

SUBJECT: Code Grey – Loss of Essential Service/Disruption Policy	SECTION: Code Grey
EFFECTIVE: September 2007	REVISED: Nov/07, Feb/10, Sept/12, July/14 REVEIWED: July/08, June/09, Feb/10, Dec/21
LOCATION MAIN MANUAL (ORIGINAL): Emergency Measures	LOCATION SUBSIDIARY MANUALS (PHOTOCOPIES):
APPROVED BY: Administration	

PURPOSE

In the event of any loss or failure of a major infrastructure component of the building i.e. mag locks, elevator entrapment/failure, loss of utility, life safety system, etc., the Incident Manager or designate will call Code Grey to alert team members, residents, and visitors, and prompt an appropriate response. Repair service contracts (where applicable) will include priority response time.

PROCEDURE

ELEVATOR ENTRAPMENT/FAILURE

Any person who discovers that someone is trapped in an elevator/elevator failure will:

1. Inform the Charge Nurse or designate immediately.

The Charge Nurse or designate will:

1. Call Code Grey.
2. Contact the Maintenane Manager and the elevator service company immediately and determine their estimated response time.
3. Attempt to determine where the elevator is stopped.
4. Designate a team member to be stationed outside of the elevator door on the floor where it has stopped to reassure the occupant(s) that help is on the way.
5. Reinforce to occupants to not force the doors open and remain calm.
6. Prevent anyone from overriding the system. Overriding the system may put occupant(s) at risk and may prevent the elevator technician from being able to determine the cause of the malfunction.

HEALTH SERVICES DEPARTMENT SERVICES DEPARTMENT

70 Pine Street, Bracebridge, Ontario P1L 1N3
 www.muskoka.on.ca | heathservices@muskoka.on.ca
 Phone: 705-645-2100 Toll-Free: 1-800-461-4210 (within 705)
 Fax: 705-645-5319

FAIVERN LONG-TERM CARE HOME

14 Mill Street, Huntsville, Ontario, P1H 2A4
 Phone: 705-789-6011
 Fax: 705-789-1371



7. Call 911 if the occupant(s) is in distress.
8. Follow the directions of the elevator service technician or emergency services when they arrive on scene.

ELECTRICAL POWER DISRUPTION

In the event of disruption to the supply of power to the Home, the Homes' emergency diesel generator will activate to provide the Home with sustainable power. The Home keeps fuel on site to ensure the generator can be refueled by the Maintenance Manager/ designate to provide continuous power in these situations.

The items connected to Generator include the following:

- Main kitchen fridge and freezers
- Heating and circulating pumps
- HVAC system
- Murdy Lounge fridge and freezer
- Emergency lighting in corridors and stairwells
- Phone system
- Designated plugs in the Basement, 1st and 2nd Floor (plugs have a horizontal slot if they are designated to be on generator power. Also are marked "Generator")
- Ice machine in main kitchen
- Fire Alarm system
- Magnet locks on doors.

When power is disrupted the Charge Nurse/designate shall perform the following checks:

1. Ensure the back-up generator has engaged.
2. Carry a two way radio to communicate with staff in all areas of the Home.
 - **If** outside of regular business hours and Administration Staff are not on site, a telephone call **must** be made to the Administrator and Maintenance Manager/designate to inform of the power outage in the Home. A telephone call **must** be placed to Peerless Security informing them of the situation.
3. Determine and ensure that no one is trapped in the elevator cars. If so, refer to the "Elevator Entrapment Policy and Procedure, Health & Safety Manual – Section 5.
4. Telephone Lakeland Power at 705-789-5442 for information on power outage and to receive instructions regarding projected length of the power outage.

**HEALTH SERVICES DEPARTMENT
SERVICES DEPARTMENT**

70 Pine Street, Bracebridge, Ontario P1L 1N3
www.muskoka.on.ca | heathservices@muskoka.on.ca
Phone: 705-645-2100 Toll-Free: 1-800-461-4210 (within 705)
Fax: 705-645-5319

FAIVERN LONG-TERM CARE HOME

14 Mill Street, Huntsville, Ontario, P1H 2A4
Phone: 705-789-6011
Fax: 705-789-1371



5. Do not attempt to transfer residents between floors:
 - **If** a Resident resides on the 2nd floor and becomes stranded on the 1st floor, the quiet room may be used if necessary.
 - **If** Residents are in the basement area, remain in the basement and communicate with the Maintenance Manager/designate for instructions. **If** the power is out for an extended period of time, staff may be given additional instructions to take the Resident around the outside of the building and enter through the main front door.
6. Retrieve from the bins located on each floor back up power to lower bed without crank systems.
7. Call the oxygen services provider if additional portable oxygen tanks are required.
8. Distribute flashlights/portable light to staff members for use in Resident rooms to continue to be able to provide care.
9. Meal service shall be served as usual. “Cold meals” will be provided on paper plates if it is thought that the power outage will continue throughout the mealtime and the dishwasher will not be available. Meals may need to be manually transported by staff to the 2nd floor via the stairwells.
10. Any further direction that is required for staff will come from the Homes’ Emergency Command Centre and will be communicated.

TELEPHONE DISRUPTION

The telephone communication system is managed by Near North Business Machines. The service provider is Telizon. The telephones should continue to work when the power is disrupted to the Home. However, should the phone system not work, the Charge Nurse shall ensure that the “Emergency” Phone is plugged into the fax line jack in both Nursing Stations’ Medication Rooms. The Fax line number can be used to receive incoming calls and to dial out (there is no requirement to dial 9 first). **NOTE:** the phone number is written on the fax line jack. **If** the Emergency phone fails to work, the On-Call Managers cell phone will be made available.

FIRE PROTECTION SYSTEM FAILURE

Any person who suspects that the Fire Protection System is not working will:

1. Inform the Incident Manager or designate immediately.

The Incident Manager will:

HEALTH SERVICES DEPARTMENT SERVICES DEPARTMENT

70 Pine Street, Bracebridge, Ontario P1L 1N3
www.muskoka.on.ca | heathservices@muskoka.on.ca
Phone: 705-645-2100 Toll-Free: 1-800-461-4210 (within 705)
Fax: 705-645-5319

FAIVERN LONG-TERM CARE HOME

14 Mill Street, Huntsville, Ontario, P1H 2A4
Phone: 705-789-6011
Fax: 705-789-1371



1. Call Code Grey.
2. Notify all team members that a fire watch has been initiated.
 - Process to notify all team members: Announce overhead that code grey in effect. Initiate Fire Watch. Form are in the Nursing Stations.
3. Give verbal instruction to team members and visitors that fire watch means that our normal fire detection systems such as heat detectors and pull stations may not work – if a fire is suspected you must call 911 directly.
4. Assign team member(s) to monitor/complete Fire Watch Checklist for all areas of the building by doing thirty-minute walk about for the duration of the fire watch.
5. Assign one team member to post Fire Watch signs at all entrance doors, main kitchen, laundry, and in elevators.
6. Notify Maintenance Manager and Administrator.

All Team Members will:

1. Complete monitoring and Fire Watch Checklist as assigned.
2. Take direction from the Incident Manager.

The Maintenance Manager or Administrator will:

1. Obtain immediate assistance (service) from Fire Protection service supplier and contact Fire Department.
 - Fire Protection Service Supplier: Huronia

TOTAL LOSS OF HEATING SYSTEM

Any person who becomes aware of a major or total failure of the building's heating system will notify the Administrator and/or Incident Manager immediately.

The Administrator or designate will:

1. Call Code Grey.
2. Notify the local HVAC heating system contractor service provider of the failure and ask for expedited service call to correct.
3. Request an estimated time to correct the problem following initial investigation by heating contractor.
4. Review Evacuation plan and prepare to institute if estimated time for repair is greater than 12 hours.
5. Direct Maintenance to monitor and document building temperatures every 30 minutes to ensure temperature does not drop below 20°C in any occupied area until heating system is fully restored.

**HEALTH SERVICES DEPARTMENT
SERVICES DEPARTMENT**

70 Pine Street, Bracebridge, Ontario P1L 1N3
www.muskoka.on.ca | heathservices@muskoka.on.ca
Phone: 705-645-2100 Toll-Free: 1-800-461-4210 (within 705)
Fax: 705-645-5319

FAIVERN LONG-TERM CARE HOME

14 Mill Street, Huntsville, Ontario, P1H 2A4
Phone: 705-789-6011
Fax: 705-789-1371



6. Direct team members to ensure all exterior windows are closed and curtains are drawn closed.
7. Direct team members to move residents to inner core of building away from exterior walls if temperatures drop to less than 20°C.
8. Implement evacuation plan if building temperatures fall below 15°C

TOTAL LOSS OF COOLING SYSTEM

Any person who becomes aware of a major or total failure of the building's cooling system will notify the Administrator and/or Incident Manager immediately.

The Administrator or designate will:

1. Call Code Grey.
2. Notify the local HVAC system contractor service provider of the failure and ask for expedited service call to correct.
3. Request an estimated time to correct following the initial investigation by contractor.
4. Notify the manager/nurse in charge or designate.
5. Review Evacuation plan and prepare to institute if time to correct is greater than 12 hours.
6. Review and implement Heat Risk policy.
7. Direct Maintenance to monitor and document building temperatures every 30 minutes to ensure Humidex does not exceed 39°C in any occupied area until cooling system is fully restored.
8. Direct team members to ensure all exterior windows are closed and curtains are drawn closed.
9. Direct Maintenance to place in operation any fans available to provide additional comfort to residents.
10. Direct team members to move residents to inner core of building away from exterior walls.

INTERNAL FLOOD (I.E. BURST PIPES)

Any person who becomes aware of an internal flood will notify the Administrator and/or Incident Manager immediately.

HEALTH SERVICES DEPARTMENT SERVICES DEPARTMENT

70 Pine Street, Bracebridge, Ontario P1L 1N3
www.muskoka.on.ca | heathservices@muskoka.on.ca
Phone: 705-645-2100 Toll-Free: 1-800-461-4210 (within 705)
Fax: 705-645-5319

FAIVERN LONG-TERM CARE HOME

14 Mill Street, Huntsville, Ontario, P1H 2A4
Phone: 705-789-6011
Fax: 705-789-1371



The Incident Manager or designate will:

1. Call Code Grey.
2. Direct Maintenance to turn off water supply at main valve and shut off electricity to affected parts of the building.
3. Contact a plumber.
4. Implement emergency water rations for residents as required (i.e. boil water advisory).
5. Manage any relocation of residents as required whose rooms may have been affected.
6. Remove electronics, furnishings, equipment, files, etc. in danger of water damage.
7. Contact regional Building Services support for remedy of any water damage/services required to be engaged with external provider.
8. Determine whether to initiate partial or full Code Green evacuation.

Team Members will:

1. Begin water cleanup as directed.
2. Set up fans, dehumidifiers, etc. as directed.
3. Clean any areas or items damaged by water.

MAG LOCKS FAILURE

Any person who suspects that the Mag Locks are not working will:

1. Inform the Incident Manager immediately.

The Incident Manager will:

1. Call Code Grey.
2. Check to ensure that doors are unlocked and if so, try to reset mag locks at station.
3. Assign team members to monitor exit doors until the problem is resolved.
4. Notify Maintenance Manager and Administrator.
5. Assign team members to complete a resident room check using fire plan checklist and to do ongoing walk about every fifteen minutes until system is reactivated.

HEALTH SERVICES DEPARTMENT SERVICES DEPARTMENT

70 Pine Street, Bracebridge, Ontario P1L 1N3
www.muskoka.on.ca | heathservices@muskoka.on.ca
Phone: 705-645-2100 Toll-Free: 1-800-461-4210 (within 705)
Fax: 705-645-5319

FAIVERN LONG-TERM CARE HOME

14 Mill Street, Huntsville, Ontario, P1H 2A4
Phone: 705-789-6011
Fax: 705-789-1371



All Team Members will:

1. Complete room check and monitor exits as assigned.
2. Take direction from the Incident Manager.

The Maintenance Manager and Administrator will:

1. Obtain immediate assistance (service response) from mag lock (security system) supplier.

**HEALTH SERVICES DEPARTMENT
SERVICES DEPARTMENT**

70 Pine Street, Bracebridge, Ontario P1L 1N3
www.muskoka.on.ca | heathservices@muskoka.on.ca
Phone: 705-645-2100 Toll-Free: 1-800-461-4210 (within 705)
Fax: 705-645-5319

FAIVERN LONG-TERM CARE HOME

14 Mill Street, Huntsville, Ontario, P1H 2A4
Phone: 705-789-6011
Fax: 705-789-1371

