

Section: Emergency Codes

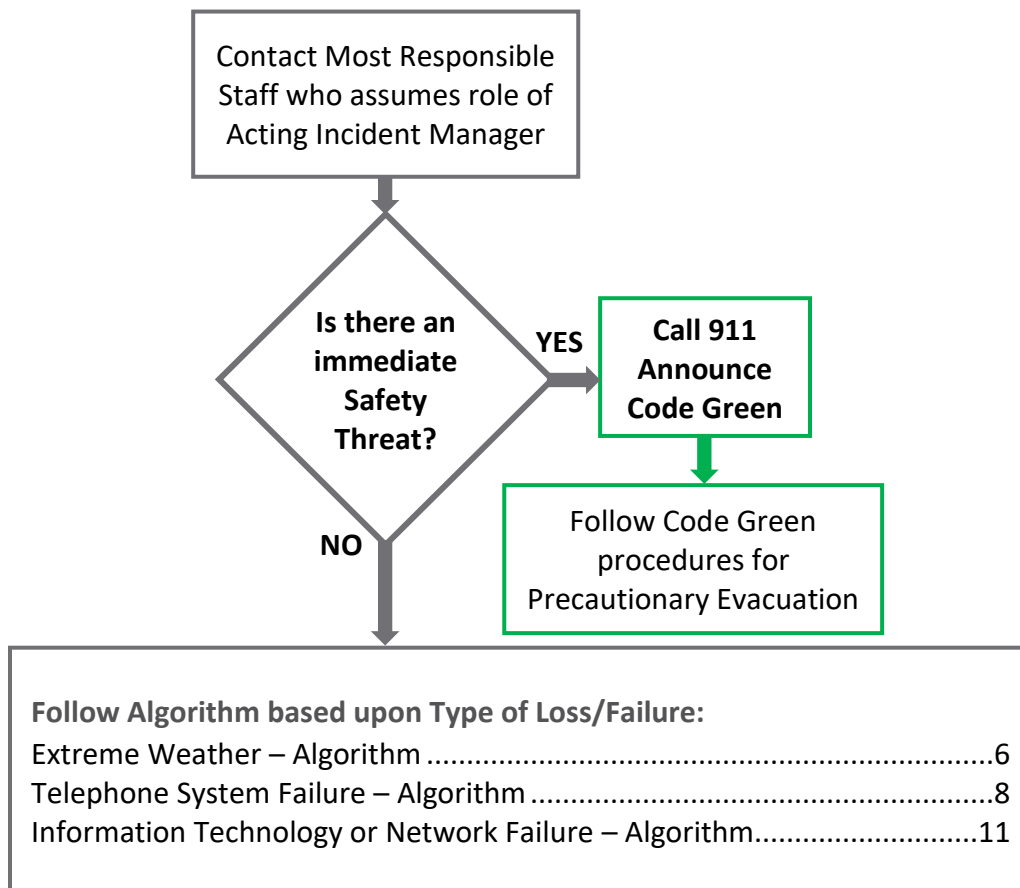
Approved By: CNE and VP Clinical and Community Programs

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IT and Communications Failure, Environmental – Algorithm



Code Grey

Policy – IT and Communications Failure, Environmental

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 must be implemented in the event of significant failures. Any HHHS Staff with specific responsibilities for a particular system may announce a Code 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 four 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 from the Incident Command Center (ICC). 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 tabletop reviews and drills.

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 – Telephone System Failure: The facility land-line telephone system (excludes cellular phone 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.

Procedure

1. **Any Staff can announce a Code Grey related to that system by paging “Attention. Code Grey” or “Attention. Code Grey, 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 the Manager on Call (MOC) of the problem.

3. The Most Responsible Person of the Department assumes the role of Acting Incident Manager and must notify the IT Staff during business hours to advise them of the situation or the **Manager on Call after hours immediately**.
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. Follow instructions from the Checklist and Algorithm for each type of infrastructure failure attached to this document.

Responding to Code Grey

1. Follow the Checklist and Algorithm for each type of Environmental/Infrastructure failure.
2. The Acting Incident Manager will activate the Incident Command Center (ICC) and provide each Staff assigned 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.

Recovery & Debrief

Recovery will occur by a decision of the CEO/ELT in consultation with the Director of ICT (or designate) for Information and Communication Technology.

1. The ICC will ensure that the following is maintained:
 - a. A plan and timeline for restoring normal operations.
 - b. Manage Staffing and developing a plan to relieve and replace as necessary.
 - c. Assign Staff responsibility to replace and recondition all equipment and supplies used in the response.
2. Communication of the “all clear” will be announced by paging “**Attention Code Grey All Clear**” three times (3x) over the Fire System paging system.
3. A formal debrief will occur within 4-6 weeks of the incident.

References

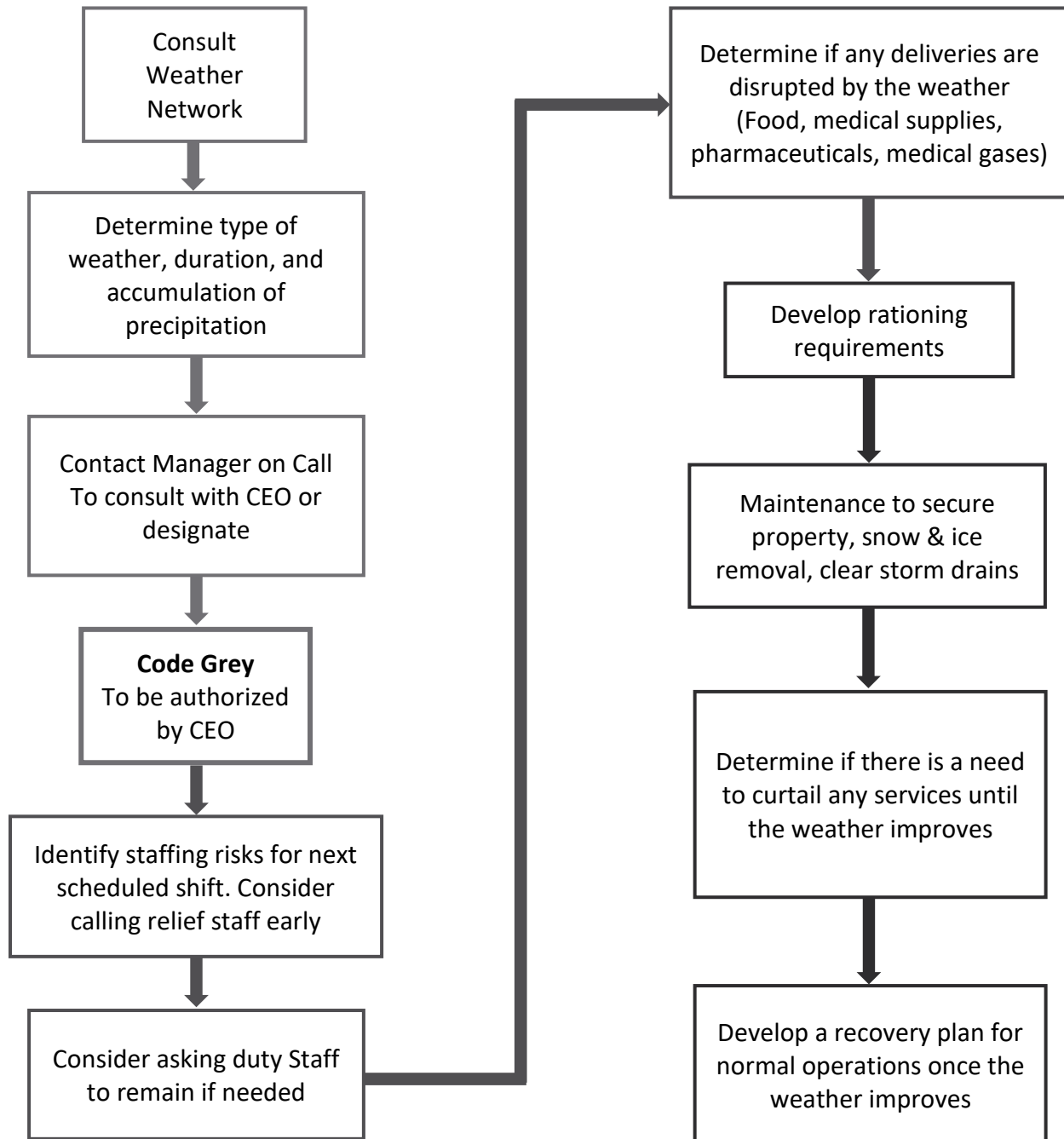
Ontario Regulation O. Reg. 246/22 *Fixing Long Term Care Act*, 2021,
<https://www.ontario.ca/laws/regulation/r22246>

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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**



Extreme Weather – Checklist Procedure

Consult with the MOC (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:

If alerted by public announcement or similarly credible source (Weather Network), use the Fire Panel PA System to announce “**Attention...Code Grey, External Weather**” three times (3x).

Weather events:

If a wind event, move all patients/residents to an interior room away from windows.
If a heat event, keep all windows and blinds closed.

Prolonged weather event:

Clinical Managers:

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.

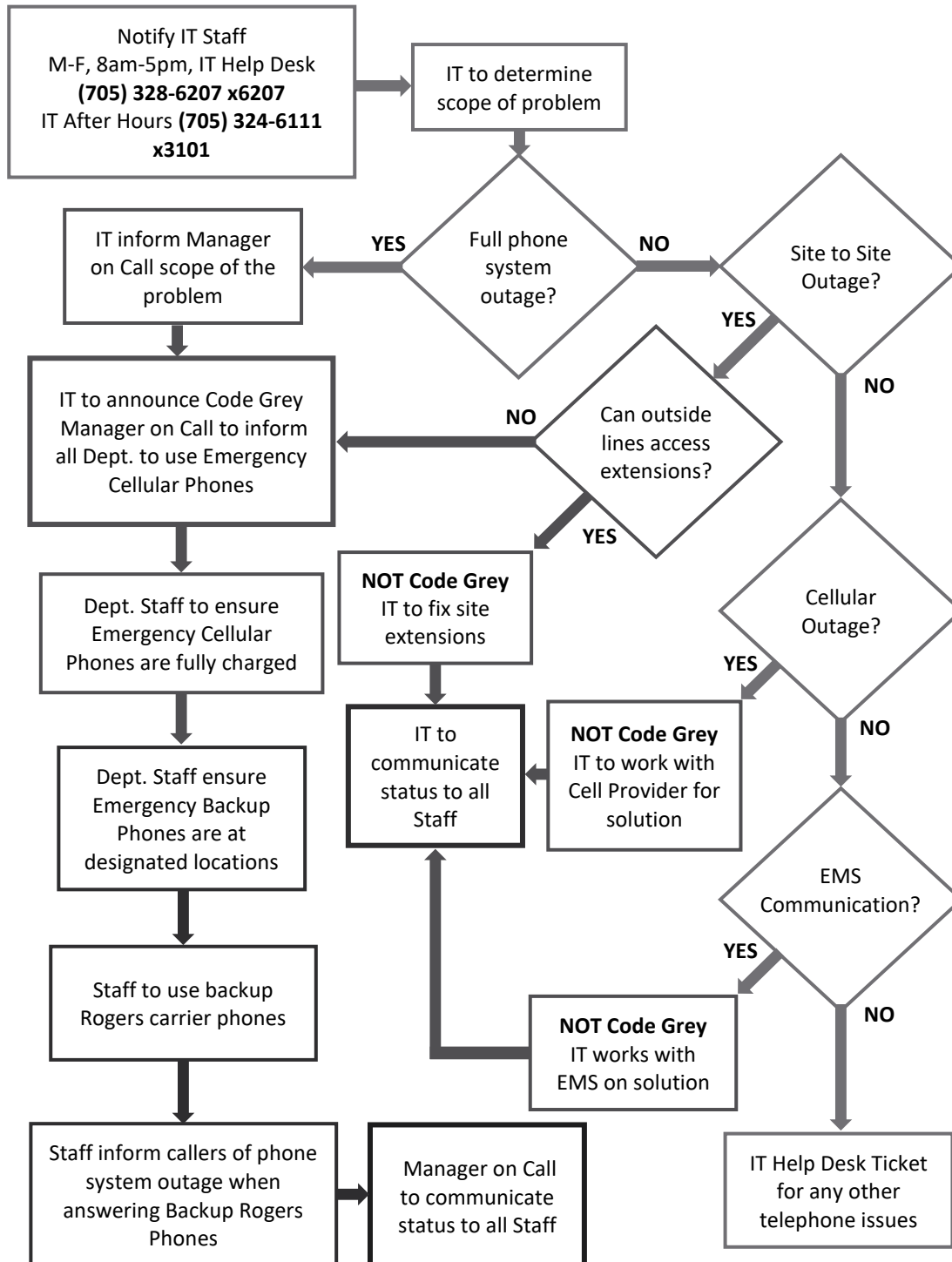
Director of Facilities:

To determine critical supplies, and to determine when next schedule deliveries and risks to supplies including Food, Linen, Medical Supplies, Pharmaceuticals, Medical Gases.

Contact winter maintenance services (if needed) for ice & snow removal.

Develop a recovery plan with CEO (or designate) to restore normal operations once weather improves.

Appendix 2 Telephone System Failure – Algorithm



Telephone System Failure – Checklist Procedure

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, 8:00 a.m.-5:00 p.m. working hours, contact IT support at extension x6207 (705-328-6207) 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.

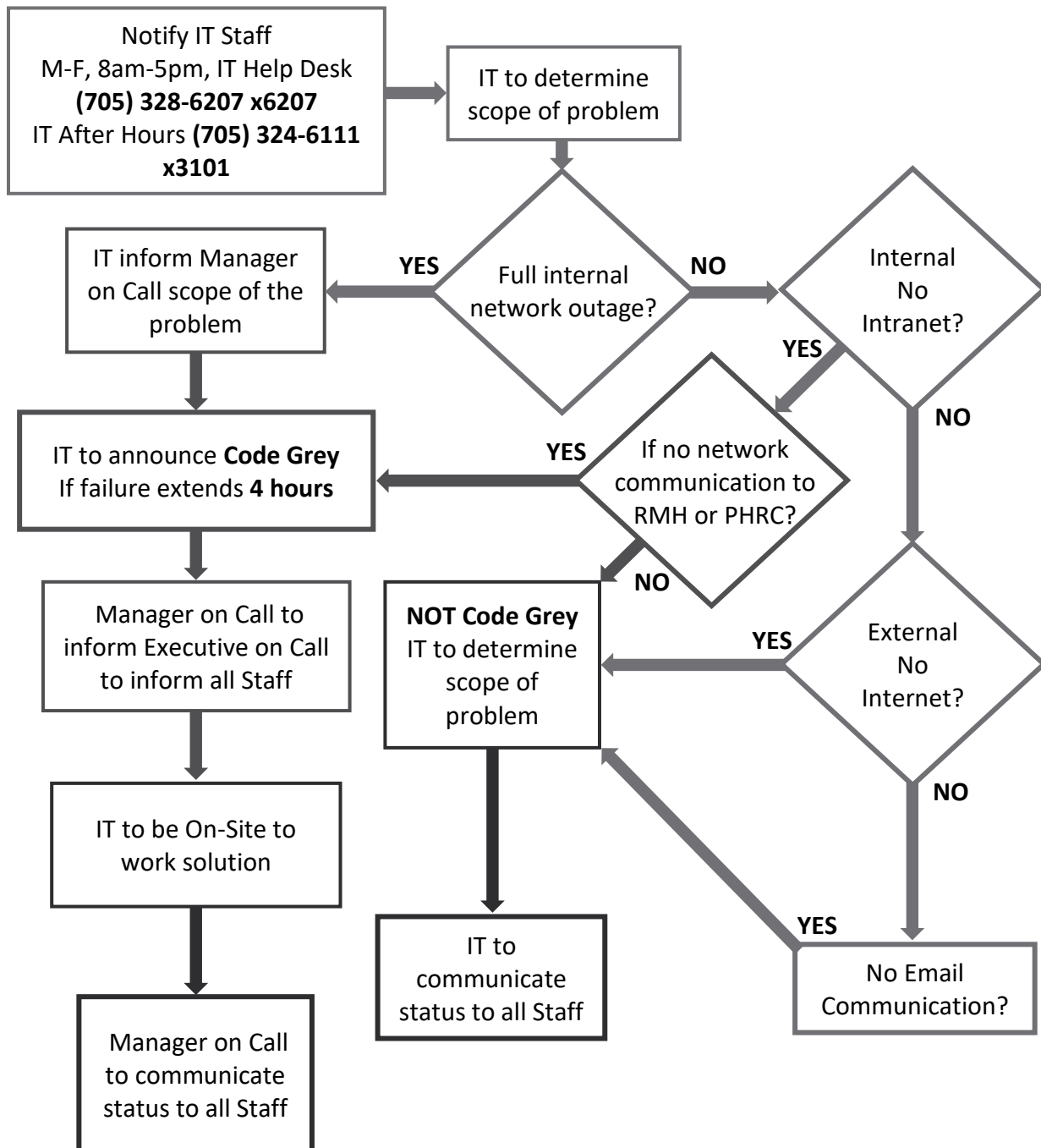
**CODE GREY - IT AND COMMUNICATIONS FAILURE,
ENVIRONMENTAL**

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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.

Appendix 3 Information Technology or Network Failure – Algorithm



Information Technology or Network Failure – Checklist Procedure

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.
		4. IT Staff to assist clinical staff in switching to failure over network (Comwave back-up, Starlink or other) until Code Grey is resolved.
TIME	INIT	5. HHHS switch to down-time procedures where applicable until further notice.
TIME	INIT	6. IT to announce and notify of Code Grey if Network Failure extends to 4 hours or longer.
TIME	INIT	7. Code Grey would typically be invoked only when a full internal network outage occurs where no critical business applications are available.