



ST. JOSEPH'S CARE GROUP

Code Grey – Infrastructure Disruption/Failure & Code Grey Subset – External Air Exclusion

POLICY Number: **AD-06-194**

Manual: Global Administrative Manual

Approval Date: May 26, 2023

Section in Manual: Risk Management

Approved by: Leadership Quality,
Safety & Risk
Committee

Cross References: *Emergency/ Disaster Incident Management System (IMS) Response AD-06-225, Code Green – Evacuation AD-06-191, Leadership Team On-Call Protocol.*

Purpose

The purpose of this policy is to provide an appropriate response to an infrastructure loss or failure of substantial significance. This policy also outlines the steps required to initiate external air exclusion procedures in the event that the facility or a location within the facility is subjected to air quality concerns.

Policy Statement

In the event of an infrastructure disruption or failure, St. Joseph’s Care Group will work to minimize the risk to all building occupants. A Code Grey may result in the initiation of Code Green procedures.

This policy outlines the general guidelines that are to be followed during an infrastructure failure or disruption and/or external air exclusion event. All sites are required to develop and maintain a Code Grey Site Sub-Plan. Site sub-plans must be consistent with the SJCG Code Grey Policy. It is the responsibility of site management to review site sub-plans annually and update as needed with engagement from appropriate site stakeholders (i.e. site Joint Health & Safety Committee). Managers are responsible for ensuring that all employees are aware of their responsibilities during a Code Grey.

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In addition to the Code Grey policy, Managers and staff must also follow their site sub-plans for Code Grey procedures specific to their site and department.

A copy of the Code Grey site sub-plan must be provided to Occupational Health, Safety & Wellness for record keeping and posting on the intranet.

Scope

This policy applies to an infrastructure disruption/failure occurring at any St. Joseph Care Group site and includes general external air exclusion procedures for all sites.

Infrastructure failures/disruptions may include but are not limited to:

- Significant building damage
- Loss of electricity or related power systems
- Prolonged loss of internal phone system or network access
- Building system failures:
 - Water supply
 - Sewer backup
 - Medical gas supply
 - Informatics technology systems
 - Fire protection system
 - Heating/cooling systems
 - Natural gas

Definitions

Code Grey – Code Grey is the code designated to alert the organization to an infrastructure loss or failure of substantial significance (e.g. flood, loss of heat), or to keep external air from entering the facility (e.g. nearby gas leak). It is to be used if one of the SJCG sites has sustained damage (Code Grey – Infrastructure Failure) or is subject to air quality concerns (Code Grey – External Air Exclusion).

Command Centre – The central command and control location/group responsible for carrying out the principles of emergency preparedness and emergency management functions at a strategic level in an emergency, and ensuring the continuity of vital operations.

Incident Manager – The person responsible for managing the incident at the affected site. The IMS Committee assigns the role of Incident Manager.

Incident Management System (IMS) – standardized and coordinated approach to emergency management

Infrastructure Disruption/Failure Procedure

UPON DISCOVERY OF AN INFRASTRUCTURE LOSS OR FAILURE

1. Remove person(s) from immediate danger (if applicable).
2. Call 9-911 if emergency services are required.
3. Inform the area Manager/designate of the infrastructure failure – include type, location and extent.
4. Manager/designate will notify Leadership on-call 625-0667. The decision to initiate Code Grey procedures will be determined by the Manager/designate in conjunction with Leadership on-call.
5. Leadership on-call will assign an Incident Manager and activate the IMS committee by contacting additional senior leaders and the President & CEO (refer to IMS Disaster Operating Policy and Procedure).
6. IMS committee will direct impacted departments to activate their Business Continuity plans if required.
7. IMS committee will assign and include the appropriate departments to manage the Code Grey response.
 - i. Phone / Network Infrastructure Failure – Information Technology
 - ii. Building Systems / Infrastructure Failure (heat loss, flood, etc.) – Building Services, Environmental Services, Information Technology
8. IMS committee and Incident Manager will determine if the emergency is restricted to a certain area or if it is site-wide.
9. Incident Manager will announce three times **“CODE GREY – Type of Infrastructure Failure – Location”** following the site specific overhead paging or communication process (e.g. *67 or radio).

10. Incident Manager may request additional staff to respond to the emergency area if required. If necessary, Managers/designates will initiate the department Fan-Out list.
11. Refer to IMS Code Green Policy and site Code Green sub-plan procedures if evacuation is required.
12. The IMS committee in conjunction with emergency services (if applicable) will determine when the emergency can be declared over.
13. Command Centre or Incident Manager announce three times “**CODE GREY – All Clear**”.

Roles & Responsibilities

MANAGER/ DESIGNATE IN EMERGENCY AREA

1. Upon notification of Code Grey emergency, respond to emergency location if safe to do so.
2. Call 911 if emergency services are required.
3. Notify Leadership on-call 625-0667.

LEADERSHIP ON-CALL/ IMS COMMITTEE

1. Upon notification of potential Code Grey emergency, activate the IMS committee if required.
2. Designate an Incident Manager who will be stationed at the on site Command Centre for the duration of the emergency.
3. Activate Command Centre at the affected site to control all communications regarding the Code Grey emergency. The Command Centre will keep Police, Leadership, and staff informed on the progress of the emergency.
4. Along with the affected area(s), the specific department leads listed below are obligated to respond to a Code Grey, assess the risk and initiate a recovery plan. Determine the appropriate responding department lead based on the type of infrastructure failure:
 - i. Phone / Network Infrastructure Failure – Informatics
 - ii. Building Systems / Infrastructure Failure (heat loss, flood, etc.) – Building Services, Environmental Services

5. Notify the appropriate responding department lead of Code Grey.
6. If evacuation is required, follow the Code Green – Evacuation Policy.
7. Remain in contact with Incident Manager and Command Centre throughout the emergency. Call Emergency Operations Centre for the City of Thunder Bay (EOC) if disaster is city-wide e.g. power outage – contact number located in Leadership Emergency binder.
8. In conjunction with responding department lead and emergency services (if applicable) determine when the emergency can be declared over.
9. Consider facilitation of debriefing of the event with managers, staff, etc., if necessary.

INCIDENT MANAGER

1. Upon direction from Leadership, announce **“CODE GREY – Infrastructure Failure – Location”**.
2. Coordinate emergency operations and in conjunction with IMS and designated support services as necessary.
3. Ensure fan-out lists are in operation if necessary and establish a redeployment area for staff to report to.
4. Dispatch staff to emergency location if required.
5. Assess need for evacuation and consult with IMS Committee if/when Code Green Policy should be initiated.
6. Keep staff and IMS committee informed of emergency status.
7. Upon direction from IMS committee, announce **“Code Grey – Infrastructure Failure – All Clear”** three times throughout the site.
8. Complete an Emergency Code Audit Form and submit to Occupational Health, Safety & Wellness.

BUILDING SERVICES/ENVIRONMENTAL SERVICES/INFORMATICS

1. If the infrastructure failure requires response from your department, contact manager(s) of affected area.
2. Dispatch staff to affected area as required.

3. Follow departmental Code Grey safe operating procedures.

ALL STAFF

1. All staff are to return to their departments using the stairs immediately following a Code Grey announcement.
2. If unable to return safely, notify department of your location.
3. Manager/ delegate must assume control of the department, put on emergency vest and conduct a head count of department staff.
4. Plan for possible evacuation.
5. Remain alert for further instructions or all clear.

External Air Exclusion Procedure

EXTERNAL AIR EXCLUSION INITIATION

1. The notification of a toxic airborne substance/need for air exclusion can come from Emergency services, Leadership, Manager or a First Responder who has reason to believe a possible threat exists and emergency measures need to be taken immediately.
2. If the notification is from an external source, ensure to document the following information:
 - i. Name and contact information of organization
 - ii. Airborne substance(s) of concern
 - iii. Level of potential risk (high or low)
3. Immediately notify area Manager/designate.
4. Manager/designate will direct a staff member to announce three times **“CODE GREY – EXTERNAL AIR EXCLUSION – Close All Windows – Do Not Exit the Building”** following the site specific overhead paging or communication process (e.g. *67 or radio).
5. Manager/designate will notify Leadership on-call.

6. Notify site’s Building Services department (for after hours emergencies call 346-2300 and follow the prompts).
7. Building Services/designate will turn off main inlet for exhaust fans throughout the building and lockdown facility by following the site specific Code Grey and Lockdown Sub-Plans. Once the facility lockdown initiated, announce **“CODE LOCKDOWN”**.
8. Leadership in consultation with Protective Services will determine when the emergency can be declared over.
9. Manager/designate will announce **“CODE GREY – EXTERNAL AIR EXCLUSION – All Clear”**.
10. Building Services/designate will restore power to facility exhaust fans and take building out of lockdown state.

POST EMERGENCY RECOVERY

1. Building Services is to ensure facility is safely restored to full operations.
2. Manager/designate to complete all appropriate incident reports and documentation.
3. Manager/designate and/or Command Center will facilitate a debriefing with all necessary staff.

Education and Training

1. All employees are required to complete the Fire Safety & Emergency Code LMS module once per year.
2. Managers are required to ensure that employees review the corporate emergency code policies and emergency site sub-plans at least annually.
3. Emergency Code Audits must completed after every emergency code.
4. Each department/site will complete mock exercises or table top exercises at a minimum of once per year and provide documentation of such to Occupational Health, Safety & Wellness.

References

OHA Emergency Management Tool Kit