

St. Joseph's Care Group
Hogarth Riverview Manor & Behavioural Science Centre
300 Lillie Street
Thunder Bay, ON P7C 4Y8
Long Term Care Facility

CODE ORANGE – INTERNAL DISASTER – INFRASTRUCTURE DISRUPTION / FAILURE

St. Joseph's Care Group is committed to being prepared for emergencies. Hogarth Riverview Manor Code Orange Internal plan is an emergency plan specific for the facility when an internal disaster or infrastructure failure/disruption affects the operations of the facility.

DEFINITIONS

Code Orange – Internal Disaster is the designated word to clearly communicate to all staff, clients and visitors that an emergency situation is occurring that could disrupt operations within the facility. There may be a need for extra personnel to care for clients and possible evacuation of them due to a disaster within the facility. Examples of a disaster may include, but not limited to: fire, explosion, loss of electricity or related power systems, potable water, sewer back up or break, loss of all elevators, loss of natural gas, loss of telephone systems, and prolonged loss of networks assess, extreme weather-related conditions, building damage or other loss of other essential utilities.

PURPOSE OF INTERNAL DISASTER PLAN – CODE ORANGE

- To protect all residents, visitors and staff from actual or threatening dangers.
- To ensure that emergency plans are in place in order to respond quickly, effectively and in a professional manner during a crisis situation.
- To identify roles and responsibilities of individuals and services/residents home areas in the event of a disaster situation.

RESPONSE TEAMS

Along with the affected area(s) these departments have an obligation to evaluate risks; ensure that preventative measures are in place and that response is appropriate for the emergency; mitigate recovery; and participate in debriefing related to the Code Orange Internal Disaster – Infrastructure Failure/Disruption.

- Building Infrastructure Failure: Maintenance, Building Services, Housekeeping, and Security.
- Building Systems Failure: Building Services, Maintenance, Security
- Phone Systems: Telecommunications
- Network Infrastructure: Informatics

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FIRST RESPONSE WHERE INTERNAL DISASTER OCCURS

In case of immediate, impending danger to residents and/or staff, a decision to evacuate should come from the Manager / Registered Staff or the First responder in the area at the time. The decision to announce a code Orange should be determined by Management/Designate in consultation with Building Services and Leadership.

Staff report to Manager / Registered Nurse. Under their direction:

1. Determine the need for partial evacuation of residents to a safe zone in conjunction with the first responder. If patients/clients are in immediate danger, commence evacuation. See "**CODE GREEN**".
2. Call emergency responder 9-911, if the emergency services are required.
3. Notify Building Services [REDACTED]
4. Upon direction Announce "**CODE ORANGE INTERNAL, LOCATION AND TYPE OF INFRASTRUCTURE FAILURE**" X 3 by dialing *67 on the telephone key pad.
5. Secure perimeter of immediate area.
6. Notify Manager. If Manager is not on site, notify Leadership at 625-0667 of the internal emergency.
7. Assume responsibility until arrival of Manager and/or Leadership.
8. Call for additional staff to respond if necessary on the telephone key pad *67.

RESPONSIBILITIES OF MANAGER / DESIGNATE

In the event of an emergency in clinical area(s): the Manager, or the staff-in-charge will be the person in authority until direction is received from Leadership Team.

- Respond to the emergency zone if safe to do so.
- Call 9-911 if emergency services are required.
- Notify building services @ [REDACTED]
- Upon information received or liaison with police/emergency services, notify Leadership on call at [REDACTED] and make decision to initiate Code Orange procedures.
- Refer to Appendices for further direction depending on disaster located in the binder stored in the building services office.
- Put on emergency vest as trained.
- Direct staff to initiate Code Orange procedures and announce "**CODE ORANGE**" x 3 by pressing * [REDACTED]
- Request additional personnel, by pressing [REDACTED] to page "staff from all departments proceed to (location)". *The number of staff to accommodate the request will be at the discretion of the department.*
- Determine the need to initiate Code Green Evacuation. If evacuation is immediate,

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Announce “CODE GREEN STAT, Location FROM –TO (i.e. 3N-3S)” Horizontal Evacuation. See Code green Procedures.

- Receiving holding area must assign a staff to be in charge, clear an area to receive and prioritize emergency care for clients evacuated from emergency zone. Ensure evacuation bag is brought to the receiving area. Ensure all actions taken regarding Client care are properly documented on the client record.
- Discontinue nonessential services. Review which clients may be considered for discharge.
- Document all actions taken/delegated related to the emergency.
- Ensure fan out list is in operation
- Facilitate debriefing session post-emergency.

RESPONSIBILITIES OF COMMAND CENTRE

The Command Centre will be located in the main floor security office and will be manned by the assigned Registered Nurse (2nd floor), until relieved. The Command Centre can be reached by portable radio channel 2 , RN cel [REDACTED] or send a runner.

Co-ordinate operations during the disaster including all activities and requirements concerning care and evacuation of residents to a safe zone.

- Ensure 9-911 has been notified, if emergency services are required.
- Assist emergency services / building services with all requests for the duration of emergency.
- Assign a scribe to maintain a log of all decisions and actions taken by the Command Centre.
- Ensure a roll call of residents is performed.
- Establish communication with the affected area, if not already done so, by way of portable radio on channel 2.
- Dispatch additional personnel as required to assist in the emergency area/ receiving area.
- Discontinue visitors from entering the building. Authorize building services to “Lockdown” the building if necessary.
- Ensure leased space occupants have been notified if necessary.
- Ensure the fan out list is in operations if necessary, and establish a redeployment area for staff to report to.
- Control all communication regarding the disaster.
- Document all actions taken.
- Keep staff informed by overhead page. If telephone system is inoperable, use runner or the Fire Panel Enunciator System.
- Establish debriefing meeting schedule for managers / owners of leased area of the affected area. Review next steps and assign task as required.

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- Authorized release of information to news media is to come through Communications and Engagement.
- Report emergency situation to MHLTC as required by LTC Act.
- The determination to terminate Code Orange procedures will be made in conjunction with Leadership and emergency services. When emergency is declared over, direct staff member to announce: **“CODE ORNAGE INTERNAL ALL CLEAR” X 3.**

RESPONSIBILITIES OF LEADERSHIP ON CALL, INFRASTRUCTURE & PLANNING, CHIEF FINANCIAL OFFICER , HUMAN RESOURCES , COMMUNICATIONS

Assign a scribe to aid in documentation and communication of emergency situation. Ideally the Incident Manager (Leadership on call member should respond to no more than 5 people). Fan Out lists should be utilized. Roles should be defined as soon as possible for those responsible for Operations, Planning, Logistics, Information and Safety.

- Upon notification of emergency the Leadership on call person will delegate duties and coordinate the following necessary support services:
 - Communication and transportation
 - Traffic control and security, including purchase of Security Services, as required
 - Nutrition and Food Services
 - Materiel Management
 - Environmental Services
 - Informatics
- Arrange services to remain operational on a 24-hour basis if necessary.
- Track incident cost and monitor the utilization of financial assets.
- Report the financial status and provide expenditure tracking at the debriefing meetings.

RESPONSIBILITIES OF BUILDING SERVICES

1. Respond as requested.
2. Locate necessary staff to assist and call in contractors as required.
3. Stabilize the situation.
4. Restore full operation of facility as soon as possible.
5. Refer to Appendices for further direction depending on disaster.

Appendix 1: Emergency Contact Information located in Code Orange Manual.

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RESPONSIBILITY NUTRITION & FOOD SERVICES

- Determine food requirements necessary to feed residents, staff, and others who are present in facility.
- If both elevators are down during dinner service, Food Services with Support Services Staff will proceed with meal delivery via stairwell.
- Assign another site dietary services to assist as required.
- Ensure adequate supply of disposable dishware, utensils, etc.
- Ensure emergency power in kitchen is operational. If food is in jeopardy, contact refrigeration transport as a backup to store refrigerated items.
- Use refrigerated food on-hand first, then the food from unpowered freezers, and lastly disaster reserve supplies.
- Monitor holding temperatures and the length of time food is held in the danger zone (45°F to 140°F). Discard any food held in the danger zone more than 4 hours.
- Document all actions taken.
- Report to Command Centre as part of debriefing meetings.

RESPONSIBILITIES OF ENVIRONMENTAL SERVICES

1. Respond to emergency location upon announcement to assist with environmental services in the emergency /receiving area.
2. Follow the direction of Manager/Building Services.
3. Provide assistance and support as required with residents' evacuation.

RESPONSIBILITIES OF SECURITY

Security must contact Building Services after hours / holidays for the on-call person to contact appropriate contractors to assist as required.

1. Put on emergency vest.
2. Secure perimeter of immediate area.
3. Lock down doors as requested from Command Centre/Leadership.
4. Contact Building Services after hours.
5. Liaise with emergency responders/ building services upon their arrival.
6. Control traffic.
7. Attend debrief meeting as required.
8. Document all actions taken.

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RESPONSIBILITIES OF ALL STAFF

1. A staff member from each department must put on the Safety Vest.
2. All staff should return to their assigned department. If unable to return to work area, inform your department. Staff will return to their department via stairs avoiding the area of emergency.
3. Be available to assist with evacuation of residents. Follow directions of person in authority at the time.
4. Staff will not use the elevators for the duration of the emergency. If the emergency involves a building system failure or building infrastructure failure.
5. Follow directions of person in authority at the time.
6. All staff will await further direction from the overhead page or Command Centre. Prepare for possible evacuation. (See Code Green procedures).
7. Staff will give reassurance and direction to patients and visitors within the building.
8. Be available to assist. Employees may not be working in their typical roles or areas, nor will they necessarily be working for their usual supervisors.
9. If you are in the receiving area, assist with client needs as required.
10. Do not leave work area if the emergency is not over when a staff's shift ends, until they are instructed to by their manager/ registered staff.
11. Report hours worked to your manager before leaving the facility, if working beyond normal shift hours.
12. Determine what your responsibilities and accountability will be during the disaster.

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APPENDIX 1

EMERGENCY CONTACT INFORMATION

Hogarth Riverview Manor of St. Joseph's Care Group has 455 Long Term Care beds. The building is staffed 24/7 by Registered Nurses, Registered Practical Nurses, and Personal Support Workers.

Leased Areas in the LINK

HRM is wheelchair accessible and is services by 4 elevators. (3 public and one service)

Emergency Notification List:

1. Leadership Team on Call [REDACTED]
2. Building Services (after hours) - [REDACTED]
3. Security [REDACTED]