

St. Joseph's Care Group
St Joseph's Heritage
63 Carrie Street
Thunder Bay, Ontario
Long Term Care Facility

CODE ORANGE – INTERNAL DISASTER – INFRASTRUCTURE DISRUPTION / FAILURE

St. Joseph's Care Group is committed to being prepared for emergencies. St. Joseph's Heritage - 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 PLAN - 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 discharge, loss of all elevators, loss of natural gas, loss of medical gas supply, loss of telephone systems, and prolonged loss of networks assess, extreme weather-related conditions, building damage or other loss of other essential utilities.

In the event of short power outage, loss of network access or telephone system the director/supervisor of Building Services will determine in consultation with Leadership Team whether a code orange internal should be initiated.

PURPOSE OF INTERNAL DISASTER PLAN – CODE ORANGE

- To ensure that emergency plans are in place for respond quickly, effectively and in a professional manner during a crisis situation.
- To identify roles and responsibilities of individuals and services/residents home, leased 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: Communications
- Network Infrastructure: Informatics

CODE ORANGE INTERNAL	HERITAGE
EPC APPROVED	Feb 2020

FIRST RESPONSE WHEN 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.

Report to Manager / Registered staff if available.

1. If residents are in immediate danger, commence an evacuation to safe zone away from the emergency location.
2. Create a safe perimeter if safe to do so.
3. Contact Front Desk by pressing 0 on a telephone key pad to announce “**Code Orange Internal- Location and Type of Infrastructure Failure**” on the overhead page 3 times. Repeat the overhead page every 30 min.
4. Manager/Director and Building Services report to affected area immediately after hearing the announcement.
5. Call emergency responders at 911 if emergency services are required.
6. Notify Leadership at [REDACTED] of the internal emergency.
7. Notify Building Services [REDACTED]
8. Assume responsibility until arrival of Manager and/or Leadership.
9. Call for additional staff to respond if necessary on the telephone key pad [REDACTED] or by calling the Front Desk (0).

RESPONSIBILITIES OF MANAGER/ STAFF IN CHARGE

In the event the emergency is on the home area(s), the Manager or the staff in charge is the person in authority until direction is received from Leadership Team/ Building Services.

1. Respond to the emergency zone if safe to do so.
2. Put on emergency vest as trained.
3. Ensure Building Services have been notified of the emergency.
4. Ensure that 9-911 has been called, if emergency services are required.
5. Co-ordinate operations during the emergency until relieved/directed by Manager Director or Leadership.
6. Determine the need for an evacuation. If evacuation is immediate, announce “**CODE GREEN STAT, Location, FROM –TO (Emergency Area to a Safe Zone) Horizontal Evacuation**” or directed otherwise from emergency responders. See CODE GREEN procedures.
7. Assign a registered staff to be in charge of the Holding Area to perform a roll call and prioritize emergency care for residents, staff, or visitors evacuated from the emergency area.
8. Ensure the unit evacuation bag is brought to the Holding Area.

CODE ORANGE INTERNAL	HERITAGE
EPC APPROVED	Feb 2020

9. Request additional personnel, by pressing **0** for Front Desk to page staff from all programs to proceed to emergency location to assist.
10. Manager will initiate fan out list as required.
11. Document all actions taken.
12. Notify the Leadership Team of the emergency at [REDACTED]
13. Report to Command Centre as part of debriefing meetings.

RESPONSIBILITIES OF COMMAND CENTRE

The Command Center is located at Front Desk on the main floor of St Joseph Heritage and will be manned by the Front Desk until otherwise directed by Leadership.

The Command Centre can be reached by portable radio channel 2 or dial 0 on the telephone key pad 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.
- 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.
- Collaborate with emergency responders/building services regarding emergency.
- Establish communications with effected area use portable radios 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 the fan out list is in operations (if necessary) and establish a redeployment area for staff to report to.
- Under the direction of the Manager, notify the Resident’s physician on the emergency situation.
- Coordinate and establish triage teams and implement services in coordination with Chief of Staff concerning care and transfer of all residents as required.
- Control all communication regarding the disaster.
- Establish debriefing meeting schedule for managers / owners of leased area of the affected area. Review next steps and assign task as required.
- Authorize release information to news media through Communications and Engagement.
- Report emergency situation to MHLTC as required by LTC Act.
- Under the direction of emergency personal and/or Building Services determine when to clear the Code Orange – Internal.

CODE ORANGE INTERNAL	HERITAGE
EPC APPROVED	Feb 2020

- 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 , COMMUNICATIONS

Assign a scribe to aid in documentation and communication of emergency situation. Ideally the Incident Manager (Leadership on call) 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.

- 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. Upon notification of Code Orange Internal emergency, report to the affected area immediately.
2. Liaise with person in charge.
3. Assess the situation.
4. Stabilize the situation.
5. Locate contractors to assist as required.
6. Restore full operation of facility as soon as possible.
7. Document all corrective actions taken.
8. Report to Command Centre as part of debriefing meetings.

CODE ORANGE INTERNAL	HERITAGE
EPC APPROVED	Feb 2020

Refer to Appendices for further direction depending on disaster.

Appendices are located in the Code Orange binder stored in the Building Services office and Front Desk emergency bag.

- Appendix 1: Building Services Call-in procedure
- Appendix 2: Building Services Fan Out List
- Appendix 3: Emergency Contact List (Contractors)
- Appendix 4: Emergency contact for Leased Areas within the building (24/7)
- Appendix 5: Elevator Outage P.R. Cook Apartment
- Appendix 6: Food Services Equipment Repairs/ Services
- Appendix 7: Building Collapse
- Appendix 8: Loss of Electricity
- Appendix 9: Loss of Water
- Appendix10: Severe Building Flood/ Pipe Break.

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 THE FRONT DESK

Command Centre will be operated by the Front Desk Staff / Security (after hours). Code Orange Internal will be announced upon the direction of Leadership/Manager/Building Services. See duties of the Command Centre.

- Announce Code Orange Internal on the overhead paging system “**CODE ORANGE INTERNAL – LOCATION AND TYPE OF INFRASTRUCTURE FAILURE**” x 3. Repeat code orange internal announcement every 30 minutes until the emergency has been cleared.
- Locate the emergency bag. Emergency bag contains the emergency manual appendices, building maps, emergency contact lists.
- Liaise with Bethammi RN upon their arrival at the front desk. If the Bethammi RN does not report to the front desk – contact them on the RN cell (██████████) using the fail safe phone located at front desk.
- Call 9-911 if emergency services are required
- Contact building services and relay any information related to the

CODE ORANGE INTERNAL	HERITAGE
EPC APPROVED	Feb 2020

emergency/Infrastructure failure.

- If given direction from Building Services/Manager notify Leadership on call [REDACTED]
- Notify Security by portable radio on channel 2.
- Re-direct PR Cook tenants from front lobby to PR Cook main floor common room.
- When authorized by building services/emergency service/leadership announce “**CODE ORANGE INTERNAL ALL CLEAR**” x 3
- Participate in debriefing if required
- Ensure the ‘Emergency Code Audit’ form is completed and submitted to Health and Safety Services. Form is located on the iNtranet under Emergency Preparedness – Emergency Information.

RESPONSIBILITIES OF NUTRITION & FOOD SERVICES

1. Determine food requirements necessary to feed residents, staff, and others who are present in facility.
2. If both elevators are down during dinner service, Food Services with Support Services Staff will proceed with meal delivery via stairwell.
3. Assign another site dietary services to assist as required.
4. Ensure adequate supply of disposable dishware, utensils, etc.
5. Ensure emergency power in kitchen is in operation. If food is in jeopardy, contact refrigeration transport as a backup to store refrigerated items.
6. Use refrigerated food on-hand first, then the food from unpowered freezers and lastly disaster reserve supplies.
7. 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.
8. Document all actions taken.
9. Report to Command Centre as part of debriefing meetings.

RESPONSIBILITIES OF SECURITY

Security must contact Building Services after hours / holidays for the on call person to contact appropriate contractors to assist as required. Security will assume the duties of the Front Desk staff between 2300-0800.

1. Respond to the front desk
2. Put on emergency vest.
3. Assist in securing a safe perimeter of immediate area.
4. Lock down doors as requested from Command Centre/Leadership.
5. Contact Building Services [REDACTED] if not already aware of the emergency.
6. Liaise with emergency responders/ building services upon their arrival.

CODE ORANGE INTERNAL	HERITAGE
EPC APPROVED	Feb 2020

7. Control traffic.
8. Attend debrief meeting as required.
9. Document all actions taken.

RESPONSIBILITY OF ALL STAFF

- A staff member from each department must put on the Safety Vest.
- 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.
- Staff will not use the elevators for the duration of the emergency if the emergency is a building infrastructure failure or a building system failure.
- Follow directions of person in authority at the time.
- All staff will await further direction from the overhead page or Command Centre. Prepare for possible evacuation. (See Code Green procedures).
- Staff will give reassurance and direction to patients and visitors within the building.
- 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.
- If you are in the receiving area, assist with client needs as required.
- 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.
- Report hours worked to your manager before leaving the facility, if working beyond normal shift hours.
- Determine what your responsibilities and accountability will be during the disaster.
- Be available to assist with evacuation of residents. Follow directions of person in authority at the time.
- During a power outage use the red electrical outlet in every resident room to assist with resident care.
- Redirect residents and visitors to the safest evacuation route.
- Participate in Debriefing as required.

CODE ORANGE INTERNAL	HERITAGE
EPC APPROVED	Feb 2020

EMERGENCY CONTACT INFORMATION

Bethammi Nursing Home is located in St Joseph Heritage at 63 Carrie Street. A wheelchair accessible, 112 Long Term Care bed facility serviced by 2 elevators connected to the generator back- up system.

Long Term Care Nursing Home is staffed 24/7 by RN – Registered Nurse, RPN- Registered Practical Nurses and PSW Personal Support Workers.

PR Cook is a 181 Senior Apartment Complex staffed by support service workers 24/7. Wheel chair accessible building serviced by 2 elevators connected to the generator back- up system.

Emergency Notification List

Fire/EMS/Police – 9-911

Bethammi Nursing Home Administrator – [REDACTED]

Leadership Team on call - (24/7) - [REDACTED]

Building Services (After Hours) - [REDACTED]

CODE ORANGE INTERNAL	HERITAGE
EPC APPROVED	Feb 2020