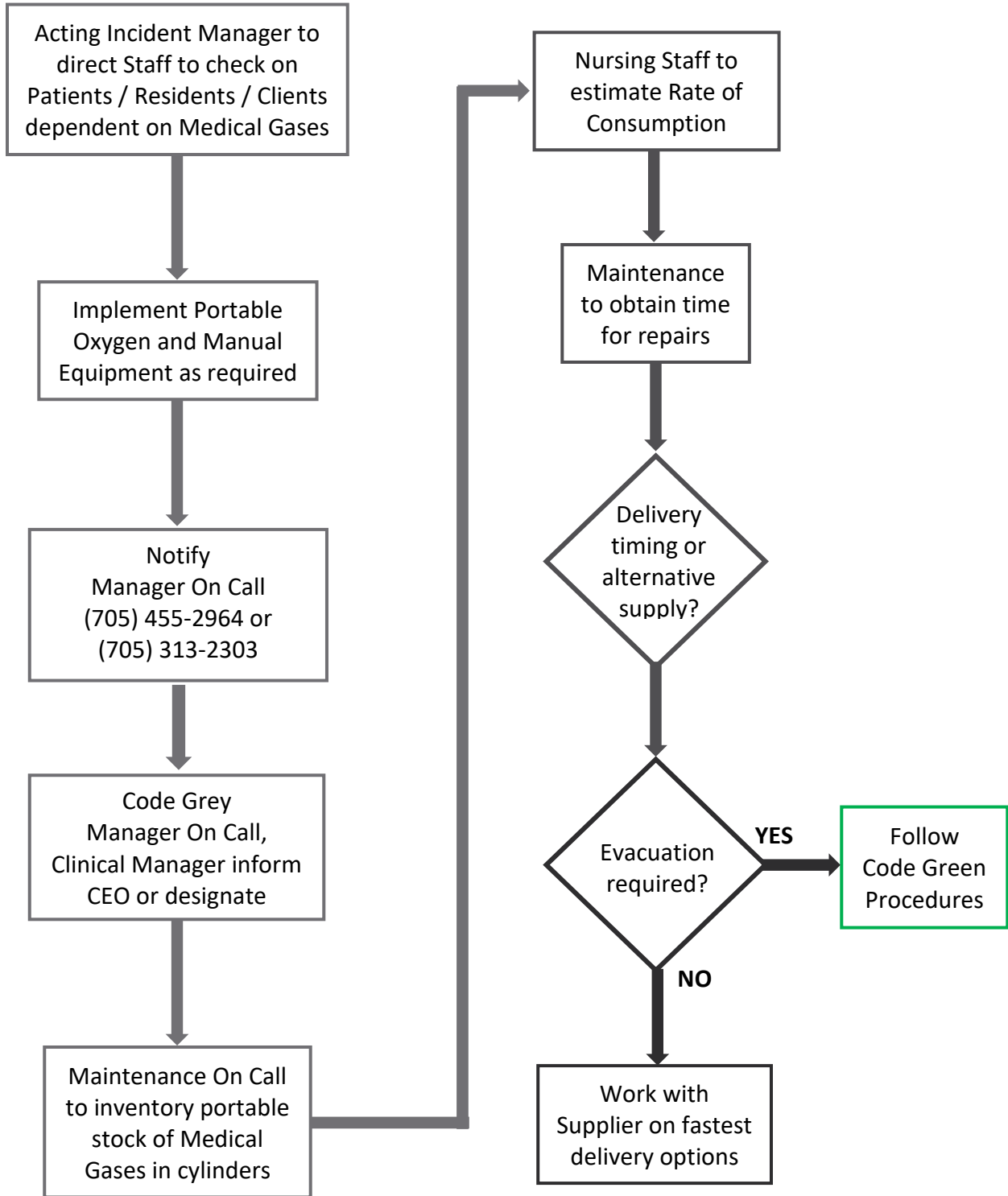
The Acting Incident Manager Shall:

TIME	INIT	ACTIONS
TIME	INIT	1. Identify the weather forecast and outside temperatures for determine risks of the situation.
TIME	INIT	2. If after-hours, notify Maintenance On Call otherwise contact Maintenance Staff with the situation.
TIME	INIT	3. Maintenance to identify extent of the failure, verify manual operation of Emergency Boilers or AC units. Set these units to Stand-by Manual operation if needed.
TIME	INIT	4. Maintenance to inform Director of Facilities & Projects of the failure, advise on back-up alternatives, weather, and estimate for repairs or outside resources.
TIME	INIT	5. Maintenance On Call to Page Code Grey – Type of Incident three times (3x) on Fire Panel PA System if directed by Director of Facilities & Projects.
TIME	INIT	6. Director of Facilities & Projects to determine availability and arrival time, length of repairs and inform CEO (or designate) of the situation.
TIME	INIT	7. Maintenance to advise Nursing Staff. Nursing Staff to identify Patients, Residents, Clients, Visitors, and Staff at risk.
TIME	INIT	8. If required, Director of Facilities & Projects to contact: a. Modern Niagara, **(416) 749-6031**, for Chillers & ventilation b. Carmichael Engineering, **(613) 962-3440**, for boilers & heating c. Adamson and Dobbin, **(705) 745-5751**, for pumps, piping & Emergency repairs d. Churko Electric, **(705) 457-7088**, for electrical and automation
TIME	INIT	9. Director of Facilities & Projects, CEO (or designate), Maintenance On Call to determine need (timing) to evacuate the Facility.
TIME	INIT	a. If Evacuation, Page Code Green and follow Code Green procedures
TIME	INIT	b. If no Evacuation, implement cohorting Patients, Residents, Clients, Visitors, and Staff with alternate heating and cooling, run Back-up Heating or Cooling systems in Manual, discontinue activities which generate heat if cooling required (i.e., Laundry & Cooking), prepare alternate food plans.

TIME	INIT	ACTIONS
TIME	INIT	10. Maintenance On Call to monitor Contractor repairs and inform Director of Facilities & Projects of Status, issues, and duration to normal operations.
TIME	INIT	11. Director of Facilities & Projects to keep CEO (or designate) informed of status.
TIME	INIT	12. Director of Facilities & Projects to debrief with Maintenance and Contractors within 48 hours of normal operations and prepare summary report on incident for Executive Leadership Team review.

Appendix 10 – Medical Gas Failure - Algorithm

```
Acting Incident Manager to          Nursing Staff to
direct Staff to check on            estimate Rate of
Patients / Residents / Clients      Consumption
dependent on Medical Gases
           │                                │
           ▼                                ▼
Implement Portable                  Maintenance
Oxygen and Manual                   to obtain time
Equipment as required               for repairs
           │                                │
           ▼                                ▼
Notify                              Delivery
Manager On Call                     timing or
(705) 455-2964 or                   alternative
(705) 313-2303                      supply?
           │                                │
           ▼                                ▼
Code Grey                           Evacuation  ──YES──►  Follow
Manager On Call,                    required?             Code Green
Clinical Manager inform                                   Procedures
CEO or designate                        │
           │                           NO
           ▼                            ▼
Maintenance On Call                 Work with
to inventory portable               Supplier on fastest
stock of Medical                    delivery options
Gases in cylinders
```

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Medical Gasses Failure – Checklist Procedure

DATE _____ **TIME** _____

LOATION _____ **COMPLETED BY** _____

Note: This document is reviewed during the Post Incident Debriefing. As each item is completed, record the time and initial when the situation permits.

The Acting Incident Manager Shall:

TIME	INIT	ACTIONS
TIME	INIT	1. Acting Incident Manager to direct all Staff to immediately check all Patients and Residents who are dependent upon medical gases.
TIME	INIT	2. Clinical Staff implement life safety measures using portable oxygen systems and manual equipment, as required.
TIME	INIT	3. If after-hours, Acting Incident Manager to **contact the Manager On Call at the after-hours phone number (705) 455-2964 or (705) 313-2303.**
TIME	INIT	4. Maintenance to inventory existing stocks of medical gas(es) in portable cylinders and report inventory to Acting Incident Manager.
TIME	INIT	5. Acting Incident Manager to estimate rate of consumption and time to exhaust existing supplies.
TIME	INIT	6. Maintenance to contact G.H. Medical Services **(905) 455-6771** to arrange repairs and obtain estimate for time of repairs.
TIME	INIT	7. Maintenance to arrange portable bottle supply from Air Liquide at **(905) 455-6771** and obtain delivery estimate.
TIME	INIT	8. Acting Incident Manager to contact Clinical Manager, Manager On Call, CEO (or designate) to determine Code Grey – Lack of Medical Gas(es).
TIME	INIT	9. If determined, Acting Incident Manager Pages Code Grey – Lack of Medical Gas(es) three times (3x) on the Fire Panel PA System.
TIME	INIT	10. Acting Incident Manager identifies alternate sources for medical gas cylinders: Alternate suppliers, EMS, nearby facilities (RMH, Bancroft Hospital, etc.)
TIME	INIT	11. Manager On Call with Clinical Manager identifies any Patients and Residents who are at risk.
TIME	INIT	12. Clinical Manager, Manager On Call consult with CEO (or designate) the relocation of high-risk Patients and Residents.
TIME	INIT	13. Manager On Call and Nursing Staff under direction of Clinical Manager works to arrange transportation to alternate Hospitals. Follow established transportation procedures (CRITICALL, ORANGE, EMS).
TIME	INIT	14. Maintenance to work with Contractors and Suppliers with fastest delivery and repair times.

TIME	INIT	ACTIONS
TIME	INIT	15. Within 48 hours of normal operations, Acting Incident Manager, Clinical Manager, Director of Facilities & Projects, CEO (or designate) debrief of response and summarize learnings and / or changes to procedures in report to CEO within 10-days of debrief.

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Appendix 11 – Emergency Evacuation Kit Contents

	Emergency Evacuation Kit Contents	Quantity
☐	Small Flashlights	4
☐	Headlamp	1
☐	Identification Vests	4
☐	Name tags	1 pack
☐	Masking tape	1
☐	Flagging tape	1
☐	Caution tape	1
☐	Coloured chalk	1 box
☐	White chalk	1
☐	Clipboards	2
☐	Markers/pens	1 bag
☐	Triage Tags	1 pack
☐	Emergency Preparedness & Response Manual	1
☐	First Aid Kit	1
☐	**Search Kit**	1
Search Kit Contents	☐ "Searched" Flyers	2 sheets
	☐ Minden or Haliburton Detailed Zone Maps	1 doc
	☐ Whistles	1 pack

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Table 1 – Public Health Specific guidance during a Boil Water Advisory

Use	Instructions (non-outbreak situation)	Instructions (waterborne outbreak situation)
Drinking	Use boiled tap water (Rolling Boil minimum 60 seconds)	
Brushing teeth	Use boiled tap water	
Washing hands	Can continue to be washed using tap water and a proper handwashing technique that includes rubbing all parts of the hands with soap and water for a minimum of 20 seconds	Can continue to be washed using tap water and a proper handwashing technique, followed by the use of an alcohol-based hand gel disinfectant containing more than 60% alcohol, or rub hands with a 65-95 % alcohol solution. Alcohol-based disinfectant should be rubbed into all areas of the hands until hands are dry. Hands should not be towel dried.
Ice cubes	Use boiled tap water	
Preparing food	Use boiled tap water	
Beverages	Use boiled tap water	
Washing fruits/vegetables	Use boiled tap water	
Laundry	May be washed in tap water, either by hand or by machine	Wash laundry with detergent in hot water at the maximum cycle length, and then machine (hot air) dry
Showers or baths	Adults, adolescents, and older children may shower, bathe, or wash using tap water, but should avoid swallowing the water. Infants, toddlers and immunocompromised individuals should be sponge bathed in order to reduce the chance of them swallowing the water.	Sponge bathe only

Use	Instructions (non-outbreak situation)	Instructions (waterborne outbreak situation)
Washing dishes	May be washed in tap water, either by hand or by machine	If dishes are washed by hand, they should be (1) washed and rinsed in hot tap water, then (2) soaked in a dilute solution of unscented household bleach (20 mL of unscented bleach in 10 L of water) for 1 minute and (3) left to air dry for a minimum of 4 hours. Use dishwasher that uses hot water (final rinse temperature of at least 65oC) or has a sanitizing cycle
Infant formula	Use boiled tap water	
Pets	Use boiled tap water	

Retrieved from: https://www.canada.ca/en/health-canada/services/publications/healthy-living/guidance-issuing-rescinding-boil-water-advisories-canadian-drinking-water-supplies.html#a.4

Table 2 – Emergency Contact Numbers for Contract Services

Contact	Service	Main Number	After-Hours Number
Adamson and Dobbin Dave Watt	Mechanical & Piping Project Manager (cell)	**(705) 745-5751** **(705) 312-0040**	(705) 745-5751
AFK Mechanical	Propane Gas Technician	**(705) 286-4882**	
Carmichael Engineering Trevor Allaby	HVAC Systems Heating & Cooling Service Manager	**(613) 962-3440** **(613) 968-1626**	(613) 962-3440
Churko Electric Steve Churko	Electrical Owner	**(705) 457-4576** **(705) 457-7088**	(705) 457-7088
Comco Canada Gord Thompson	Fuel Oil Tank	**(705) 728-0905**	
Highland Appliances	Propane Appliance service	**(705) 457-1048**	
Hydro One Dan Steele	Electrical Power Area Manager	**(888) 664-9376** **(705) 455-2824**	(888) 664-9376
FM Global	Fire System Insurance	**(800) 955-3632**	
Modern Niagara Jason Gorry Ian Hawke	HVAC Systems Heating & Cooling Account Manager (cell) Service Technician (cell)	**(416) 748-3882** **(416) 461-1317** **(647) 393-4016**	(416) 748-3882
OCWA Jeremy Manning	Manager (cell)	**(705) 731-7083**	(888) 695-1663 As OCWA Kawartha
OFS	Fire System	**(800) 461-1729**	(800) 461-1729
OTIS	OTIS Elevators	**(800) 233-6847** **(705) 741-8597**	(800) 233-6847
The Pump Shop Jesse Woodward	Domestic Water System & Bottled Water Owner (cell)	**(705) 457-2638** **(705) 457-0945**	(705) 457-0945
Somers Generators	Emergency Power Generator	**(800) 690-2396**	(800) 690-2396
Sparlings Propane	Propane Tank	**(705) 640-2160**	
Shepherd Environmental Services	Sewage & Waste Water Disposal	**(705) 454-3744**	
Ultramar	Fuel Oil Tank	**(613) 727-7184**	
Walkers Heating	Propane Gas Technician	**(705) 457-2375**	

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