 Extraordinary Caring. Every Person. Every Time.		<b>NAME: NH Code 1 Response</b>	
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### 1.0 Purpose

To provide clear direction and instruction for all staff in responding to a situation in which a person requires immediate medical assistance **anywhere on hospital property** outside of a Code Blue.

### 2.0 Background

A Code One is the initial response code for a medical emergency on NH premises attended by NH staff that may include a patient not on a unit, visitor, volunteer, student, physician or staff member who may have been injured.

### 3.0 Scope

Applies to all employees, persons with practicing privileges (physicians, dentists, midwives and RNs in the Extended Class), volunteers, students/learners, independent and external contract workers) at each hospital site within Niagara Health.

### 4.0 Policy

4.1 Any member of staff can initiate a Code 1 response when they come across any person anywhere on hospital property that is in need of immediate medical assistance (e.g. slips, trips, falls, seizures).

- 4.2 If a staff member is alone with no means of communication available to them with a person requiring immediate medical attention and they require additional help, they will inform the person they are going to get additional help and return to the person as soon as possible to provide care, consistent with the staff member's knowledge and skills, and to also extend reassurance. The person must return to the individual as soon as possible after alerting others to the need for help.
- 4.3 All Code 1 responses will be triggered by calling "5555" and switchboard will manage all overhead paging, and tracking of calls.
- 4.4 If the Code 1 Team believes there is a need to escalate the call, the Team will contact Switchboard. Switchboard will then notify the Clinical Manager/On Call Clinical Manager. Switchboard will maintain a record of Code 1 calls that logs, date, time, location and name of person calling.
- 4.5 Staff members, inclusive of Security, in the vicinity of a Code1 will respond and provide assistance within their level of knowledge and skill and will remain with the patient to provide reassurance and care until the Code 1 Team arrives on site. Once appropriate medical personnel are on scene, all unnecessary personnel will return to their duties. Security will provide "crowd control" and ensure the dignity of the individual is maintained through allowing as few people as possible near the scene.
- 4.6 Paging of the Emergency or Urgent Care Physician to the site will be on the direction of the Code 1 Team Leader.
- 4.7 Only the Emergency or Urgent Care Physician has the authority to request 911 EMS services if skilled extrication is needed to safely immobilize, stabilize, and transport the person to Emergency or the Urgent Care Centre. If the Emergency or Urgent Care Physician is not immediately available, the Code 1 Leader will use his or her best judgment in calling 911.
- 4.8 If the person's clinical status changes or the situation changes, staff will initiate the most appropriate code to ensure the right level of response is dispatched to the scene (i.e. Code, White, Code Blue, Code Pink, etc.)
- 4.9 An IRS report is required to be completed by the Team Leader once the scene has been cleared. Support from the Code 1 Team will ensure that the person who discovered/observed the incident provides information to the Team Leader.
- 4.10 In all cases, all persons will be offered the opportunity to be triaged and assessed in the Emergency or Urgent Care areas. In the event a person chooses not to attend Emergency or Urgent Care, the IRS report document the person's choice.
- 4.11 For Code 1 incidents involving staff, Physicians or volunteers; the IRS reports will be forwarded to Occupational Health and Safety for follow up to determine if a WSIB report is required.
- 4.12 As part of the IRS response, the appropriate Manager or Site HPD team will conduct a debriefing session to review the efficiency and efficacy of the Code 1 response.

## 5.0 Procedure

### 5.1 Authority to Activate a Code 1

Any staff member, Security Officer, professional staff or volunteer has the ability to call a Code 1 in the event there is a situation.

- a) Dial "5555" and request a **Code 1** be paged.
- b) On hearing an overhead announcement for "**Code 1**" Staff members in the vicinity will respond, security is to respond immediately (if available) and the Code Team will respond.

## 5.2 Responsibilities at all NH Sites

In accordance to their role, staff are to follow the established processes as set out in the Job Action Sheets attached as appendices and/or in Atlas, which is accessible through SourceNet or on a mobile phone.

Responsibilities at all NH Sites	Refer to
First Responders	<a href="#">Appendix A</a>
Switchboard	<a href="#">Appendix C</a>
Code Team with ED	<a href="#">Appendix F</a> and <a href="#">Appendix M</a>
Code Team with UCC	<a href="#">Appendix F</a> and <a href="#">Appendix L</a> or <a href="#">Appendix N</a>
Staff	<a href="#">Appendix D</a>
Security	<a href="#">Appendix E</a>
Department Lead	<a href="#">Appendix G</a>
Manager On-Call	<a href="#">Appendix H</a>
Director On-Call	<a href="#">Appendix I</a>
Vice President	<a href="#">Appendix J</a>
Executive Leadership	<a href="#">Appendix K</a>

## 5.3 Deactivation of Code 1

- The Team Leader will deactivate the code when they feel the situation is satisfactorily defused and will notify switchboard that the Code 1 is Clear.
- When a situation is stabilized, the Emergency Department staff are first to be released from the scene.

- 5.4 If a person refuses to be assessed in the Emergency Department, document the refusal in the IRS report.

## 6.0 Definitions

**Code 1** - This term is used to initiate a response to a person who is in immediate need of assistance at all NHS Sites when an existing code (i.e. Blue, Pink, White) does not apply.

**Code 1 Team Leader** is the first assigned Registered Health Care Provider on scene.

**Extrication** - To free or remove a person from a dangerous situation (entanglement and/or unsafe, difficult space/location).

**First Responder** – The first NH Staff member, Physician, volunteer, student or Security Officer who happens upon the scene.

**Person** – Can refer to a visitor, volunteer, staff member and/or physician, etc.

**Professional Staff** means those Medical Staff, Dental staff, Midwifery Staff and non-employed members of the Extended Class Nursing Staff that are appointed by the Board and who are granted specific Privileges to practice medicine, dentistry, midwifery or extended class nursing respectively.

**Site specific Code 1 Team membership** is defined in Appendix A.

## 7.0 Education/Communications

- 7.1 All staff will be required to participate and review the Code 1 Policy as a part of the global emergency management “Code of the Month” program.

- 7.2 Any changes to this document will be communicated to all staff by internal media forums. Any changes to individual response team members will be communicated to those team members by the Emergency Management Committee.

**8.0 Appendices**[Appendix A – Code One Initial Assessment Checklist](#)[Appendix B – Job Action Sheet Summary \(All Roles\)](#)[Appendix C – Switchboard / Resource Centre Job Action Sheet and Checklist](#)[Appendix D – Staff Job Action Sheet and Checklist](#)[Appendix E – Security Job Action Sheet and Checklist](#)[Appendix F – Code Team Job Action Sheet and Checklist](#)[Appendix G – Department Lead Job Action Sheet and Checklist](#)[Appendix H – Manager On-Call Job Action Sheet and Checklist](#)[Appendix I – Director On-Call Job Action Sheet and Checklist](#)[Appendix J – Vice President Job Action Sheet and Checklist](#)[Appendix K – Executive Leadership Job Action Sheet and Checklist](#)[Appendix L – Algorithm for NH Sites with a 24-hour Urgent Care Centre](#)[Appendix M – Algorithm for NH Sites with an Emergency Department](#)[Appendix N – Algorithm for NH Sites with no Urgent Care Centre or closed Urgent Care Centre](#)**9.0 Related Documents**

N/A

**10.0 Related Forms**

N/A

**11.0 References**

N/A

### Appendix A Code One Initial Assessment Checklist and Code Team

Code One is the response code for a medical emergency on NH premises

Initial Discovery and Immediate Actions by any staff member

<input type="checkbox"/>	Determine the chief complaint and assist as able
<input type="checkbox"/>	Call out to nearby Staff
<input type="checkbox"/>	Notify Dept. Lead immediately
<input type="checkbox"/>	Call the Resource Centre Ext. 55555 to report the Code
<input type="checkbox"/>	Report to the Code Team upon arrival as required

#### Code Team Membership

##### SCS

- 1 ED – RN
- Security

##### NFS / WS

- 1 - ED - RN
- 1 - ICU - RN

##### PCS / FES

- 1 – Urgent Care Centre - RN
- 1 – Complex Care - Nurse

There is no Stage 1, GO TO Stage 2 or 3

#### Assessment Criteria for Code One - Stage 2 Major

<input type="checkbox"/>	Patient is responsive and inside the facility and requires medical assistance (if unresponsive GO TO Code Blue/Pink)
<input type="checkbox"/>	Patient is responsive or unresponsive outside the facility on hospital premises and requires medical assistance
<input type="checkbox"/>	If answered yes to any of the questions in Stage 2, and none of the Stage 3 questions, it is a Stage 2
<input type="checkbox"/>	Contact Resource Centre ext. 55555: Code ONE Stage 2 Site - Location

#### Assessment Criteria for Code One - Stage 3 Critical

<input type="checkbox"/>	Multiple Code ONE patients
<input type="checkbox"/>	If answered "yes" to the question in Stage 3, it is a Stage 3
<input type="checkbox"/>	Contact Resource Centre ext. 55555: Code ONE Stage 3 - Site - Location

**If the Patient is or at anytime becomes unresponsive call the Resource Centre Ext 55555 to report a Code Blue - Stage 2**

### Appendix B Job Action Sheet Summary (All Roles)

This summary page provides a quick reference of the key points with the various JAS for each Role.

Group	Stage 1	Stage 2	Stage 3
<b>Chain of Command</b>			
<b>Executive Leadership Team (ELT) / VP On-Call</b>	No Stage 1	No action required	No action required
<b>EOC / Director On-Call</b>	No Stage 1	No action required	No action required
<b>Incident Command Post (ICP)</b>	No Stage 1	<b>Staff:</b> <ul style="list-style-type: none"> <li>Assist patient as required</li> <li>Provide patient information / assist Code Team as required</li> </ul> <b>Dept. Lead/Manager On-Call:</b> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Update arriving Code Team</li> <li>Advise Resource Centre of Code Team arrival</li> <li>Assist and support as required</li> </ul> <b>Security:</b> <ul style="list-style-type: none"> <li>Ensure safety of Code Team; direct to Code location as required</li> <li>Establish and maintain perimeter - may be required to hold the scene in the event of a critical injury</li> </ul> <b>Code Team:</b> <ul style="list-style-type: none"> <li>Respond to Code location with two staff/ Security; do not respond alone</li> <li>Consider calling EMS for assistance</li> <li>Assist person or transport to ED/UCC</li> <li>Dismiss extra staff as required</li> <li>If the patient is a Niagara Health staff or affiliate, contact Resource Centre</li> <li>If patient sustained a critical injury, contact Resource Centre</li> <li>Issue the All Clear</li> </ul>	<b>Staff:</b> <ul style="list-style-type: none"> <li>Assist patient as required</li> <li>Provide patient information / assist Code Team as required</li> </ul> <b>Dept. Lead/Manager On-Call:</b> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Update arriving Code Team</li> <li>Advise Resource Centre of Code Team arrival</li> <li>Assist and support as required</li> </ul> <b>Security:</b> <ul style="list-style-type: none"> <li>Ensure safety of Code Team; direct to Code location as required</li> <li>Establish and maintain perimeter - may be required to hold the scene in the event of a critical injury as required</li> </ul> <b>Code Team:</b> <ul style="list-style-type: none"> <li>Respond to Code location with two staff/ Security; do not respond alone</li> <li>Consider calling EMS for assistance</li> <li>Assist person or transport to ED/UCC</li> <li>Dismiss extra staff as required</li> <li>If the patient is a Niagara Health staff or affiliate, contact Resource Centre</li> <li>If patient sustained a critical injury, contact Resource Centre</li> <li>Issue the All Clear</li> </ul>

### Appendix C – Switchboard / Resource Centre Job Action Sheet

Code One – Stage 2 – Switchboard / Resource Centre Job Action Sheet		
<b>Definition</b>	Any conscious person inside the facility; or any conscious or unconscious person outside the facility on hospital premises requiring assistance	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3times)</b>	Code ONE – Stage 2 - [location]	
<b>Phone/Contact Responders</b>	<ul style="list-style-type: none"> <li>Security phone</li> </ul>	
<b>Send Group Emails</b>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code One – Stage 2 – [Site]
	Email Body (cut and paste, update location)	There is a Code One in [location].
<b>2. ADDITIONAL DUTIES AS REQUIRED</b>		
<b>Emergency Responders</b>	<ul style="list-style-type: none"> <li>Call 9-1-1 EMS as directed</li> </ul>	
<b>If victim is an employee or affiliate:</b>	<ul style="list-style-type: none"> <li>Email Occupational Health and Safety “NH OHS Code One”</li> </ul>	
<b>If the victim has sustained a Critical Injury:</b>	<ul style="list-style-type: none"> <li>Contact Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (After Hours) to advise of Critical Injury</li> </ul>	
<b>3. ALL CLEAR</b>		
<b>Authority to give the “All Clear”</b>	Code Team	
<b>PA Announcement (once)</b>	N/A	
<b>Group Emails</b>	N/A	
<b>4. POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log	

Stage 2 Checklist	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone/Contact Responders
<input type="checkbox"/>	Receive Call from Dept. Lead when the Code Team arrives
<input type="checkbox"/>	Receive notification from the Code Team that the victim is a Niagara Health Employee or Affiliate. Notify Occupational Health and Safety via email distribution group – “NHOHSCodeOne”
<input type="checkbox"/>	Receive notification from the code team regarding a critical injury occurred. Notify Manager of Risk or Risk On-Call. (patient is/was unconscious, sustained a fracture, excessive bleeding, head injury)
Sending Stage All Clear Notification	
<input type="checkbox"/>	Receive call from Code Team when the Code has been resolved
<input type="checkbox"/>	No action required for Code
<input type="checkbox"/>	Complete Code Log

<b>Code One – Stage 3 Critical – Switchboard / Resource Centre Job Action Sheet</b>		
<b>Definition</b>	Multiple conscious persons inside the facility; or any multiple conscious or unconscious persons outside the facility on hospital premises requiring assistance	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement x 3</b>	Code ONE – Stage 3 - [location]	
<b>Phone/Contact Responders</b>	<ul style="list-style-type: none"> <li>• Security phone</li> </ul>	
<b>Send Group Emails</b>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code One – Stage 3 – [Site]
	Email Body (cut and paste, update location)	There is a Code One in [location].
<b>2. ADDITIONAL DUTIES AS REQUIRED</b>		
<b>Emergency Responders</b>	<ul style="list-style-type: none"> <li>• Call 9-1-1 EMS as directed</li> </ul>	
<b>If victim is an employee or affiliate:</b>	<ul style="list-style-type: none"> <li>• Email Occupational Health and Safety “NHOHSCodeOne”</li> </ul>	
<b>If the victim has sustained a Critical Injury:</b>	<ul style="list-style-type: none"> <li>• Contact Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (After Hours) to advise of Critical Injury</li> </ul>	
<b>3. ALL CLEAR</b>		
<b>Authority to give the “All Clear”</b>	Code Team	
<b>PA Announcement (once)</b>	N/A	
<b>Group Emails</b>	N/A	
<b>4. POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log	

<b>Sending Stage Alerts - Stage 3 Checklist</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone/Contact Responders
<input type="checkbox"/>	Receive Call from Dept. Lead when the Code Team arrives
<input type="checkbox"/>	Receive notification from the Code Team that the victim is a Niagara Health Employee or Affiliate. Notify Occupational Health and Safety via email distribution group “NHOHSCodeOne”
<input type="checkbox"/>	Receive notification from the code team regarding a critical injury occurred. Notify Manager of Risk or Risk On-Call. (patient is/was unconscious, sustained a fracture, excessive bleeding, head injury)
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Receive call from Code Team when the Code has been resolved
<input type="checkbox"/>	No action required for Code
<input type="checkbox"/>	Complete Code Log



## Appendix D – Staff Job Action Sheet and Checklist

<b>Code One - Stage 2 (There is no Stage 1)</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Notify people in the area of Code ONE
<input type="checkbox"/>	Contact Dept. Lead to advise of the code
<input type="checkbox"/>	Call Resource Centre at Ext. 55555 to advise of Code ONE
<input type="checkbox"/>	Ensure Resource Centre is advised if victim is a Niagara Health Employee or Affiliate
<input type="checkbox"/>	Ensure Resource Centre is advised if victim has sustained a Critical Injury
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Assist patient as required
<input type="checkbox"/>	Provide information on the patient as required
<input type="checkbox"/>	Assist Code ONE Team as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Code ONE Team will advise of the All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code One - Stage 3</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Notify people in the area of Code ONE
<input type="checkbox"/>	Contact Dept. Lead to advise of the code
<input type="checkbox"/>	Call Resource Centre at Ext. 55555 to advise of Code ONE
<input type="checkbox"/>	Ensure Resource Centre is advised if victim is a Niagara Health Employee or Affiliate
<input type="checkbox"/>	Ensure Resource Centre is advised if victim has sustained a Critical Injury (e.g. Victim is/was unconscious, sustained a fracture, excessive bleeding, head injury)
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Assist patient as required
<input type="checkbox"/>	Update the Code ONE Team upon arrival
<input type="checkbox"/>	Assist Code ONE Team as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Code ONE Team will advise of the All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

### Appendix E – Security Job Action Sheet and Checklist

<b>Code One - Stage 2 (There is no Stage 1)</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Respond to Code location with two staff (do not respond alone)
<input type="checkbox"/>	Respond with Security at SCS, NFS, WS, and with portable radios at PCS and FES
<input type="checkbox"/>	Advise Resource Centre upon arrival
<input type="checkbox"/>	Receive update from Dept. Lead / staff
<input type="checkbox"/>	Assess patient, if patient is unresponsive escalate to <a href="#">CODE BLUE</a> or <a href="#">CODE PINK</a>
<input type="checkbox"/>	If the patient is outside and not able to brought inside quickly, escalate and call the Resource Centre Ext. 55555 to call for 911 - EMS
<input type="checkbox"/>	Assist person or transport patient to ED or UCC
<input type="checkbox"/>	Dismiss extra Staff as required
<input type="checkbox"/>	Ensure Security has set up a perimeter and cordon to prevent entry into the area
<input type="checkbox"/>	Update the Dept Lead as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Confirm with Code Team that the Code has ended; remove perimeter coverage
<input type="checkbox"/>	Advise Security Command the Code has been resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete any documentation as per Security requirements
<b>Code One - Stage 3</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Advise Security Command upon arrival
<input type="checkbox"/>	Receive update from Dept. Lead(s) / staff
<input type="checkbox"/>	Ensure the safety of the Code Team and direct to Code location as required
<input type="checkbox"/>	Establish and maintain a perimeter as required
<input type="checkbox"/>	Contact and update Security Command via radio
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Confirm with Code Team that the Code has ended; remove perimeter coverage
<input type="checkbox"/>	Advise Security Command the Code has been resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete any documentation as per Security requirements

## Appendix F – Code ONE Team Job Action Sheet and Checklist

<b>Code One - Stage 2 (There is no Stage 1)</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Respond to Code location with two staff (do not respond alone)
<input type="checkbox"/>	Respond with Security at SCS, NFS, WS, and with portable radios at PCS and FES
<input type="checkbox"/>	Advise Resource Centre upon arrival
<input type="checkbox"/>	Receive update from Dept. Lead / staff
<input type="checkbox"/>	Assess patient, if patient is unresponsive escalate to <a href="#">CODE BLUE</a> or <a href="#">CODE PINK</a>
<input type="checkbox"/>	If the patient is outside and not able to be brought inside quickly, escalate and call the Resource Centre Ext. 55555 to call for 911 – EMS
<input type="checkbox"/>	Assist person or transport patient to ED or UCC
<input type="checkbox"/>	Dismiss extra Staff as required
<input type="checkbox"/>	Ensure Security has set up a perimeter and cordon to prevent entry into the area
<input type="checkbox"/>	Ensure Resource Centre is advised if victim is a Niagara Health Employee or Affiliate
<input type="checkbox"/>	Ensure Resource Centre is advised if victim has sustained a Critical Injury (e.g. Victim is/was unconscious, sustained a fracture, excessive bleeding, head injury)
<input type="checkbox"/>	Update the Dept. Lead as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Resource Centre Ext. 55555 when Code is resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete IRS
<b>Code One - Stage 3</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Respond to Code location with two staff (do not respond alone)
<input type="checkbox"/>	Respond with Security at SCS, NFS, WS, and with portable radios at PCS and FES
<input type="checkbox"/>	Advise Resource Centre upon arrival
<input type="checkbox"/>	Receive update from Dept. Lead / staff
<input type="checkbox"/>	Assess patient, escalate to Code Blue or Code Pink if needed
<input type="checkbox"/>	If the patient is outside and not able to be brought inside quickly, escalate and call the Resource Centre Ext. 55555 to call for 9-1-1 EMS
<input type="checkbox"/>	Assist person or transport patient to ED or UCC
<input type="checkbox"/>	Dismiss extra Staff as required
<input type="checkbox"/>	Ensure Security has set up a perimeter and cordon to prevent entry into the area
<input type="checkbox"/>	Ensure Resource Centre is advised if victim is a Niagara Health Employee or Affiliate
<input type="checkbox"/>	Ensure Resource Centre is advised if victim has sustained a Critical Injury (e.g. Victim is/was unconscious, sustained a fracture, excessive bleeding, head injury)
<input type="checkbox"/>	Update the Dept Lead if any patient is critical

**Step 3 – All Clear** Advise Resource Centre Ext. 55555 when Code is resolved**Step 4 – Post Incident** Complete IRS

### Appendix G – Department Lead Job Action Sheet and Checklist

<b>Code One - Stage 2 (There is no Stage 1)</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive notification from Staff that a Code has occurred
<input type="checkbox"/>	Call Resource Centre at Ext. 55555 and advise of a Code ONE - Stage 2 - Location
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post location and assume role of Incident Commander, don the IC Vest
<input type="checkbox"/>	Direct Staff to provide patient care until the Code ONE Team arrives
<input type="checkbox"/>	Give an update to the arriving Code ONE Team / Security
<input type="checkbox"/>	Contact Resource Centre to report the Code Team arrival
<input type="checkbox"/>	Update the Manager On-Call if patient is critical, or is an Employee or Affiliate (as required)
<input type="checkbox"/>	Assist the Code Team
<input type="checkbox"/>	Ensure Code ONE Team has all the resources required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Be advised by the Code ONE Team the Code has been resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code One - Stage 3</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive notification from Staff that a Code has occurred
<input type="checkbox"/>	Call the Resource Centre Ext. 55555 and advise of a Code ONE - Site – Location
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post location and assume role of Incident Commander, don the IC Vest
<input type="checkbox"/>	Give an update to the arriving Code ONE Team
<input type="checkbox"/>	Update the Manager On-Call if any patient(s) are critical, or are Employee(s) or Affiliate(s) (as required)
<input type="checkbox"/>	Assist the Code ONE Team
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive the update from the Code Team when the Code has been resolved
<input type="checkbox"/>	Notify the Manager On-Call of the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

## Appendix H – Manager On-Call Job Action Sheet and Checklist

<b>Code One - Stage 2 (There is no Stage 1)</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	If a critical injury is suspected, request the Resource Centre contact Risk on-call
<input type="checkbox"/>	If the victim is an Employee or Affiliate, request the Resource Centre contact Occupational Health and Safety
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	In the event of a critical injury, support the investigation with Risk on-call for notification to Ministry of Labour

<b>Code One - Stage 3</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Call the Resource Centre Ext. 55555 and advise of a Code ONE - Site - Location
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from Dept. Lead as required
<input type="checkbox"/>	If a critical injury is suspected, request the Resource Centre contact Risk on-call
<input type="checkbox"/>	If the victim is an Employee or Affiliate, request the Resource Centre contact Occupational Health and Safety
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	In the event of a critical injury, support the investigation with Risk on-call for notification to Ministry of Labour

## Appendix I – Director On-Call Job Action Sheet and Checklist

<b>Code One - Stage 2 (There is no Stage 1)</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	If a critical injury is suspected, ensure that Risk on-call has been notified
<input type="checkbox"/>	If the victim is an Employee or Affiliate, ensure that Occupational Health and Safety has been notified
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	In the event of a critical injury, support the investigation with the manager and Risk on-call for notification to Ministry of Labour

<b>Code One - Stage 3</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Call the Resource Centre Ext. 55555 and advise of a Code ONE - Site - Location
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from Dept. Lead as required
<input type="checkbox"/>	If a critical injury is suspected, ensure Risk on-call has been notified
<input type="checkbox"/>	If the victim is an Employee or Affiliate, ensure that Occupational Health and Safety has been notified
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	In the event of a critical injury, support the investigation with the manager and Risk on-call for notification to Ministry of Labour

## Appendix J – Vice President On-Call Job Action Sheet and Checklist

<b>Code One - Stage 2 (There is no Stage 1)</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code One - Stage 3</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required



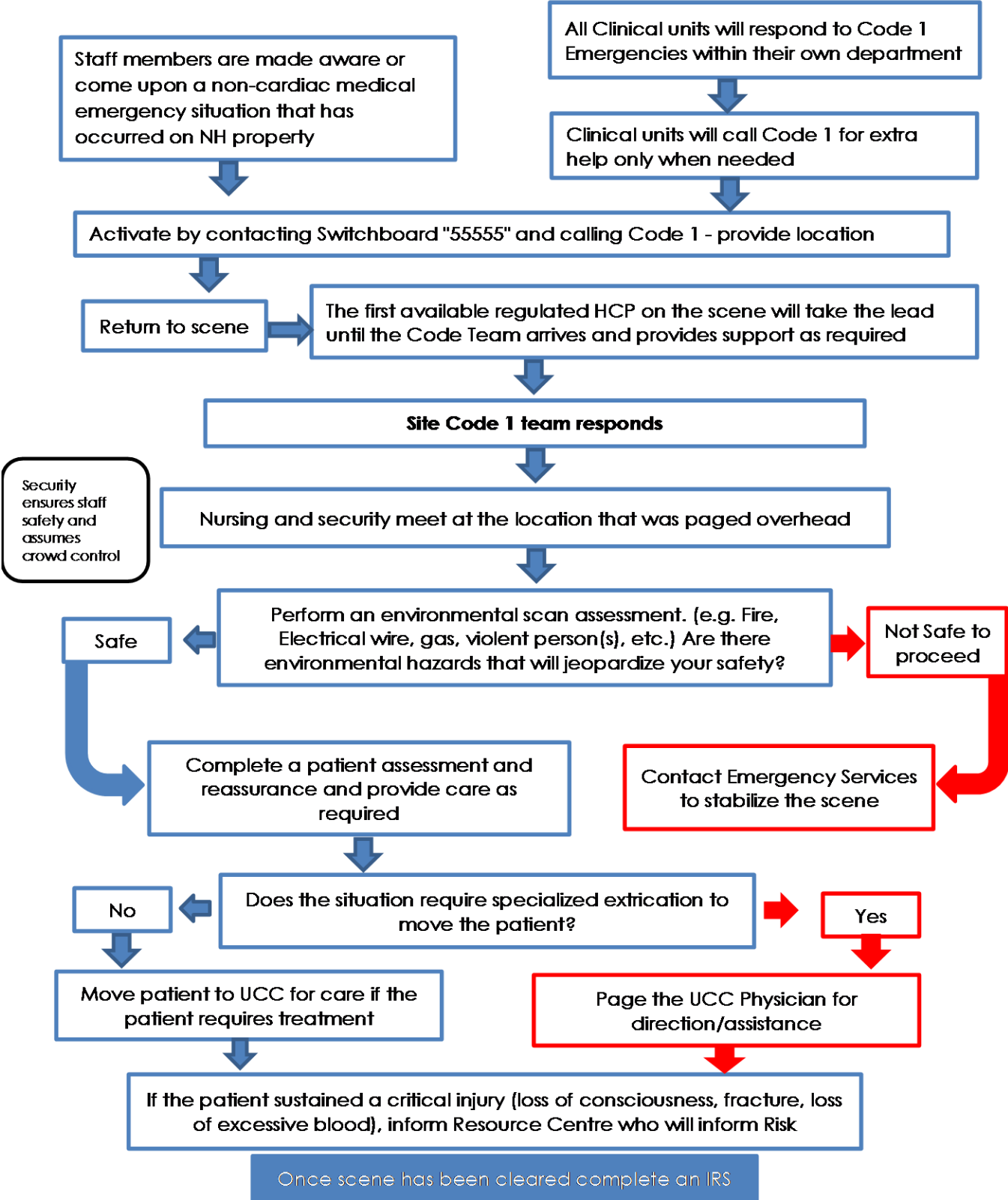
### Appendix K – Executive Leadership Team Job Action Sheet and Checklist

<b>Code One - Stage 2 (There is no Stage 1)</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

<b>Code One - Stage 3</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

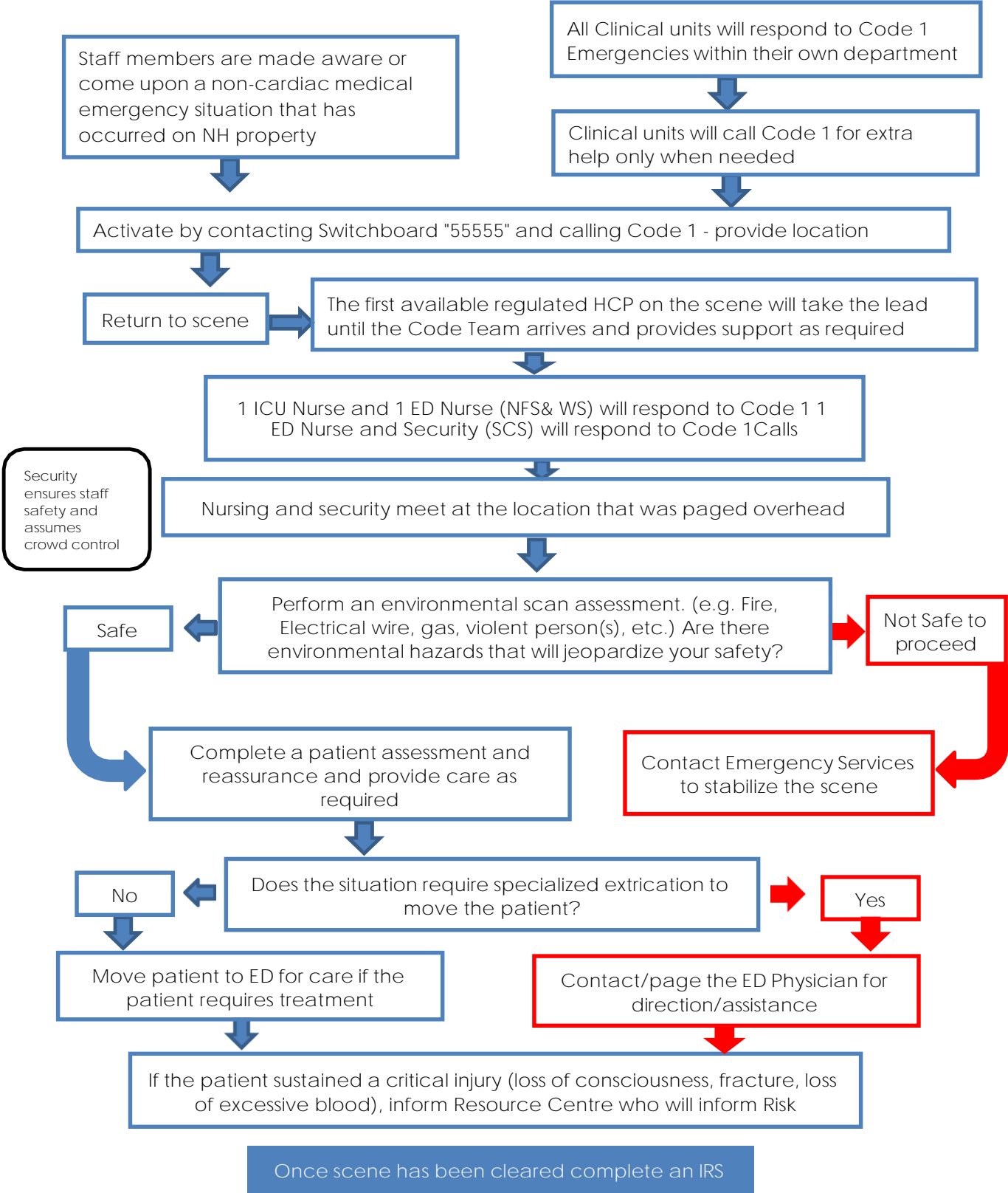
Appendix L

Code 1 Response at NH Sites with 24 hour Urgent Care Centre



Appendix M

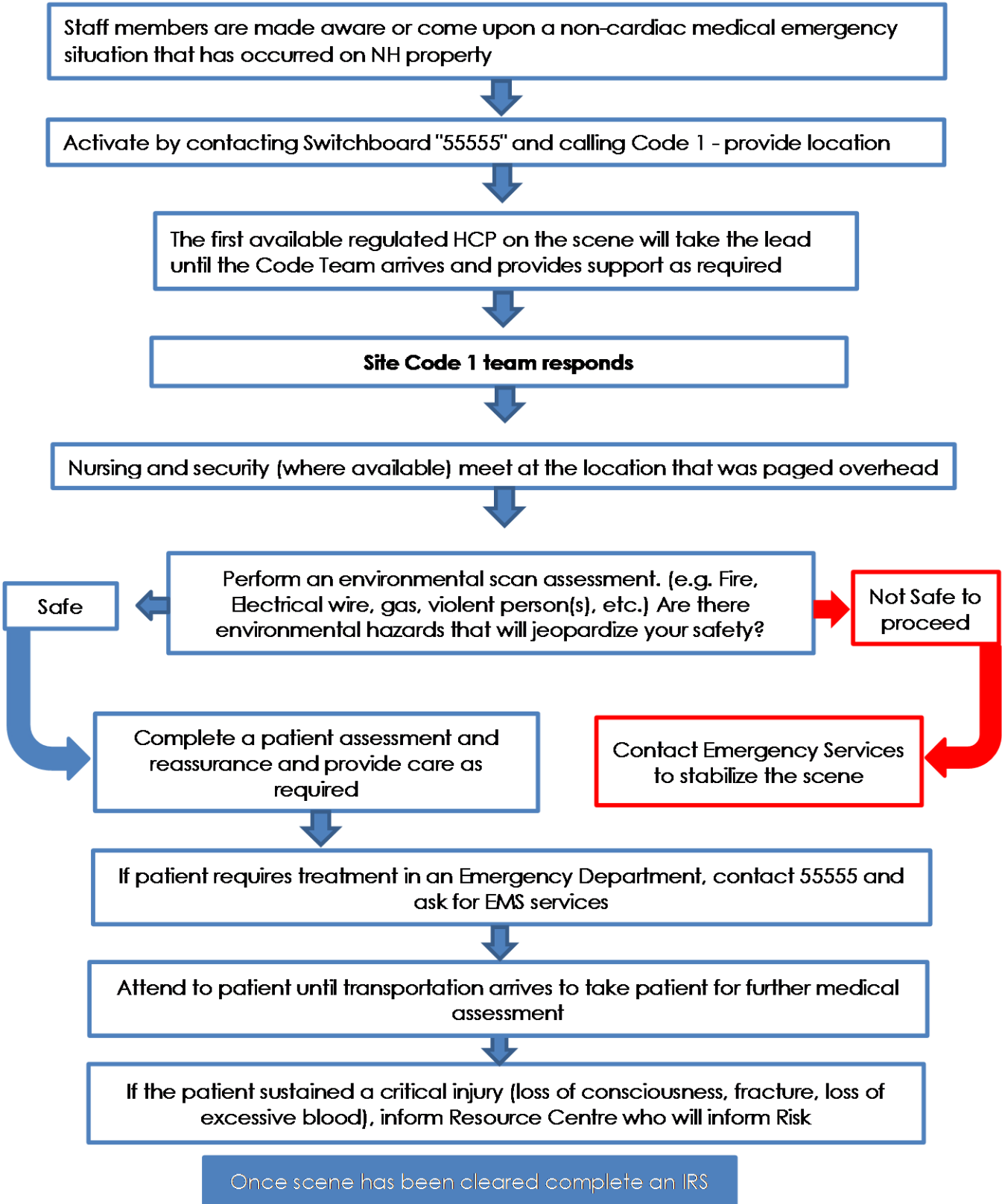
Code 1 Response at NH Sites with an Emergency Department




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Appendix N

Code 1 Response at NH Sites with no Urgent Care Centre or closed UCC



		<b>NAME: Code Amber – Infant/Child Abduction</b>	
CLASSIFICATION: Emergency Preparedness		DOCUMENT TYPE:	<b>POLICY and PROCEDURE</b>
SECTION:	Emergency Response Codes – Code Amber	EFFECTIVE DATE: (DD/MM/YY)	01/06/21
APPROVED BY:		END DATE: (DD/MM/YY)	01/06/24
Director, Quality, Patient Safety, Risk and Patient Relations President and Chief Executive Officer		DOCUMENT ID:	N/A

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### 1.0 Purpose

To provide overall guidance and instruction for a controlled and coordinated response in the early notification for assistance from hospital staff and police to locate a child victim under the age of 18 years of age, who is believed to have been abducted and is in danger of serious bodily harm or death. This also includes suspected actions that could result in the abduction of an infant or a child. Code Amber also provides instruction to staff in the event of a witnessed or suspect event.

### 2.0 Background

A code amber provides early notification for hospital staff to locate a child victim under the age of 18 who is believed to have been abducted and is in danger of serious bodily harm or death. This is also inclusive of suspected actions that could result in the abduction of an infant or a child.

### 3.0 Scope

Applies to all employees, persons with practicing privileges (physicians, dentists, midwives and RNs in the Extended Class), volunteers, students/learners, independent and external contract workers at each site within Niagara Health.

### 4.0 Policy

- 4.1 A Code Amber may be initiated by any staff member who discovers, or is advised of, an infant or child missing without family permission/consent or discharge.
- 4.2 All staff must follow the steps outlined in the Job Action Sheets found within Atlas or as appendices to this policy. A Code Amber may be deactivated by the Vice President of Patient Services/Designate (i.e. Program Director) or Charge Nurse following consultation with Niagara Regional Police and/or if the incident has been resolved.

## 5.0 Procedure

### 5.1 Initial Discovery - Immediate Actions

- a) Notify Dept. Lead
- b) Call the Resource Centre at Ext. 55555 to advise of the Code Amber
- c) Immediately begin a search of the Department starting with the last known location (do not spend longer than 1 min on this cursory search)

### 5.2 Code Amber Activation (Stage 2 or Stage 3)

- a) Upon activation of a Code Amber, all staff will follow tasks outlined in the Job Action Sheets (Appendices or Atlas) according to their role.

### 5.3 Communication Guidelines

- a) All inquiries, including those from the press should be referred to Corporate Communications.
- b) All communications with the public media must be cleared by the Police and will be made through the President and Chief Executive Officer/Designate and Corporate Communications.

### 5.4 Code Amber Deactivation

#### a) Vice-President Patient Services/Designate (Program Director)

- i) In consultation with Niagara Regional Police the Chief Executive Officer/Designate will determine whether the crisis has been concluded and that it is safe to return to normal operations.
- ii) Once this decision is made the Vice-President Patient Services/Designate shall notify Switchboard to announce the "All Clear".

#### b) Switchboard Responsibilities

Upon notification by the Vice-President Patient Services/Designate that the crisis has been concluded Switchboard will:

- i) Announce "CODE AMBER – ALL CLEAR" 3 times
- ii) Notify by phone those areas at the respective site which are not served by the public address system.

#### c) Staff Responsibilities

Upon receiving the "All Clear" notification all hospital staff will:

- i) Resume normal duties
- ii) Advise patients and visitors that the crisis no longer exists.
- iii) Refer any inquiries about the crisis to Corporate Communications.

### 5.5 Roles and Responsibilities

Upon activation of a Code Amber, in accordance to their role, staff are to follow the established processes as set out in the Job Action Sheets attached as appendices and/or in Atlas, which is accessible through SourceNet or on a mobile phone.

Responsibilities at all NH Sites	Refer to
Switchboard/Resource Centre	<a href="#">Appendix D</a>
Staff	<a href="#">Appendix E</a>
Security	<a href="#">Appendix F</a>
Department Lead	<a href="#">Appendix G</a>
Manager On-Call	<a href="#">Appendix H</a>
Director On-call	<a href="#">Appendix I</a>
Vice President	<a href="#">Appendix J</a>
Executive Leadership	<a href="#">Appendix K</a>

## 6.0 Definitions

**Code Amber:** is defined as the abduction of an infant (up to 28 days old) or a child (up to 18 years of age) from the floor or from the hospital, without permission/consent or discharge by the parent(s) / substitute decision maker or the respective Niagara Health site hospital.

## 7.0 Education/Communications Documentation

- 7.1 Documentation for any infant/child abduction is to include:
- a) Security incident report from Security staff.
  - b) Incident report from Department Manager or Designate
  - c) Abductor and Infant/Child Descriptor Sheet (See Appendix L – Abductor and Infant/Child Descriptor Sheet).
- 7.2 **Follow Up - Managing Distribution of Hospital Activities**
- a) Senior management will implement a course of action to cope with the disruption of hospital routine if necessary.
  - b) Evaluation of Response
    - i) The staff response and that of other agencies is to be evaluated and any recommendations for improvement in the process are to be implemented.
    - ii) An annual review of the Code Amber procedure/contingency plan will be completed by the Risk Management Department in conjunction with Vice-President Patient Services/Designate and Department Managers.

## 8.0 Appendices

- [Appendix A - Code Amber – St. Catharines Site](#)
- [Appendix B - Code Stage Definition](#)
- [Appendix C - Job Action Sheet \(all roles\)](#)
- [Appendix D - Switchboard/Resource Centre Job Action Sheet / Checklist](#)
- [Appendix E - Staff Job Action Sheet / Checklist](#)
- [Appendix F - Security Job Action Sheet / Checklist](#)
- [Appendix G - Department Lead Job Action Sheet / Checklist](#)
- [Appendix H - Manager On-Call Job Action Sheet / Checklist](#)
- [Appendix I - Director On-Call Job Action Sheet / Checklist](#)
- [Appendix J - VP On-Call Job Action Sheet / Checklist](#)
- [Appendix K - EXECUTIVE LEADERSHIP Job Action Sheet / Checklist](#)
- [Appendix L - Abductee – Abductor Description Form](#)
- [Appendix M - Missing Person Department Search Checklist](#)
- [Appendix N - Code Amber log](#)
- [Appendix O - DMH Site Department Checklist](#)
- [Appendix P - GNG Site Department Checklist](#)
- [Appendix Q - PCS Site Department Checklist](#)
- [Appendix R - SCS Site Department Checklist](#)
- [Appendix S - WHS Site Department Checklist](#)
- [Appendix T - Communications Table](#)
- [Appendix U - Messaging \(internal/external\)](#)
- [Appendix V - Social Media Messaging](#)

## 9.0 Related Documents

See appendices above.

## 10.0 Related Forms

Not applicable.

## 11.0 References

Not applicable.

## Appendix A Code Amber – St. Catharines Site

**Code Amber – Infant / Child Abduction** Applies in its entirety to the St Catharines Site.

**The Infant Abduction System** is in place at: The Special Care Nursery and Women and Babies Unit

### **The Infant Abduction System**

Infant tag is detected by unit perimeter sensors when movement of infant to an unauthorized zone (near a door/stairwell) is detected. When the Infant tag nears the perimeter sensors, the magnetic locks will engage and prevent the door from being opened. When the Infant tag moves away from the unauthorized zone, the magnetic locks will return to previous settings. No audible alert will sound.

### **Activation of the Infant Abduction System Door Exit Alert**

The Infant tag activates an audible tone when movement of infant to an unauthorized zone (through a door/into stairwell) is detected, and initiates the call bell alert as Code Amber at care station Nurse Call consoles and Security Nurse Call Console. The alert will indicate the infants identifying name and the last active point the infant went through.

The following applies when Infant Abduction System alerts that a perimeter sensor has been crossed:

#### **Security**

- Dispatch a guard to the location of the alert immediately
- Make immediate contact with the Charge Nurse to confirm a Code Amber. If a Code Amber is confirmed Security is to initiate an immediate Remote Lockdown of the site.
- Security will utilize the RTLS system to determine the location of the infant tag and will provide this information to staff and Police as required.

#### **Charge Nurse/Designate**

Report to the alert area  
 Confirm with Security if a Code Amber is required  
 Follow Code Amber Protocol if required.

### **Activation of the Infant Abduction System – Band Tamper Alert**

The Infant tag activates an audible tone when the tag is tampered with and initiates the call bell alert as Code Amber at care station Nurse Call consoles and Security Nurse Call Console.

The following applies when Infant Abduction System alerts that an Infant tag has been tampered with:

#### **Security**

- Dispatch a guard to the location of the alert immediately
- Make immediate contact with the Charge Nurse to confirm a Code Amber.
- If a Code Amber is confirmed Security is to initiate an immediate Remote Lockdown of the site.
- Security will utilize the Real Time Locating System (RTLS) system to determine the last known location of the infant tag and will provide this information staff and Police as required.

#### **Charge Nurse/Designate**

Report to the alert area  
 Confirm with Security if a Code Amber is required  
 Follow Code Amber Protocol if required.

In the event of a Fire Alarm in the Unit, the Infant Abduction System will be superseded by the fire system and magnetic locks will disengage. Security will monitor the Nurse Call and Real Time Locating System (RTLS) consoles to ensure there is not a simultaneous Door Exit Alert and Fire Alarm. Code Red and Code Amber may need to be activated concurrently.



## Appendix B Code Amber – Missing/Abducted Child

### Initial Discovery - Immediate Actions

- Notify Dept. Lead
- Call the Resource Centre at Ext. 55555 to advise of the Code Amber
- Immediately begin a search of the Department starting with the last known location (do not spend longer than 1 min on this cursory search)

There is no code team; this is an **all-staff response**

### Definitions and Assessment

## Code Stage Definitions

### Stage 1 - There is no Stage 1 - GO TO Stage 2 or 3

#### Stage 2: Child missing within the site

- Child is missing/abducted and was not found in the department
- RF Bracelet was activated (SCS)
- The Child is believed to still be in the building

#### Stage 3: Child missing in the community

- Child is missing/abducted and believed to be out of the hospital and into the community
- Police **must be called**

Assessment Criteria for Code Amber – Stage Two (there is no Stage One)	
<input type="checkbox"/>	The child cannot be found within the dept.
<input type="checkbox"/>	There are indications the child left or was taken from the dept.
<input type="checkbox"/>	The unit doors were opened
<input type="checkbox"/>	RF Bracelet has been activated
<input type="checkbox"/>	If the child is missing for more than 5 minutes escalate to Stage 3
<input type="checkbox"/>	If answered yes to any of the questions in Stage 2, and none of the Stage 3 questions, it is a Stage 2
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise of Code Amber - Stage 2 - Site
<input type="checkbox"/>	Go to corresponding Stage 2 JAS
Assessment Criteria for Code Amber – Stage Three	
<input type="checkbox"/>	Child has been missing for more than 5 minutes
<input type="checkbox"/>	There are indications the child has left the building
<input type="checkbox"/>	If answered yes to any of the questions in Stage 3, it is a Stage 3
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise of Code Amber - Stage 3 - Site
<input type="checkbox"/>	Go to corresponding Stage 3 JAS

### Appendix C Job Action Sheet Summary (All Roles)

This summary page provides a quick reference of the key points with the various JAS for each Role.

Chain of Command			
Group	Stage 1	Stage 2	Stage 3
<b>Executive Leadership Team (EXECUTIVE LEADERSHIP) / VP On-Call</b>	No Stage 1	<ul style="list-style-type: none"> <li>Join EOC Conference Call as required</li> <li>Determine impact on operations and consider COOP activation</li> <li>Update EXECUTIVE LEADERSHIP</li> <li>Review and approve communications</li> </ul>	<b>EXECUTIVE LEADERSHIP:</b> <ul style="list-style-type: none"> <li>Review and approve communications</li> <li>Approve COOP</li> <li>Contact stakeholders as required</li> </ul> <b>VP On-Call:</b> <ul style="list-style-type: none"> <li>Attend EOC</li> <li>Develop communication plan</li> <li>Update EXECUTIVE LEADERSHIP</li> <li>Liaise with missing person's family as appropriate</li> <li>Develop plan if child is not immediately found</li> <li>Determine impact on operations and consider COOP activation</li> <li>Issue All Clear</li> </ul>
<b>EOC / Director On-Call</b>	No Stage 1	<ul style="list-style-type: none"> <li>Receive update from Incident Commander</li> <li>Establish EOC Conference Call; develop action plan</li> <li>Ensure EOC Hotline Ext. 45555 is activated; receive search status updates</li> <li>Consider escalation to Stage 3</li> <li>Determine impact on operations and consider COOP activation</li> <li>Issue All Clear</li> </ul>	<ul style="list-style-type: none"> <li>Receive update from Incident Commander</li> <li>Establish EOC as required</li> <li>Contact all Niagara Health sites to watch for missing child/abductor</li> <li>Determine impact on operations and consider COOP activation</li> <li>Consider communication requirements</li> <li>Liaise with Police to determine child status; advise VP On-Call</li> </ul>
<b>Incident Command Post (ICP)</b>	No Stage 1	<b>Staff:</b> <ul style="list-style-type: none"> <li>Return to own department to begin search</li> <li>Search for missing child within department</li> <li>Ensure other patients are safe</li> <li>2 staff members from each ground floor departments to station at closest exterior exits to watch for missing person</li> <li>If child is found, detain and call Resource Centre Ext. 55555 for Security</li> <li>Support family as required</li> </ul> <b>Dept. Lead/Manager On-Call:</b> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> </ul>	<b>Staff:</b> <ul style="list-style-type: none"> <li>Conduct search of work area</li> <li>Maintain vigilance for child / abductor</li> <li>Support families as required</li> <li>If child is found, detain and immediately call Resource Centre Ext. 55555 for Security</li> </ul> <b>Dept. Lead/Manager On-Call:</b> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Notify Police via Resource Centre</li> <li>Liaise with Police</li> <li>Update patient's MRP</li> <li>Provide information to Resource Centre for Code Update Email</li> <li>Update Director On-Call as required</li> </ul>

		<ul style="list-style-type: none"> <li>• Ensure ABDUCTOR/MISSING PERSON DESCRIPTION FORM is completed; provide to Resource Centre</li> <li>• Request photos of missing child from family; provide to Resource Centre</li> <li>• Assign nurse to accompany parents/ guardian at all times</li> <li>• If child is missing for more than 5 minutes, advise Resource Centre to escalate to Stage 3</li> <li>• Provide information to Resource Centre for Code Update Email</li> <li>• Notify MRP, lab to place STAT hold on newborn tissue/blood</li> <li>• Update Director On-Call as required</li> <li>• Ground floor departments to send 2 staff to each exterior exit to watch for child/ abductor</li> <li>• Each Dept. Lead to complete MISSING PERSON DEPT SEARCH CHECKLIST; update EOC Hotline Ext 45555 of search results</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• Lock exterior exits of hospital</li> <li>• Review video to identify abductor and related activity; identify egress point</li> <li>• Search parking lots; inspect vehicles for children</li> <li>• Patrol exterior of hospital</li> </ul>	<ul style="list-style-type: none"> <li>• Support families as required</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• Escort Police to ICP</li> <li>• Notify Security at other Niagara Health sites</li> <li>• Monitor video surveillance</li> <li>• Monitor parking lots, entrances</li> </ul>
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**Communications**

<b>Resource Centre</b>	No Stage 1	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone Security, Manager On-Call, Manager Security, Manager Risk, Director On-Call</li> <li>• Send NHS Emergency Management group email</li> <li>• Send All Clear PA, email</li> </ul>	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone 9-1-1 Police, Security, Manager On-Call, Manager Security, Manager Risk, Director On- Call</li> <li>• Send NHS Emergency Management group email</li> <li>• Send All Clear PA, email</li> </ul>
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## Appendix D - Switchboard / Resource Centre Job Action Sheets / Checklists

## Code Amber – Stage 2 Major – Switchboard / Resource Centre Job Action Sheet

Definition	Missing child within the site	
<b>1. SENDING ALERTS</b>		
PA Announcement (3 times)	Code Amber – Stage 2 - [location]	
Phone/Contact Responders	SCS, NFS, WS, PCS, FES	<ul style="list-style-type: none"> <li>• Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Security</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (After Hours)</li> </ul>
Send Group Emails	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul>
	Subject Line (cut and paste, update site)	Code Alert: Code Amber – Stage 2 – [Site]
	Email Body (cut and paste, update site)	There is a missing child within [site]. A Code Update Email will be sent as more information comes available
If the child <b>is not</b> found in 5 minutes escalate Code Amber to Stage 3 – Call 9-1-1 – Police		
Dept. Lead will update the Resource Centre if child is not found within five minutes; GO TO Code Amber – Stage 3 – Resource Centre JAS		

**2. EOC ACTIVATION**

<p>A. Call the Director On-Call (according to schedule)</p> <p>1 Confirm the Director On-Call is aware of the Code and has spoken with the Dept. Lead or Manager On-Call</p> <p>2 Confirm the Director On-Call wants to activate the EOC teleconference Meeting</p>	Monday through Friday: 0830-1630 (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linden Services</li> <li>3. Director, Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
	After-hours	Refer to Director On-call schedule
<p>B. Establish 'teleconference' Meeting' as per Director On-Call</p>	1. MS Teams Meeting invitation subject line (cut and paste, update site)	EOC Conference Call – Code Amber – Stage 2 – [Site]
	<ol style="list-style-type: none"> <li>1. Send Teleconference Meeting invitation via email to leadership list</li> <li>2. Set start time to begin immediately</li> <li>3. Call Leadership list to advise of teleconference Meeting invitation</li> </ol>	<ul style="list-style-type: none"> <li>• Manager of Security</li> <li>• Manager of affected department (M-F, 0830-1630), or Manager On-Call (after hours)</li> <li>• Director, Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>• Director of affected department (M-F, 0830 - 1630), or Director On-Call (after hours)</li> <li>• Manager of Risk or designate (M.-F., 0830-1630), or Risk On-Call (after hours)</li> <li>• Director of QPSR</li> <li>• VP On-Call</li> <li>• Communications</li> </ul>

3. CODE UPDATE EMAIL		
<ul style="list-style-type: none"> <li>Receive information from Dept. Lead</li> </ul>	Email distribution groups:	<ul style="list-style-type: none"> <li>NHS Emergency Management</li> </ul>
<ul style="list-style-type: none"> <li>Send Code Update Email</li> </ul>	Subject Line (cut and paste, update site)	Code Update Email: Code Amber – Stage 2 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>Open CODE UPDATE EMAIL in “I” Drive.</li> <li>Enter content into template; Copy and paste template into Email body</li> </ul>
	Attachments	Attach ABDUCTOR/ABDUCTEE DESCRIPTION FORM if complete
4. ADDITIONAL DUTIES AS REQUIRED		
Complete documentation	<ul style="list-style-type: none"> <li>Complete ABDUCTOR/ABDUCTEE DESCRIPTION FORM as per Dept. Lead instructions</li> </ul>	
Media Inquiries	<ul style="list-style-type: none"> <li>Direct media inquiries to Communications Dept.</li> </ul>	
Patient Inquiries	N/A	
ED Closure Notifications – as directed	N/A	
EOC Hotline	<ul style="list-style-type: none"> <li>Record department search completions on NH SITE DEPARTMENT CHECKLIST</li> </ul>	
5. ALL CLEAR		
Authority to give the “All Clear”	Director On-call	
PA Announcement (once)	All Clear Code Amber	
Group Emails	Email distribution groups:	<ul style="list-style-type: none"> <li>NHS Emergency Management</li> </ul>
	Subject Line (cut and paste, update site)	Code Alert: Code Amber – Stage 2 – [Site] – All Clear
6. POST INCIDENT PROCEDURES		
Record	Code Log	

**NAME: Code Amber – Infant/Child Abduction**
**Code Amber – Stage Two (there is no Stage One) Switchboard / Resource Centre Checklist**
**Sending Stage Alerts**

<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Phone/Contact Responders
<input type="checkbox"/>	Code Alert Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Email the Teleconference Meeting Conference Call Group
<input type="checkbox"/>	Send out Code Update Email - if info received from Dept. Lead
<input type="checkbox"/>	Complete Section 4. Additional Duties as required

**Sending Stage All Clear Notification**

<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

Code Amber – Stage 3 Critical		
<b>Definition</b>	A child has gone missing into the community	
1. SENDING ALERTS		
<b>PA Announcement (3 times)</b>	Code Amber – Stage 3 [location description not required]	
<b>Phone/Contact Responders</b>	<b>SCS, NFS, WS, FES, PCS</b>	<ul style="list-style-type: none"> <li>• 9-1-1 Police</li> <li>• Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Security</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (After Hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul>
	Subject Line (cut and paste, update site)	<ul style="list-style-type: none"> <li>• Code Alert: Code Amber – Stage 3 – [Site]</li> </ul>
	Email Body (cut and paste, update site)	<p>A child has gone missing into the community from [site].</p> <ul style="list-style-type: none"> <li>• A <i>Code Update Email</i> will be sent as more information comes available.</li> </ul>
2. EOC ACTIVATION		
<b>A. Call the Director On-Call</b> (according to schedule)  <b>1/</b> Confirm the Director On-Call is aware of the Code and has spoke with the Dept. Lead or Manager On-Call  <b>2/</b> Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri 0830-1630  (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linden Services</li> <li>3. Director, Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
	After-hours	Refer to Director On-call schedule
<b>b. Establish 'Teleconference Meeting' as per Director On-Call</b>	1. Teleconference Meeting invitation subject line (cut and paste, update site)	EOC Conference Call – Code Amber – Stage 3 – [Site]
	<ol style="list-style-type: none"> <li>1. Send Teleconference Meeting invitation via email to leadership list</li> <li>2. Set start time to begin immediately</li> </ol> Phone leadership list to advise of Teleconference Meeting invitation	<ul style="list-style-type: none"> <li>• Manager of Security</li> <li>• Manager of affected department (M-F, 0830-1630), or Manager On-Call (after hours)</li> <li>• Director, Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>• Director of affected department (M-F, 0830 - 1630), or Director On-Call (after hours)</li> <li>• Manager of Risk or designate (M.-F., 0830-1630), or Risk On-Call (after hours)</li> <li>• Director of QPSR</li> <li>• VP On-Call</li> <li>• Communications</li> </ul>

3. CODE UPDATE EMAIL		
<ul style="list-style-type: none"> <li>• Receive information from Dept. Lead</li> <li>• Send Code Update Email</li> </ul>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul>
	Subject Line (cut and paste, update site)	Code Update Email: Code Amber – Stage 3 – [Site]
	<b>Email Body</b>	<ul style="list-style-type: none"> <li>• Open CODE UPDATE EMAIL in “I” Drive.</li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	<b>Email Attachments</b>	As per Department Lead instructions Attach ABDUCTOR/ABDUCTEE DESCRIPTION FORM if complete
4. ADDITIONAL DUTIES AS REQUIRED		
<b>Complete Documentation</b>	Continue from Stage 2	
<b>Media Inquiries</b>	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Dept.</li> </ul>	
<b>Patient Inquiries</b>	<ul style="list-style-type: none"> <li>• Take a message</li> <li>• Direct Code Amber patient inquiries to EOC or Family Support Centre (once established)</li> </ul>	
<b>ED Closure Notifications – as directed</b>	<ul style="list-style-type: none"> <li>• Notify NEMS of any ED closures</li> <li>• Notify other Niagara Health sites of ED closure</li> </ul>	
<b>EOC Hotline</b>	Continue from Stage 2	
5. ALL CLEAR		
<b>Authority to give the “All Clear”</b>	VP On-call	
<b>PA Announcement (once)</b>	All Clear Code Amber	
<b>Group Emails</b>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul>
	Subject Line (cut and paste, update site)	Code Alert: Code Amber – Stage 3 – [Site] – All Clear
6. POST INCIDENT PROCEDURES		
<b>Record</b>	Code log	



**Code Amber – Stage Three - Switchboard / Resource Centre Checklist**
**Sending Stage Alerts**

<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone 911 - Police
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Phone/Contact Responders
<input type="checkbox"/>	Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Send email to Teleconference Meeting Call group
<input type="checkbox"/>	Phone the Teleconference Meeting group
<input type="checkbox"/>	Send Code Update Email
<input type="checkbox"/>	Complete Section 4. Additional Duties as required

**Sending Stage All Clear Notification**

<input type="checkbox"/>	Receive All Clear from VP On-Call
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

**Appendix E**  
**Staff Job Action Sheet / Checklist**

<b>Code Amber – Stage Two (there is NO stage one)</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Return to own department immediately to begin a search
<b>Step 2 - Action Plan</b>	
<b>Staff of Affected Department</b>	
<input type="checkbox"/>	Search patient's room or area and expand search to dept
<input type="checkbox"/>	Complete the <a href="#">MISSING PERSON DEPARTMENT SEARCH CHECKLIST</a> and give to Dept. Lead – Appendix L
<input type="checkbox"/>	Ensure other patients are protected
<input type="checkbox"/>	Support family as required
<input type="checkbox"/>	If the child is found notify Dept. Lead immediately
<b>All Staff</b>	
<input type="checkbox"/>	Search and give completed <a href="#">MISSING PERSON DEPARTMENT SEARCH CHECKLIST</a> to Dept Lead – Appendix L
<input type="checkbox"/>	If on the ground floor, send two staff to nearest exit points ( <a href="#">SITE MAPS/FLOOR PLANS</a> ) – Appendices N-R
<input type="checkbox"/>	If a child is found, detain and call the Resource Centre Ext. 55555 to send Security
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Amber – Stage Three</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Each staff will assist in the search of their work area
<input type="checkbox"/>	A completed <a href="#">MISSING PERSON DEPARTMENT SEARCH CHECKLIST</a> must be returned to Manager – Appendix L
<b>Staff of Affected Department</b>	
<input type="checkbox"/>	Support all families as required
<input type="checkbox"/>	Keep a vigilance for the missing child / abductor
<input type="checkbox"/>	Notify Dept. Lead if any new information becomes available
<input type="checkbox"/>	If the child is found immediately call Resource Centre Ext. 55555 to contact Security
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

**Appendix F**  
**Security Job Action Sheet / Checklist**

<b>Code Amber – Stage Two (there is NO stage one)</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive a description of the Abductee/Abductor from the Resource Centre if available
<input type="checkbox"/>	Lock exterior exits of hospital
<input type="checkbox"/>	Review video for anyone matching description of Abductor; if found, contact Security Command
<input type="checkbox"/>	Go to parking lot exits; inspect vehicles for children
<input type="checkbox"/>	Patrol exterior of hospital
<input type="checkbox"/>	Attempt to identify an exit point from the facility via video
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements
<b>Code Amber – Stage Three</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Continue efforts from Stage 2 if applicable
<input type="checkbox"/>	Monitor video cameras, parking lots, entrances, etc
<input type="checkbox"/>	Advise Security Command with any information found
<input type="checkbox"/>	Escort Police to ICP
<input type="checkbox"/>	Direct media to Media Centre as established by the EOC
<input type="checkbox"/>	Notify Security at other sites
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements

**Appendix G**  
**Department Lead Job Action Sheet / Checklist**

<b>Code Amber – Stage Two (there is NO stage one)</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	If a child is missing call the Resource Centre Ext. 55555
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<b>Dept. Lead of Affected Dept.</b>	
<input type="checkbox"/>	Establish Incident Command Post and assume role as Incident Commander; don IC Vest
<input type="checkbox"/>	Get a description of the Abductee/Abductor and events; ensure <u>ABDUCTOR / MISSING PERSON DESCRIPTION FORM</u> is completed – Appendix K
<input type="checkbox"/>	Call the Resource Centre and give a verbal description of the abductee / abductor
<input type="checkbox"/>	Assign a scribe to complete <u>CODE AMBER LOG – Appendix M</u>
<input type="checkbox"/>	Request smartphone photos from the person's family and send to CRPSwitchboard_ResourceCentre@niagara.on.ca
<input type="checkbox"/>	Assign a nurse to accompany the parents/guardian at all times
<input type="checkbox"/>	Contact the Manager On-Call
<input type="checkbox"/>	If the child is missing for more than 5 minutes call the Resource Centre Ext. 55555 to call 911- Police; escalate to Stage 3
<input type="checkbox"/>	Notify MRP (Pediatrician, Obstetrician)
<input type="checkbox"/>	Notify lab and place STAT hold on the newborn's cord blood or other blood or tissue samples
<input type="checkbox"/>	Call Resource Centre Ext. 55555 to provide information for Code Update Email
<b>All Other Dept. Leads</b>	
<input type="checkbox"/>	Receive a description of the Abductor / Abductee via email
<input type="checkbox"/>	Call the EOC Hotline Ext. 45555 to report the status of the department search
<input type="checkbox"/>	If on the ground floor, immediately send two staff to closest exit to watch for missing child/abductor
<input type="checkbox"/>	If child is found, contact Security via the Resource Centre Ext. 55555
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Incident Commander to notify Director On-Call when the Child has been found
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete IRS

**Code Amber – Stage Three****Step 1 – Activate and Notify**

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Receive Code Alert and/or continue from Stage 2     |
| <input type="checkbox"/> | Notify EOC if any new information becomes available |

**Step 2 - Action Plan**

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Ensure the Police has been called via the Resource Centre                                   |
| <input type="checkbox"/> | Establish Incident Command Post if not already completed                                    |
| <input type="checkbox"/> | Update Manager On-Call  |
| <input type="checkbox"/> | Update the patient's Pediatrician and/or Obstetrician                                       |
| <input type="checkbox"/> | Provide information to Resource Centre Ext. 55555 to send <a href="#">CODE UPDATE EMAIL</a> |
| <input type="checkbox"/> | Support the family as needed and other patients and their families                          |
| <input type="checkbox"/> | Ensure the Resource Centre and EOC have all the necessary documentation                     |

**Step 3 – All Clear**

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | Notify Manager On-Call if the child is found immediately |
| <input type="checkbox"/> | Receive Code Alert: All Clear                            |

**Step 4 – Post Incident**

- |                          |                    |
|--------------------------|--------------------|
| <input type="checkbox"/> | Assist as required |
| <input type="checkbox"/> | Complete IRS       |

**Appendix H**  
**Manager On-Call Job Action Sheet / Checklist**

<b>Code Amber – Stage Two (there is no stage one)</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Contact Department Lead from the missing child's unit (Contact info will be provided by Resource Centre)
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Go to affected Code location and meet with Dept. Lead
<input type="checkbox"/>	Take over role as Incident Commander from Dept Lead. as required
<input type="checkbox"/>	Ensure safety of other children
<input type="checkbox"/>	Assist Dept. Lead with interview of parents / visitors / witnesses
<input type="checkbox"/>	Contact and discuss Code with Director On-Call
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	If the child is found notify the Director On-Call
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Attend Post Incident Debrief – as required

<b>Code Amber – Stage Three</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Contact Department Lead from the missing child's unit (Contact info will be provided by Resource Centre)
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Go to affected dept. or Code location; liaise with Dept. Lead
<input type="checkbox"/>	Take over role as Incident Commander from Dept Lead. as required
<input type="checkbox"/>	Contact and discuss incident with Director On-Call
<input type="checkbox"/>	Identify any patient service issues
<input type="checkbox"/>	Assist Dept. Lead with staff, family, etc.
<input type="checkbox"/>	Assist Police, Security, community agencies as required
<input type="checkbox"/>	Update Director On-Call
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive information that the child has been found, confirm information
<input type="checkbox"/>	Once information is confirmed, notify Director On-Call
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Attend Post Incident Debrief – as required

## Appendix I – Director On-Call Job Action Sheet / Checklist

Code Amber – Stage Two (there is no stage one)	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Discuss incident, actions and impacts with Incident Commander
<input type="checkbox"/>	Consider escalation to Stage 3
<input type="checkbox"/>	Receive a call from the Resource to arrange the EOC Teleconference Meeting (Teleconference Call)
<input type="checkbox"/>	Lead the EOC Conference Call and develop an action plan
<input type="checkbox"/>	Contact Resource Centre Ext. 45555 regularly to get building/dept. search status updates (Resource Centre to track dept search status)
<input type="checkbox"/>	Determine impact on operations and consider <u>COOP activation</u>
<input type="checkbox"/>	Contact the VP On-Call
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive a call from Incident Commander when the Child is found
<input type="checkbox"/>	Call the Resource Centre to advise the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Conduct Post Incident Debrief as required
Code Amber – Stage Three	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Contact and update VP On-Call
<input type="checkbox"/>	Contact each Executive Site Lead (daytime) / Manager On-Call (after hours) to be on the lookout for the missing child
<input type="checkbox"/>	Establish EOC as required (Communications and Risk)
<input type="checkbox"/>	Confirm the hospital has been searched
<input type="checkbox"/>	Direct Communications and ELT to prepare communications, liaise with Police as required
<input type="checkbox"/>	Collaborate with Police and confirm an Amber Alert has been issued
<input type="checkbox"/>	Support family
<input type="checkbox"/>	Determine impact on operations and consider <u>COOP activation</u>
<input type="checkbox"/>	Establish Media Centre as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive information on Child status from Police
<input type="checkbox"/>	Notify VP On-Call
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Conduct Post Incident Debrief as required

## Appendix J - VP On-Call Job Action Sheet / Checklist

<b>Code Amber – Stage Two (there is no stage one)</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive update from Director On-Call
<input type="checkbox"/>	Join the EOC Teleconference Call
<input type="checkbox"/>	Determine impact on operations and consider <u>COOP activation</u>
<input type="checkbox"/>	Review and approve communications with ELT
<input type="checkbox"/>	Communicate with Police as needed
<input type="checkbox"/>	Provide an update for the ELT
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Support Post Incident Debrief as required

<b>Code Amber – Stage Three</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Receive updates from Director On-Call
<input type="checkbox"/>	Ensure all members of the ELT have been contacted and provide updates
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Attend the EOC and support the EOC Director
<input type="checkbox"/>	Work with Communications, Director On-Call, ELT and Police to develop a news release to all staff and public, media etc.
<input type="checkbox"/>	Determine impact on operations and consider <u>COOP activation</u>
<input type="checkbox"/>	Communicate with Police as needed, regular updates
<input type="checkbox"/>	Liaise with missing child's family as appropriate
<input type="checkbox"/>	Communicate with Community agencies as required
<input type="checkbox"/>	Update Media in the media centre as discussed with ELT
<input type="checkbox"/>	Discuss and develop plan if the child is not found immediately
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive All Clear from Director On-Call
<input type="checkbox"/>	Call Resource Centre Ext. 55555 to advise the Code has been resolved
<input type="checkbox"/>	Notify ELT and Chief Executive Officer of the All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – support as required



### Appendix K ELT Job Action / Checklist

<b>Code Amber – Stage Two (there is no stage one)</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Receive updates from VP On-Call
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<input type="checkbox"/>	Identify additional ELT members needed as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<b>Code Amber – Stage Three</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Receive updates from VP On-Call
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Identify an ELT meeting place or establish a conference call or communication plan
<input type="checkbox"/>	Determine impact on hospital operations
<input type="checkbox"/>	Make decisions on staff and resource needs
<input type="checkbox"/>	Work with Communications, EOC Director, VP On-Call, and police to develop a communication plan
<input type="checkbox"/>	Contact police as required
<input type="checkbox"/>	Contact LHIN
<input type="checkbox"/>	Contact Hospital Board, CEO
<input type="checkbox"/>	Contact Chief of Staff
<input type="checkbox"/>	Consider Media Centre set up, as required
<input type="checkbox"/>	Discuss and develop plan if the Child is not found immediately
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – support as required

**Appendix L  
Abductee – Abductor Description Form**

SCS    WS    NFS    PCS    FES

**Abductor and Infant/Child  
Descriptor Sheet**

To be completed by a staff member from abducted infant's/child's designated inpatient unit and photocopied as necessary.

**Abductor Descriptors:**

Gender:	Male <input type="checkbox"/> Female <input type="checkbox"/>	Height:	
Race:		Weight:	
Approx. Age:		Hair Color:	
Eye Colour:		Clothing:	
Glasses:	Yes <input type="checkbox"/> No <input type="checkbox"/>	Distinctive Markings:	
Any Other Identification Features:			

**Infant/Child Descriptors:**

Abducted infant/child is:	Gender:	Male <input type="checkbox"/> Female <input type="checkbox"/>
	Age:	
	Weight:	
	Race:	
	Hair Color:	
	Eye Color:	
	Clothing (if applicable):	
	Distinctive Markings:	
	Any Other Identification Features:	

Attach photograph of infant or attach photograph of child, if available (from parent)

Completed By: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_  
(dd/mm/yy) (hh/mm)

**Appendix M  
Missing Person Department Search Checklist**

**Immediately let the Dept. Lead know when the missing person is found**

Description of Missing Person (Adult / Child)	
Description of Abductor(s)	
Date:	Time Search Started:
Department:	Unit/Area:
Search Directed by:	
Areas Searched	
Work and patient areas	Search completed <input type="checkbox"/> Yes <input type="checkbox"/> No
All closets and cupboards, under desks, beds	Search completed <input type="checkbox"/> Yes <input type="checkbox"/> No
Meeting rooms	Search completed <input type="checkbox"/> Yes <input type="checkbox"/> No
Utility, storage / supply	Search completed <input type="checkbox"/> Yes <input type="checkbox"/> No
Washrooms	Search completed <input type="checkbox"/> Yes <input type="checkbox"/> No
Hallways, corridors, exits,	Search completed <input type="checkbox"/> Yes <input type="checkbox"/> No
Common areas	Search completed <input type="checkbox"/> Yes <input type="checkbox"/> No
Stairwells, elevators	Search completed <input type="checkbox"/> Yes <input type="checkbox"/> No
Search completed by	Time:
Information given to EOC by:	Time Submitted to EOC:

# Tips

- Begin with clear description of any description of the child and Abductor
- Send two staff together
- Complete Missing Person Department Search Checklist
- Notify Dept. Lead when the missing person/child is found
- Be thorough but quick “time is of the essence”
- Take or phone the *Checklist* to EOC Ext. 4555 immediately upon completion
- Maintain vigilance until the “All Clear” is announced



**NAME: Code Amber – Infant/Child Abduction**

**Appendix N - Code Amber Log**

This log must be completed by the Dept. Lead or designate. Once completed a copy must be sent to the EOC and the original must kept with the patient's chart.

<b>Date of incident</b>			
<b>Time Notified</b>			
<b>Name of Child</b>			
<b>DOB</b>			
<b>Parents/Caregiver Name</b>			
<b>Department</b>			
<b>Name of Person Completing Log</b>			
<b>Date</b>		<b>Time</b>	
<b>Date</b>	<b>Time</b>	<b>Contact Phone #</b>	<b>Details of person contacted, actions taken, instructions given, decisions agreed and rationale</b>

Resource Centre: Phone 905-378-4647 #55555, Email: CRPSwitchboard\_resourcecentre@niagarahealth.on.ca

**Appendix O - FES Site Department Checklist**

<b>Fort Erie Site</b>								
<b>Site</b>	<b>Level (Floor)</b>	<b>Department</b>	<b>Checked</b>	<b>Evacuated</b>	<b>Missing Person</b>	<b>Code Black</b>	<b>Lockdown</b>	<b>Shelter-in-Place</b>
FES	First Floor	Palliative Care						
FES	First Floor	In-Patient Medical						
FES	First Floor	Admin						
FES	First Floor	Diagnostic Imaging						
FES	First Floor	Methadone Clinic						
FES	First Floor	Gift Shop						
FES	First Floor	Health Records						
FES	Second Floor	Human Resources						
FES	Second Floor	Storage						
FES	Second Floor	Office Space						
FES	Second Floor	Physio						
FES	Second Floor	<i>Vacant</i>						
FES	Second Floor	<i>Vacant</i>						
FES	Second Floor	<i>Vacant</i>						
FES	Ground Floor	Urgent Care						
FES	Ground Floor	Housekeeping						
FES	Ground Floor	<i>Vacant</i>						
FES	Ground Floor	Storage Equipment						
FES	Ground Floor	Pharmacy						
FES	Ground Floor	Kitchen						
FES	Ground Floor	<i>Vacant</i>						
FES	Ground Floor	<i>Vacant</i>						
FES	Ground Floor	Storage Equipment						

**Appendix P - NFS Department Checklist**

**Niagara Falls Site**

Site	Level (Floor)	Department	Checked	Evacuated	Missing Person	Code Black	Lockdown	Shelter-in-Place
NFS	Ground Floor	Unit F						
NFS	Ground Floor	Unit D						
NFS	Ground Floor	Unit C						
NFS	Ground Floor	Unit B						
NFS	Ground Floor	Unit B						
NFS	Ground Floor	vacant						
NFS	Ground Floor	Physio						
NFS	Ground Floor	EVS						
NFS	Ground Floor	Pharmacy						
NFS	Ground Floor	MDR						
NFS	Ground Floor	Cafeteria						
NFS	Ground Floor	Kitchen						
NFS	Ground Floor	Engineering						
NFS	Ground Floor	Biomed						
NFS	Ground Floor	Health Records						
NFS	2nd Floor	vacant						
NFS	2nd Floor	Radiology						
NFS	2nd Floor	ICU						
NFS	2nd Floor	X-Ray						
NFS	2nd Floor	Endoscopy						
NFS	2nd Floor	Lab/Ultrasound						
NFS	2nd Floor	Day Surgery						
NFS	2nd Floor	OR						
NFS	2nd Floor	Medical Day Treatment						
NFS	2nd Floor	Pharmacy						
NFS	2nd Floor	Gift Shop						
NFS	2nd Floor	Emergency						
NFS	2nd Floor	Admin						
NFS	3rd Floor	In-patient Medical Brock						
NFS	3rd Floor	In-Patient Physio						

**Appendix Q - PCS Site Department Checklist****Port Colbourne Site**

Site	Level (Floor)	Department	Checked	Evacuated	Missing Person	Code Black	Lockdown	Shelter-in-Place
PCS	1st Floor	Out-patient unit						
PCS	1st Floor	vacant						
PCS	1st Floor	vacant						
PCS	1st Floor	Human Resources						
PCS	1st Floor	Health & Safety Office						
PCS	1st Floor	Meals on Wheels						
PCS	1st Floor	Speech Pathology Office						
PCS	1st Floor	vacant						
PCS	1st Floor	Gift Shop						
PCS	1st Floor	Kitchen						
PCS	1st Floor	Hospitality and Food Services						
PCS	2nd Floor	2-West In-patient Medical Unit						
PCS	2nd Floor	2-South In-patient Medical Unit						
PCS	2nd Floor	2-East In-patient Medical Unit (CCC)						
PCS	3rd Floor	Engineering						
PCS	3rd Floor	Educator						
PCS	3rd Floor	Vacant/Storage						
PCS	Basement	Urgent Care						
PCS	Basement	vacant						
PCS	Basement	vacant						
PCS	Basement	Physio						
PCS	Basement	Receiving						
PCS	Basement	Engineering						
PCS	Basement	Vacant/Storage						

**Appendix R - SCS Site Department Checklist**

**St Catherines Hospital Site**

Site	Level (Floor)	Department	Checked	Evacuated	Missing Person	Code Black	Lockdown	Shelter-in-Place
SCS	Level 0	Food Services						
SCS	Level 0	Bio-medical						
SCS	Level 0	Environmental Services						
SCS	Level 0	Medical Device Reprocessing						
SCS	Level 0	Materials Management						
SCS	Level 0	Morgue						
SCS	Level 0	Loading Docks						
SCS	Level 1	Specialized Mental Health						
SCS	Level 1	Acute Mental Health						
SCS	Level 1	Psychiatric ICU						
SCS	Level 1	Main Elevator Bank						
SCS	Level 1	Cardiology Diagnostics						
SCS	Level 1	Psychiatric Emergency						
SCS	Level 1	Diagnostic Imaging						
SCS	Level 1	Emergency						
SCS	Level 1	Registration						
SCS	Level 1	Food Court						
SCS	Level 1	Radiation Therapy						
SCS	Level 1	Walker Family Cancer Centre						
SCS	Level 1	Volunteers						
SCS	Level 1	Outpatient Mental Health						
SCS	Level 1	Spiritual Centre						
SCS	Level 2	2B Critical Care (ICU/PCU)						
SCS	Level 2	Respiratory Services						
SCS	Level 2	On Call Rooms						
SCS	Level 2	OR Prep & Recovery						
SCS	Level 2	Operating Rooms						
SCS	Level 2	Heart Investigation Unit						
SCS	Level 2	Chemotherapy						



SCS	Level 2	Administration					
SCS	Level 2	Academic Activities					
SCS	Level 2	DeGroote Satellite Education Centre					
SCS	Level 2	Community Leaders Auditorium					
SCS	Level 2	2A Medical/Telemetry					
SCS	Level 3	3B Medical/Palliative Care					
SCS	Level 3	Pharmacy					
SCS	Level 3	Hospitalists					
SCS	Level 3	Physician Facilities					
SCS	Level 3	Medical Records					
SCS	Level 3	Site Administration	3C26.127				
SCS	Level 3	Washroom	3C26.135				
SCS	Level 3	Washroom	3A15.025				
SCS	Level 3	Washroom	3C26.124				
SCS	Level 3	Utilization / Discharge Planning / HNHB LHIN	3C26.142				
SCS	Level 3	Finance	3C26.075				
SCS	Level 3	Rooftop Patio	-				
SCS	Level 3	Meeting Room	3C26.085				
SCS	Level 3	Quality, Patient Safety & Risk	3C26.113				
SCS	Level 3	Occupational Health					
SCS	Level 3	Human Resources	3C26.157				
SCS	Level 3	Patient Relations – two locations					
SCS	Level 3	Research Department					
SCS	Level 3	Chronic Kidney Disease					
SCS	Level 3	Niagara Diabetes Centre					
SCS	Level 3	IT Services					
SCS	Level 3	Laboratory Medicine					
SCS	Level 3	Clinical Nutrition					
SCS	Level 3	3A Medical/Kidney Disease					
SCS	Level 4	4A Medical/Surgical					
SCS	Level 4	4B Children's Health					
SCS	Level 4	Gift Shop					



**NAME: Code Amber – Infant/Child Abduction**

SCS	Level 4	Women and Babies						
SCS	Level 4	Endoscopy/Cystoscopy						
SCS	Level 4	Outpatient Clinics						
SCS	Level 4	Special Care Nursery						
SCS	Level 4	ICU Research Department						
SCS	Level 5	5A General Surgery						
SCS	Level 5	5B General and Orthopedic Surgery						
SCS	Level 5	Rehab						
SCS	Other	Penthouse (both towers)						
SCS	Other	All stairwells						
SCS	Other	All Public Washrooms						
SCS	Other	All Conference Rooms						
SCS	Other	Roof						

## Appendix S - WS Department Checklist

Welland Site								
Site	Level (Floor)	Department	Checked	Evacuated	Missing Person	Code Black	Lockdown	Shelter-in-Place
WS	1st Floor	Medical Records						
WS	1st Floor	Cashier						
WS	1st Floor	Gift Shop						
WS	1st Floor	Ambulatory Care						
WS	1st Floor	OBSP						
WS	1st Floor	Emergency						
WS	1st Floor	Lab/Biomed						
WS	1st Floor	Engineering						
WS	1st Floor	Laundry						
WS	1st Floor	Boiler room						
WS	1st Floor	Morgue						
WS	1st Floor	Purchasing Receiving						
WS	1st Floor	Kitchen						
WS	1st Floor	Admin						
WS	1st Floor	Diabetic Clinic						
WS	1st Floor	Dialysis						
WS	1st Floor	Pharmacy						
WS	1st Floor	Woolcott Wing						
WS	1st Floor	Physio						
WS	1st Floor	ECU						
WS	1st Floor	ILTC						
WS	2nd Floor	Vacant						
WS	2nd Floor	MDR						
WS	2nd Floor	Vacant						
WS	2nd Floor	Various Offices						
WS	2nd Floor	ICT						
WS	3rd Floor	OR						
WS	3rd Floor	Day Surgery						
WS	3rd Floor	Ophthalmology						
WS	3rd Floor	Vacant						
WS	3rd Floor	Telemetry						
WS	4th Floor	In-Patient Physiotherapy						



**NAME: Code Amber – Infant/Child Abduction**

WS	4th Floor	Surgical In-patient Unit						
WS	5th Floor	Cataract Pre-Op						
WS	5th Floor	Mech. Room						
WS	5th Floor	Floor Human Resources						
WS	6th Floor	In-Patient Medical Unit						

## Appendix T – Communications Table

## Communication Table

Code Type	Sent by	Stage 1 - Minor	Stage 2 - Major	Stage 3 - Critical
Code Amber – Missing/Abducted Child		There is no Stage 1 – GO TO Stage 2 or 3	Missing within the Site; search, after 5 minutes escalate to Stage 3	Missing from hospital into the community
Code Membership	All-site Staff	N/A	Staff close/monitor building exits; Staff watch for person with description	Staff watch for person with description
All Clear Approved by		N/A	Director On-Call	VP On-Call
Staff Code Message	All Distribution List Communications	N/A	Director On-Call <i>Description of Abductee/ Abductor</i>	VP On-Call / ELT Committee <i>Description of Abductee/ Abductor</i>
Patient Code Message	N/A	N/A	N/A	VP On-Call / ELT Committee <i>Police Code Amber - Alert</i>
Vendor Code Message	N/A	N/A	N/A	VP On-Call / ELT Committee <i>Police Code Amber - Alert</i>
Website	N/A	N/A	N/A	VP On-Call / ELT Committee
FB	Communications	N/A	Director On-Call <i>Description of Abductee/ Abductor</i>	VP On-Call / ELT Committee <i>Description of Abductee/ Abductor</i>
Twitter	Communications	N/A	Director On-Call <i>Description of Abductee/ Abductor</i>	VP On-Call / ELT Committee <i>Description of Abductee/ Abductor</i>

### Appendix U - Messaging

#### INTERNAL STAFF:

(DATE AND TIME)

#### CODE AMBER – STAGE 3 (missing / abducted child)

At (time) on (date) a child went missing from (site).

(Name) was last seen (area).

The Police have been contacted and are currently broadcasting an Amber Alert (citywide / provincewide) and asking for the community's help.

We ask that all staff join the search and please be on the lookout for (name). Please check bathrooms, closets, stairwells, and any other potential hiding spaces your area.

Following is a description of (name):

- Name
- Age
- Female or Male
- height
- weight
- hair colour
- eye colour
- last seen wearing (clothing description)
- distinguishing features
- Medical conditions? Medication?

(Name) is believed to have been abducted (by a known abductor? i.e. parent, family member, friend) who is described as:

- Name
- Age
- Female or Male
- height
- weight
- hair colour
- eye colour
- clothing description
- distinguishing features

If you have witnessed any suspicious activity or believe you may have information that could lead to finding (name), please call (xxxx)

*This Emergency Bulletin was sent by (NAME and TITLE), and will be updated every (X) hour(s), on the hour. If you have any questions or concerns, please contact (EXTENSION)*

INTERNAL STAFF: FINAL UPDATE

(DATE AND TIME)

**CODE AMBER – ALL CLEAR**

Code Amber is now cancelled.

We sincerely thank you for your attention and assistance.

*Sent by (NAME and TITLE).*

**EXTERNAL:**

(DATE AND TIME)

**CODE AMBER – STAGE 3 (missing / abducted child)**

At (time) on (date) a child went

missing. (Name) was last seen

(area, site).

The Police are currently broadcasting an Amber Alert (citywide / provincewide) and (site) are also asking for the community's help.

Following is a description of (name):

- Name
- Age
- Female or Male
- height
- weight
- hair colour
- eye colour
- last seen wearing (clothing description)
- distinguishing features
- Medical conditions? Medication?

(Name) is believed to have been abducted (by a known abductor? i.e. parent, family member, friend) who is described as:

- Name
- Age
- Female or Male
- height
- weight
- hair colour
- eye colour
- last seen wearing (clothing description)

- distinguishing features

If you have witnessed any suspicious activity or believe you may have information that could lead to finding (name), please call (xxxx)

*Sent by (NAME and TITLE).*

**EXTERNAL: FINAL UPDATE**

(DATE AND TIME)

**CODE AMBER – ALL CLEAR**

(Name) has been located and the Code Amber is now cancelled.

We sincerely thank you for your attention and assistance.

*Sent by (NAME and TITLE).*



## Appendix V - Social Media

## SOCIAL MEDIA: FACEBOOK

Criteria	Draft	Hashtags #	URLs / Links	Include Images
	The Police are currently broadcasting an Amber Alert (citywide / provincewide) and (site) are also asking for the community's help.			
	Following is a description of (name):			
	<ul style="list-style-type: none"> <li>• Name</li> <li>• Age</li> <li>• Female or Male</li> <li>• Height</li> <li>• Weight</li> <li>• Hair colour</li> <li>• Eye colour</li> <li>• Last seen wearing (clothing description)</li> <li>• Distinguishing features</li> <li>• Medical conditions? Medication?</li> </ul>			
Initial post	(Name) is believed to have been abducted (by a known abductor? i.e. parent, family member, friend) who is described as:	#AmberAlert #Location	(website)	If there is an image of the child
	<ul style="list-style-type: none"> <li>• Name</li> <li>• Age</li> <li>• Female or Male</li> <li>• Height</li> <li>• Weight</li> <li>• Hair colour</li> <li>• Eye colour</li> <li>• Last seen wearing (clothing description)</li> <li>• Distinguishing features</li> </ul>			
	If you have witnessed any suspicious activity or believe you may have information that could lead to finding (name), please call (xxxx)			
Update 1	Police still searching for missing (Name or details {depending on privacy}).	#AmberAlert #Location	(website)	If there is an image of the child

	If you have any details, please call (xxxx)			
Update 2	Police still searching for missing (Name or details {depending on privacy}) missing from (location).  If you have witnessed any suspicious activity or believe you may have information that could lead to finding (name), please call (xxxx)	#AmberAlert  #Location	(website)	If there is an image of the child
Update 3 (If applicable)	(details update ie seen getting into silver car with a man or believed to be travelling west along location)  If you have witnessed any suspicious activity or believe you may have information that could lead to finding (name), please call (xxxx)	#AmberAlert  #Location	(website)	If there is an image of the child
Final post	#AmberAlert: Final Alert. (Name or details {depending on privacy}) subject to an Amber Alert by the Police has been located by police safe & well a short time ago at (location).  We sincerely thank you for your attention and assistance.	#AmberAlert  #Location	(website)	If there is an image of the child


**Social Media: Twitter**

## CODE AMBER: MISSING / ABDUCTED CHILD

**SOCIAL MEDIA: TWITTER**

Criteria	Draft	Hashtags #	URLs / Links	Include Images
Initial post	#AmberAlert Police are seeking urgent public assistance to help locate (Name or details {depending on privacy}), reported missing from (location).	#AmberAlert	(website)	If there is an image of the child

Update 1	Police still searching for missing (Name or details {depending on privacy}). If you have any details, please call (xxxx)	#AmberAlert #Location	(website)	If there is an image of the child
Update 2	Police still searching for missing (Name or details {depending on privacy}) missing from (location). Call (xxxx) with info	#AmberAlert #Location	(website)	If there is an image of the child
Update 3 (if applicable)	#AmberAlert (details update, ie seen getting into silver car with a man or believed to be travelling west along location)	#AmberAlert #Location	(website)	If there is an image of the child
Final post	(Name or details {depending on privacy}) subject to an Amber Alert by the Police has been located safe & well a short time ago at (location).	#AmberAlert #Location	(website)	If there is an image of the child

		<b>NAME: Code Aqua</b>	
CLASSIFICATION: Emergency Preparedness		DOCUMENT TYPE:	<b>POLICY and PROCEDURE</b>
SECTION:	Emergency Response Codes –Code Aqua	EFFECTIVE DATE: (DD/MM/YY)	01/06/21
APPROVED BY: Director, Quality, Patient Safety, Risk and Patient Relations President and Chief Executive Officer		END DATE: (DD/MM/YY)	01/06/24
		DOCUMENT ID:	N/A

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**1.0 Purpose**

To provide a comprehensive guideline to all Niagara Health sites in order to prepare and respond to internal flooding. If flooding occurs, an increased risk to the safety of the staff, visitors and patients would be apparent and must be dealt with immediately.

**2.0 Background**

A Code Aqua is a water problem resulting from either broken water pipes, drain back up or flooding. The flooding can cause damage to both the external and internal hospital. The flooding negatively impacts the operations of a Niagara Health facility.

**3.0 Scope**

Applies to all employees, persons with practicing privileges (physicians, dentists, midwives and RNs in the Extended Class, volunteers, students/learners, independent and external contract workers at each hospital site within Niagara Health.

**4.0 Policy**

- 4.1 Any staff member, Security Officer, professional staff or volunteer has the ability to call a Code Aqua in the event there is a situation.
  - a) Dial “55555” and request a **Code Aqua** be paged.

- b) On hearing an overhead announcement for “**Code Aqua**” Staff members in the vicinity will respond and the Code Team will respond.
- 4.2 In accordance to their role, staff are to follow the established processes as set out in the Job Action Sheets attached as appendices and/or in Atlas which is accessible through SourceNet or on a mobile phone.

### Responsibilities at all NHS Sites

Responsibilities at all NH Sites	Refer to
Initial Assessment Checklist	<a href="#">Appendix A</a>
Resource/Switchboard	<a href="#">Appendix C</a>
Code Team JAS	<a href="#">Appendix E</a>
Staff	<a href="#">Appendix D</a>
Department Lead	<a href="#">Appendix F</a>
Manager On-Call	<a href="#">Appendix G</a>
Director On-Call	<a href="#">Appendix H</a>
Vice President (VP)	<a href="#">Appendix I</a>
Executive Leadership (ELT)	<a href="#">Appendix J</a>

## 5.0 Procedure

- 5.1 The Code Aqua Team consist of staff from:
- Environmental Services (EVS)
  - Facilities Management
- 5.2 Staff from these departments will respond when a Code Aqua has been called. The Code Aqua Team will be led by the EVS or Facilities Management Supervisor, or designate at the scene.

## 6.0 Definitions

Code Aqua is a water problem resulting from either broken water pipes, drain back up or flooding.

- Stage 1 Minor – A flood that impacts a single department
- Stage 2 Major – A flood that impacts multiple departments
- Stage 3 Critical – A flood that impacts a site or site(s)

## 7.0 Education/Communications

- 7.1 **Code of the Month:** Code Aqua Online training for all staff at all sites describes a Code Aqua, the stages and actions to be taken during a Code Aqua.
- 7.2 **Code Team:** No special training required
- 7.3 **Code Aqua Table Top Exercise:** 1 hr TTX for Dept. Lead/Manager On-Call, Director On-Call (EOC) and ELT.

## 8.0 Appendices

- [Appendix A - Initial Assessment and Code Team Membership](#)
- [Appendix B - Code Job Action Sheet Summary for all roles](#)
- [Appendix C - Switchboard/Resource Centre Job Action Sheet and Checklist](#)
- [Appendix D - Staff Job Action Sheet and Checklist](#)
- [Appendix E - Code Team Job Action Sheet and Checklist](#)
- [Appendix F - Department Lead Job Action Sheet and Checklist](#)
- [Appendix G - Manager On-Call Job Action Sheet and Checklist](#)
- [Appendix H - Director On-Call Job Action Sheet and Checklist](#)
- [Appendix I – Vice President On-Call Job Action Sheet and Checklist](#)
- [Appendix J – Executive Leadership Team Job Action Sheet and Checklist](#)
- [Appendix K - Communications Templates](#)
- [Appendix L - Social Media Messaging Templates](#)

**9.0 Related Documents**

Not applicable.

**10.0 Related Forms**

EOC Post-Incident Report Form

Incident Hazard Investigating Form

**11.0 References**

Not applicable.

**Appendix A**  
**Code Aqua Initial Assessment Checklist**

<b>Definitions, Code Team Members and Assessment</b>	
<b>Initial Discovery and Immediate Actions</b>	
<input type="checkbox"/>	Notify Dept. Lead
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise of Flooding/Water Damage
<input type="checkbox"/>	Ensure patients are not affected by the water
<input type="checkbox"/>	Ensure people do not slip on wet floor
<input type="checkbox"/>	If safe to do so, move equipment/supplies that may be damaged by the water
<b>Definitions, Code Team Members and Assessment: Code Stage Definitions</b>	
Work Order: A work order is a service call and not a Code	
Consider a Work Order only if the flood or water damage impacts only one patient or one room; call Ext. 33500 to request a Work Order	
<b>Stage 1 Minor</b>	
<input type="checkbox"/>	Flood or water damage affecting a single department; non-critical department or area only
<b>Stage 2 Major</b>	
<input type="checkbox"/>	Flood or water damage affecting multiple departments; non-critical departments or areas only
<b>Stage 3 Critical</b>	
<input type="checkbox"/>	Flood or water damage affecting entire site or multiple sites
<input type="checkbox"/>	Critical area affected
<input type="checkbox"/>	Large leak not stopped
<input type="checkbox"/>	Hospital operations impacted

<b>Definitions, Code Team Members and Assessment</b>	
<b>Code Team Membership</b>	
<input type="checkbox"/>	Facilities Management
<input type="checkbox"/>	EVS
<input type="checkbox"/>	Vendor
<input type="checkbox"/>	Security

Definitions, Code Team Members and Assessment	
<b>Code Aqua - Initial Assessment Checklist</b>	
<b>Assessment Criteria for Facilities Management - Work Order</b>	
<input type="checkbox"/>	Consider a Work Order only if the flood or water damage impacts only one patient or one room
<input type="checkbox"/>	Contact Resource Centre Ext. 33500 to have a Work Order Ticket generated
<b>Assessment Criteria for Code Aqua - Stage 1 Minor</b>	
<input type="checkbox"/>	A small amount of water on floor, no damage to property or equipment
<input type="checkbox"/>	Leak has stopped
<input type="checkbox"/>	Immediate need for Facilities Management attendance (if not, simply generate a Work Order)
<input type="checkbox"/>	If answered "yes" to all of the above questions, and "no" to all others, the Code is a Stage 1
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise of Code Aqua - Stage 1 - Location
<input type="checkbox"/>	Go to Code Aqua JAS Stage 1
<b>Assessment Criteria for Code Aqua - Stage 2 Major</b>	
<input type="checkbox"/>	Water on floor, possible damage to property and/or equipment
<input type="checkbox"/>	Leak has not stopped
<input type="checkbox"/>	Leak cannot be stopped
<input type="checkbox"/>	Water intrusion is affecting more than one dept
<input type="checkbox"/>	If answered "yes" to any of the questions in the Stage 2 criteria, the Code is a Stage 2
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise of Code Aqua - Stage 2 - Location
<input type="checkbox"/>	Go to Code Aqua JAS Stage 2
<b>Assessment Criteria for Code Aqua - Stage 3 Critical</b>	
<input type="checkbox"/>	Flooding affects entire site(s)
<input type="checkbox"/>	Flooding/leak affects critical area/department
<input type="checkbox"/>	Property and equipment damage confirmed
<input type="checkbox"/>	Large leak not stopped
<input type="checkbox"/>	Leak/flooding affecting operations
<input type="checkbox"/>	If answered "yes" to any of the questions in the Stage 3 criteria, the Code is a Stage 3
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise of Code Aqua - Stage 3 - Site
<input type="checkbox"/>	Go to Code Aqua JAS Stage 3



### Appendix B Job Action Sheet Summary (All Roles)

Group	Stage 1	Stage 2	Stage 3
<b>Chain of Command</b>			
			<b>ELT:</b>
<b>Executive Leadership Team (ELT) / VP On-Call</b>	No action required	<b>VP On-Call:</b> <ul style="list-style-type: none"> <li>Join EOC Conference Call</li> <li>Consider Code Green</li> <li>Determine impact on operations and consider COOP activation</li> <li>Review and approve Communications</li> <li>Update ELT</li> </ul>	<ul style="list-style-type: none"> <li>Establish ELT meeting</li> <li>Approve Code Green</li> <li>Review and approve communications</li> <li>Approve Continuity of Operations Plan</li> <li>Advise stakeholders</li> </ul> <b>VP On-Call:</b> <ul style="list-style-type: none"> <li>Attend the EOC</li> <li>Determine impact on operations and consider COOP activation</li> <li>Approve Code Green</li> <li>Issue All Clear</li> </ul>
<b>EOC / Director On-Call</b>	<ul style="list-style-type: none"> <li>Update with Incident Commander as required</li> </ul>	<ul style="list-style-type: none"> <li>Lead EOC Conference Call; develop Code Action Plan</li> <li>Discuss with Incident Commander and VP On- Call</li> <li>Determine impact on operations and consider COOP activation</li> <li>Consider Code Green</li> <li>Issue All Clear</li> </ul>	<ul style="list-style-type: none"> <li>Establish EOC in non-affected site; develop Code Action Plan</li> <li>Discuss with Incident Commander and VP On- Call</li> <li>Determine impact on operations and consider COOP activation</li> <li>Develop Communications Plan</li> <li>Consider delay/cancel non-essential functions</li> <li>Acquire additional resources as required</li> </ul>
	<b>Staff:</b>	<b>Staff:</b>	<b>Staff:</b>
<b>Incident Command Post (ICP)</b>	<ul style="list-style-type: none"> <li>Remove equipment, belongings from water if safe to do so</li> <li>Assess patients' conditions, safety of occupants</li> <li>Prepare patients for evacuation as directed</li> </ul> <b>Dept. Lead/Manager On-Call:</b> <ul style="list-style-type: none"> <li>Assume role of Incident</li> </ul>	<ul style="list-style-type: none"> <li>Remove equipment, belongings from water if safe to do so</li> <li>Assess patients' conditions, safety of occupants</li> <li>Prepare patients for evacuation as directed</li> <li>Ensure transfer of belongings, medications and records upon evacuation</li> </ul>	<ul style="list-style-type: none"> <li>Remove equipment, belongings from water if safe to do so</li> <li>Assess patients' conditions, safety of occupants</li> <li>Prepare patients for evacuation as directed</li> <li>Ensure transfer of belongings, medications and records upon evacuation</li> </ul>

	<p>Commander</p> <ul style="list-style-type: none"> <li>Determine if patient care is compromised by flooding</li> <li>Consider Code Green</li> <li>Provide information to Resource Centre for Code Update Email</li> <li>Issue All Clear</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Assist as required</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Determine extent of water damage; duration for stoppage and clean-up</li> <li>Determine requirement of vendor response</li> <li>Deploy flood response equipment, i.e. pumps, diking, etc.</li> </ul>	<p><b>Dept. Lead/Manager On-Call</b></p> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Determine if patient care is compromised by flooding</li> <li>Consider visitation limitations</li> <li>Consider Code Green</li> <li>Provide information to Resource Centre for Code Update Email</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Assist with evacuation preparations as required</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Determine extent of water damage; duration for stoppage and clean-up</li> <li>Deploy flood response equipment, i.e. pumps, diking, etc.</li> <li>Determine requirements for vendor/contractor attendance, additional resources</li> </ul>	<p><b>Dept. Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Determine if patient care is compromised by flooding</li> <li>Consider visitation limitations</li> <li>Consider EMS redirect</li> <li>Consider Code Green</li> <li>Provide information to Resource Centre for Code Update Email</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Assist with evacuation efforts as required</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Determine extent of water damage; duration for stoppage and clean-up</li> <li>Deploy flood response equipment, i.e. pumps, diking, etc.</li> <li>Determine requirements for vendor/contractor attendance, additional resources</li> </ul>
<b>Communications</b>			
<p><b>Resource Centre</b></p>	<ul style="list-style-type: none"> <li>Phone Security, Code Team, Manager On-Call</li> <li>Send NHS Emergency Management group email</li> <li>Send out All Clear PA, email</li> </ul>	<ul style="list-style-type: none"> <li>Send out PA Announcement</li> <li>Phone Security, Code Team, Manager On-Call, Director On-Call</li> <li>Send NHS Emergency Management group email</li> <li>Send out All Clear PA, email</li> </ul>	<ul style="list-style-type: none"> <li>Send out PA Announcement</li> <li>Phone Security, Code Team, Manager On-Call, Director On-Call</li> <li>Send NHS Emergency Management group email</li> <li>Send out All Clear PA, email</li> </ul>

## Appendix C – Switchboard / Resource Centre Job Action Sheet / Checklist

Code Aqua Stage 1 - Resource Centre JAS			
Code Aqua – Flooding/Water Damage - Stage 1 Minor			
Definition	Flooding water affecting a single department		
1. SENDING ALERTS			
PA Announcement (3 times)		N/A	
Phone/Contact Responders	SCS, NFS, WS, FES & PCS Sites		Security
			Facilities Management/Engineering Services On-Call
			EVS Staff and Supervisor
			Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)
Send Group Emails	Email distribution groups:	<input type="checkbox"/>	NHS Emergency Management
	Subject Line ( <i>cut and paste, update location and site</i> )	<input type="checkbox"/>	Code Alert: Code Aqua – Stage 1 – [Location - Site]
	Email Body ( <i>cut and paste, update location</i> )	<input type="checkbox"/>	There is flooding/water affecting [location].  A Code Update Email will be sent as more information comes available.
2. CODE UPDATE EMAIL			
Receive information from Dept. Lead	Email distribution groups:	<input type="checkbox"/>	NHS Emergency Management
	Subject Line ( <i>cut and paste, update location</i> )	<input type="checkbox"/>	Code Update Email: Code Aqua - Stage 1 - [location - site]
Send Code Update Email	Email Body	<input type="checkbox"/>	- Open CODE UPDATE EMAIL - Enter content into template; copy and paste template into email body
	Email Attachment as required	<input type="checkbox"/>	Code Support Documents
3. ALL CLEAR			
Authority to give the “All Clear”		Dept. Lead	
PA Announcement (once)		N/A	
Send Group Emails	Email distribution groups:	<input type="checkbox"/>	NHS Emergency Management
	Subject Line ( <i>cut and paste, update site</i> )	<input type="checkbox"/>	Code Alert: Code Aqua - [Site] – All Clear
4. POST INCIDENT PROCEDURES			
Record		<input type="checkbox"/>	Code Log
Code Aqua Stage 1 Checklist			
Sending Stage Alerts			
<input type="checkbox"/>	No PA Announcement required		
<input type="checkbox"/>	Phone / Contact staff completed		
<input type="checkbox"/>	Group email sent		
Sending Stage All Clear Notification			
<input type="checkbox"/>	No PA announcement required		
<input type="checkbox"/>	All Clear Group email sent		
<input type="checkbox"/>	Complete Code Log		

Code Aqua Stage 2 - Resource Centre JAS		
<b>Definition</b> - Flooding water affecting multiple departments		
<b>1.SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	Code Aqua – Stage 2 - [location]	
<b>Phone/Contact Responders</b>	<b>SCS, NFS, WS, FES &amp; PCS Sites</b>	Security
		Facilities Management/Engineering Services On-Call
		EVS Staff and Supervisor
		Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)
		Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (After Hours)
<b>Send Group Emails</b>	Email distribution groups:	NHS Emergency Management
	Subject Line ( <b>cut and paste, update site</b> )	Code Alert: Code Aqua – Stage 2 – [Site]
	Email Body ( <b>cut and paste, list affected departments</b> )	There is flooding / water affecting the following departments: [list departments].  A Code Update Email will be sent as more information is available.
<b>2.EOC ACTIVATION</b>		
<b>A. Call the Director On-Call</b> (according to schedule)  1/ Confirm the Director On-Call is aware of the Code and has spoke with the Dept. Lead or Manager On-Call  2/ Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri: 0830-1630  (start with #1 until someone answers)	1. Director, Quality, Patient Safety, Risk and Patient Relations 2. Director, EVS, Patient Transportation, Waste and Linden Services 3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security 4. Director, Finance 5. Director, Patient Care SCS
		After-hours  Refer to Director On-call schedule
<b>B. Establish 'Teleconference Meeting' as per Director On-Call</b>	1. Teleconference Meeting invitation subject line ( <b>cut and paste, update site</b> )	EOC Conference Call – Aqua – Stage 2 – [Site]

	<p>Send Teleconference Meeting invitation via email to leadership list</p> <p>Set start time to begin immediately</p> <p>Call Leadership list to advise of Teleconference Meeting invitation</p>	<ul style="list-style-type: none"> <li>• Manager of Security</li> <li>• Manager of affected department (M.-F. 0830-1630 hours), or Manager On-Call (after hours)</li> <li>• Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>• Director of affected department (M.-F. 0830-1630), or Director On-Call (after hours)</li> <li>• Manager of Risk or designate ( M.-F. 0830-1630), or Risk On-Call (after hours)</li> <li>• Director of QPSR</li> <li>• VP On-call</li> <li>• Communications</li> </ul>
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3. CODE UPDATE EMAIL		
<ul style="list-style-type: none"> <li>• <b>Receive information from Dept. Lead</b></li>   <li>• <b>Send Code Update Email</b></li> </ul>	Email distribution groups:	NHS Emergency Management
	Subject Line ( <b>cut and paste, update site</b> )	Code Update Email: Code Aqua – Stage 2 – [Site]
	Email Body	Open <i>CODE UPDATE EMAIL</i>  Enter content into template; Copy and paste template into Email body
	Email Attachment as required	Code Support Documents
4. ADDITIONAL DUTIES AS REQUIRED		
Complete Documentation	N/A	
Media Inquiries	Direct media inquiries to Communications Dept.	
Patient Inquiries	Transfer call to unaffected Depts. For affected depts. advise caller there is an emergency code in effect and to please call back in 30 minutes.	
ED Closure Notifications – as directed	Notify NEMS of any ED closures Notify other Niagara Health sites of ED closure	
EOC Hotline	N/A	
5. ALL CLEAR		
Authority to give the “All Clear”	Director On-call	
PA Announcement (once)	All Clear Code Aqua	
Group Emails	Email distribution groups:	NHS Emergency Management
	Subject Line ( <b>cut and paste, update site</b> )	Code Alert: Code Aqua – Stage 2 – [Site] – All Clear
7. POST INCIDENT PROCEDURES		
Re Record		Call Log

Code Aqua Stage 2 - Resource Centre JAS	
Sending Stage Alerts	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Group Alert email sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Phone / Contact Responders
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Send email to Teleconference Meeting Call group
<input type="checkbox"/>	Phone the Teleconference Meeting group
<input type="checkbox"/>	Send out <a href="#">CODE UPDATE EMAIL</a> - if info received from Dept. Lead
<input type="checkbox"/>	Complete Section 4. Additional Duties as required
Sending Stage All Clear Notifications	
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

Code Aqua – Flooding /Water Damage – Stage 3 Critical		
<b>Definition</b>	Flooding water affecting an entire site(s).	
<b>1. SENDING ALERTS</b>		
PA Announcement (3 times)	Code Aqua – Stage 3 [location description not required]	
Phone/Contact Responders	<b>SCS, NFS, WS, FES &amp; PCS Sites</b>	Security
		Facilities Management On-Call
		EVS Staff and Supervisor
		Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)
		Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (After Hours)
Send Group Emails	Email distribution groups:	NHS Emergency Management
	Subject Line ( <b>cut and paste, update site(s)</b> )	Code Alert: Code Aqua - Stage 3 - <b>[Site(s)]</b>
	Email Body ( <b>cut and paste, update site(s)</b> )	There is flooding / water affecting the following <b>[site(s)]</b> .  A <i>Code Update Email</i> will be sent as more information comes available.
<b>2. EOC ACTIVATION</b>		
<b>Call the Director On-Call</b> (according to schedule) <b>1/</b> Confirm the Director On-Call is aware of the Code and has spoke with the Dept. Lead or Manager On-Call	Mon-Fri 0830-1630  (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linden Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
<b>2/</b> Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	After-hours	Refer to Director On-call schedule
<b>b. Establish 'Teleconference Meeting' as per Director On-Call</b>	1. Teleconference Meeting invitation subject line ( <b>cut and paste, update site(s)</b> )	EOC Conference Call – Code Aqua – Stage 3 – <b>[Site(s)]</b>

	<p>Send Teleconference Meeting invitation via email to leadership list</p> <p>Set start time to begin immediately</p> <p>Phone leadership list to advise of Teleconference Meeting invitation</p>	<ul style="list-style-type: none"> <li>• Manager of Security</li> <li>• Manager of affected department (M.-F. 0830-1630 hours), or Manager On-Call (after hours)</li> <li>• Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>• Director of affected department (M.-F. 0830-1630), or Director On-Call (after hours)</li> <li>• Manager of Risk or designate (M.-F. 0830-1630), or Risk On-Call (after hours)</li> <li>• Director of QPSR</li> <li>• VP On-call</li> <li>• Communications</li> </ul>
<b>3. CODE UPDATE EMAIL</b>		
<b>Receive information from Dept. Lead</b>	Email distribution groups:	NHS Emergency Management



Send Code Update Email	Subject Line ( <b>cut and paste, update site(s)</b> )	Code Update Email: Code Aqua – Stage 3 – <b>[Site(s)]</b>
	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachments as required	Code Support Documents
<b>4. ADDITIONAL DUTIES AS REQUIRED</b>		
<b>Complete Documentation</b>	N/A	
<b>Media Inquiries</b>	Direct media inquiries to Communications Dept.	
<b>Patient Inquiries</b>	Transfer call to unaffected Depts. For affected depts. advise caller there is an emergency code in effect and to please call back in 30 minutes.	
<b>ED Closure Notifications – as directed</b>	Notify NEMS of any ED closures Notify other Niagara Health sites of ED closure	
<b>EOC Hotline</b>	N/A	
<b>5. ALL CLEAR</b>		
<b>Authority to give the “All Clear”</b>	VP On-call	
<b>PA Announcement (once)</b>	All Clear Code Aqua	
<b>Group Emails</b>	Email distribution groups:	NHS Emergency Management
	Subject Line ( <b>cut and paste, update site</b> )	Code Alert: Code Aqua – Stage 3 – <b>[Site(s)]</b> – All Clear
<b>6. POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log	

<b>Code Aqua Stage 3 - Resource Centre JAS</b>	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Group email sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Phone / Contact Responders
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Send email to Teleconference Meeting Call group
<input type="checkbox"/>	Phone the Teleconference Meeting group
<input type="checkbox"/>	Send out <a href="#">CODE UPDATE EMAIL</a> - if info received from Dept. Lead
<input type="checkbox"/>	Complete Section 4. Additional Duties as required
<b>Sending Stage All Clear Notifications</b>	
<input type="checkbox"/>	Receive All Clear from VP On-Call
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

## Appendix D – Staff Job Action Sheet and Checklist

<b>Code Aqua Stage 1</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	If a leak is noticed or flood occurring, notify Dept. Lead immediately
<input type="checkbox"/>	If Dept. Lead is unavailable, contact Resource Centre at Ext. 55555 and advise of Code Aqua - Stage 1 - Location
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	If safe to do so, move equipment and belongings away from area impacted by the water
<input type="checkbox"/>	Update the Code Team upon their arrival
<input type="checkbox"/>	Prepare patients to move rooms as directed
<input type="checkbox"/>	Notify Dept. Lead of any injuries relating to internal flooding
<input type="checkbox"/>	Assist with cleanup as directed
<b>Step 3 - All Clear</b>	
<input type="checkbox"/>	Code Team will advise when the Code has been resolved
<b>Step 4 - Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Aqua Stage 2</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	If a leak, flood, or water damage occurring is noticed, notify Dept. Lead immediately
<input type="checkbox"/>	If Dept. Lead is unavailable, contact Resource Centre at Ext. 55555 and advise of Code Aqua - Stage 2 - Location
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Perform mitigation procedures by moving equipment and property away from area of water
<input type="checkbox"/>	Prepare patients for evacuations as directed
<input type="checkbox"/>	Notify Dept. Lead of any injuries relating to internal flooding or the loss of utilities
<input type="checkbox"/>	Assess patients' conditions and prioritize those at most risk
<input type="checkbox"/>	Ensure the transfer of patient's belongings, medications and records upon evacuation
<input type="checkbox"/>	If evacuation of area ordered, go to <a href="#">CODE GREEN</a>
<b>Step 3 - All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 - Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Aqua Stage 3</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	<b>If a leak or flood occurring is noticed, notify Dept. Lead immediately</b>
<input type="checkbox"/>	If Dept. Lead is unavailable, contact Resource Centre at Ext. 55555 and advise of Code Aqua - Stage 3 - Location
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Prepare patients for evacuations as directed
<input type="checkbox"/>	Notify Dept. Lead of any injuries or equipment damage relating to internal flooding
<input type="checkbox"/>	Assess patients conditions and prioritize those at most risk
<input type="checkbox"/>	Ensure the transfer of patient's belongings, medications and records upon evacuation
<input type="checkbox"/>	If evacuation of area ordered, go to <a href="#">CODE GREEN</a>

**Step 3 - All Clear** Receive Code Alert: All Clear**Step 4 - Post Incident** Assist as required

### Appendix E – Code Team Job Action Sheet and Checklist

<b>Code Aqua Stage 1</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Respond to the Code location as required
<input type="checkbox"/>	Liaise with Dept Lead for information
<input type="checkbox"/>	If not already done so, completed <u>INITIAL CODE ASSESSMENT</u> and advise Resource Centre Ext. 55555
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Determine extent of water damage, determine if any equipment or materials are damaged
<input type="checkbox"/>	Deploy flood response equipment such as water containment (pails/pools), pumps, and diking/diverting devices
<input type="checkbox"/>	Consider shutting down utilities or equipment (discuss with Dept. Lead)
<input type="checkbox"/>	Activate alternate systems as needed
<input type="checkbox"/>	Determine and advise on the effects on other departments, if any
<input type="checkbox"/>	Liaise with Dept Lead and determine critical equipment that is affected
<input type="checkbox"/>	Determine and advise on length of time required for leak stoppage, cleanup, and equipment maintenance
<input type="checkbox"/>	Determine and advise on any requirements for vendor cleanup/remediation
<input type="checkbox"/>	Advise Incident Commander when the following have occurred:
<input type="checkbox"/>	Leak stopped
<input type="checkbox"/>	Leak fixed
<input type="checkbox"/>	Cleanup started
<input type="checkbox"/>	Cleanup completed
<input type="checkbox"/>	Equipment maintenance initiated (if required)
<input type="checkbox"/>	Equipment maintenance completed (if required)
<b>Step 3 - All Clear</b>	
<input type="checkbox"/>	Advise Incident Commander when Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step - 4 - Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Aqua Stage 2</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Liaise with Dept. Lead for information
<input type="checkbox"/>	If not already done so, completed <a href="#">INITIAL CODE ASSESSMENT</a> and advise Resource Centre Ext. 55555
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Determine extent of water damage, determine if any equipment or materials are damaged
<input type="checkbox"/>	Continue to evaluate and advise on flooded areas and facility integrity for safety and take immediate corrective actions
<input type="checkbox"/>	Determine any immediate remediation or preventative actions required
<input type="checkbox"/>	Deploy flood response equipment such as water containment (pails/pools), pumps, and diking/diverting devices
<input type="checkbox"/>	Consider shutting down utilities or equipment (discuss with Dept. Lead)
<input type="checkbox"/>	Activate alternate systems as needed
<input type="checkbox"/>	Determine and advise on the affects on other departments, if any
<input type="checkbox"/>	Liaise with Dept Lead and determine critical equipment that is affected
<input type="checkbox"/>	Determine and advise on length of time required for leak stoppage, cleanup, and equipment maintenance
<input type="checkbox"/>	Determine and advise on any requirements for vendor cleanup/remediation
<input type="checkbox"/>	Assess need for additional Facilities Management personnel and advise Dept. Lead/Manager
<input type="checkbox"/>	Advise Incident Commander when the following have occurred:
<input type="checkbox"/>	Leak stopped
<input type="checkbox"/>	Leak fixed
<input type="checkbox"/>	Cleanup started
<input type="checkbox"/>	Cleanup completed
<input type="checkbox"/>	Equipment maintenance initiated (if required)
<input type="checkbox"/>	Equipment maintenance completed (if required)
<b>Step 3 - All Clear</b>	
<input type="checkbox"/>	Advise Incident Commander when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step - 4 - Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Aqua Stage 3</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Liaise with Dept. Lead for information
<input type="checkbox"/>	If not already done so, completed <a href="#">INITIAL CODE ASSESSMENT</a> and advise Resource Centre Ext. 55555
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Determine extent of water damage, determine if any equipment or materials are damaged
<input type="checkbox"/>	Continue to evaluate and advise on flooded areas and facility integrity for safety and take immediate corrective actions
<input type="checkbox"/>	Determine any immediate remediation or preventative actions required
<input type="checkbox"/>	Deploy flood response equipment such as water containment (pails/pools), pumps, and diking/diverting devices
<input type="checkbox"/>	Consider shutting down utilities or equipment (discuss with Dept. Lead)
<input type="checkbox"/>	Activate alternate systems as needed
<input type="checkbox"/>	Determine and advise on the effects on other departments, if any
<input type="checkbox"/>	Liaise with Dept Lead and determine critical equipment that is affected
<input type="checkbox"/>	Determine and advise on length of time required for leak stoppage, cleanup, and equipment maintenance
<input type="checkbox"/>	Determine and advise on any requirements for vendor cleanup/remediation
<input type="checkbox"/>	Assess need for additional Facilities Management personnel and advise Dept. Lead/Manager
<input type="checkbox"/>	Advise Incident Commander when the following have occurred:
<input type="checkbox"/>	Leak stopped
<input type="checkbox"/>	Leak fixed
<input type="checkbox"/>	Cleanup started
<input type="checkbox"/>	Cleanup completed
<input type="checkbox"/>	Equipment maintenance initiated (if required)
<input type="checkbox"/>	Equipment maintenance completed (if required)
<b>Step 3 - All Clear</b>	
<input type="checkbox"/>	Advise Incident Commander when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step - 4 - Post Incident</b>	
<input type="checkbox"/>	Assist as required

## Appendix F – Department Lead Job Action Sheet and Checklist

<b>Code Aqua Stage 1</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive information regarding a leak/flooding from Staff
<input type="checkbox"/>	If not already done so, completed <a href="#">INITIAL CODE ASSESSMENT</a> and advise Resource Centre Ext. 55555
<input type="checkbox"/>	Contact Resource Centre at Ext. 55555 to advise of Code Aqua - Stage 1 - Location
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post close to the affected area and assume role of Incident Commander; don vest
<input type="checkbox"/>	If safe to do so, investigate the cause of the water
<input type="checkbox"/>	Update Code Aqua Team upon their arrival
<input type="checkbox"/>	Advise the Resource Centre at Ext. 55555 of Code Team arrival
<input type="checkbox"/>	Contact and update Manager On-Call
<input type="checkbox"/>	Standby to upgrade to Stage 2/3 if flooding continues, affects critical area, or gets worse
<input type="checkbox"/>	Liaise with Code Aqua Team and determine immediate mitigation actions that can be taken (ie removal of equipment from area)
<input type="checkbox"/>	Contact Resource Centre at Ext. 55555 and provide information for Code Update Email
<input type="checkbox"/>	If evacuation of area is ordered, go to <a href="#">CODE GREEN</a>
<b>Step 3 - All Clear</b>	
<input type="checkbox"/>	Advise the Resource Centre at Ext. 55555 that the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step - 4 - Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete Code IRS
<b>Code Aqua Stage 2</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive information regarding a leak/flooding from Staff
<input type="checkbox"/>	If not already done so, completed <a href="#">INITIAL CODE ASSESSMENT</a> and advise Resource Centre Ext. 55555
<input type="checkbox"/>	Contact Resource Centre at Ext. 55555 to advise of Code Aqua - Stage 1 - Location
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post close to the affected area and assume role of Incident Commander; don vest
<input type="checkbox"/>	If safe to do so, investigate the cause of the water
<input type="checkbox"/>	Update Code Aqua Team upon their arrival
<input type="checkbox"/>	Inform the Resource Centre Ext. 55555 of Code Team arrival
<input type="checkbox"/>	Standby to upgrade to Stage 3 if flooding continues, affects critical area, or gets worse
<input type="checkbox"/>	Consider <a href="#">CODE GREEN</a> , discuss with Code Aqua Team and advise Manager On-Call
<input type="checkbox"/>	Liaise with Code Aqua Team and determine immediate mitigation actions that can be taken (ie removal of equipment from area)
<input type="checkbox"/>	Determine length of time for leak fix and cleanup
<input type="checkbox"/>	Update Manager On-Call as required
<input type="checkbox"/>	Contact Resource Centre at Ext. 55555 and provide information for Code Update Email
<b>Step 3 - All Clear</b>	
<input type="checkbox"/>	Advise the Resource Centre at Ext. 55555 that the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step - 4 - Post Incident</b>	
<input type="checkbox"/>	Complete Code IRS
<input type="checkbox"/>	Assist as required



<b>Code Aqua Stage 3</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive information regarding a water leak/flooding
<input type="checkbox"/>	If not already done so, completed <a href="#">INITIAL CODE ASSESSMENT</a> and advise Resource Centre Ext. 55555
<input type="checkbox"/>	Contact Resource Centre at Ext. 55555 to advise of Code Aqua - Stage 3 - Site
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post location and assume role of Incident Commander; don the IC Vest
<input type="checkbox"/>	Update Code Team upon their arrival
<input type="checkbox"/>	Inform the Resource Centre Ext. 55555 of Code Team arrival
<input type="checkbox"/>	Consider <a href="#">CODE GREEN</a> with Code Team and advise Director On-Call
<input type="checkbox"/>	Investigate the cause of the water
<input type="checkbox"/>	Liaise with Facilities Mgt. and determine immediate mitigation actions that can be taken (ie removal of equipment from area)
<input type="checkbox"/>	Direct staff to assist with above mentioned mitigation actions
<input type="checkbox"/>	Determine length of time for flooding to be stopped and cleanup completed
<input type="checkbox"/>	Update Manager On-Call
<input type="checkbox"/>	Contact Resource Centre at Ext. 55555 and provide information for Code Update Email
<b>Step 3 - All Clear</b>	
<input type="checkbox"/>	Advise Manager On-Call when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step - 4 - Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete Code IRS

### Appendix G – Manager On-Call Job Action Sheet and Checklist

<b>Code Aqua Stage 1</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Go to Code location as required
<input type="checkbox"/>	Receive update from Dept. Lead
<input type="checkbox"/>	Update Director On-Call as required
<input type="checkbox"/>	Receive the Code Update Email from the Resource Centre
<b>Step 3 - All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step - 4 - Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Aqua Stage 2</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Respond to Code location and liaise with Dept. Lead and Code Aqua Team
<input type="checkbox"/>	Assume role of Incident Commander as required; don vest
<input type="checkbox"/>	Determine effects on department/building(s), neighboring dept./building(s), and related equipment
<input type="checkbox"/>	Update Director On-Call
<input type="checkbox"/>	Liaise with Code Aqua Team and determine requirements for vendor attendance for equipment maintenance
<input type="checkbox"/>	Liaise with affected Department Leads and update
<input type="checkbox"/>	Consider <b>CODE GREEN</b> , discuss with Code Aqua Team and advise Director On-Call
<input type="checkbox"/>	Determine the need to limit patient visitation
<input type="checkbox"/>	Determine the need for canceling elective procedures, surgeries, non-essential hospital services in consultation with Director On-Call
<input type="checkbox"/>	Evaluate need for and obtain additional staff and advise Director On-Call
<input type="checkbox"/>	Receive Code Update Email
<b>Step 3 - All Clear</b>	
<input type="checkbox"/>	Advise Manager On-Call when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Discontinue visitor limitations
<b>Step 4 - Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Aqua Stage 3</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Respond to Code location and liaise with Dept. Lead and Code Aqua Team
<input type="checkbox"/>	Assume role of Incident Commander as required; don vest
<input type="checkbox"/>	If Emergency Department is affected, ensure Clinical Manager notified to ensure that EMS is advised to redirect patient flow to another site
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and direct to advise other sites of critical department closure
<input type="checkbox"/>	Liaise with Code Aqua Team and determine the cause of the flooding, extent of damage, timeline of clean-up
<input type="checkbox"/>	Liaise with affected Department Leads and update
<input type="checkbox"/>	Liaise with Director On-Call and update
<input type="checkbox"/>	Consider <a href="#">CODE GREEN</a> , discuss with Code Aqua Team and advise Director On-Call
<input type="checkbox"/>	Determine the need to limit patient visitation
<input type="checkbox"/>	Determine the need for canceling elective procedures, surgeries, non-essential hospital services in consultation with Director On-Call
<input type="checkbox"/>	Receive the Code Update Email
<input type="checkbox"/>	Evaluate need for and obtain additional staff and advise Director On-Call
<b>Step 3 - All Clear</b>	
<input type="checkbox"/>	Advise Director On-Call when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Discontinue ambulance diversion and visitor limitations
<input type="checkbox"/>	Call Resource Centre Ext. 55555 and direct to advise other sites of the critical department reopening
<b>Step - 4 - Post Incident</b>	
<input type="checkbox"/>	Assist as required

## Appendix H – Director On-Call Job Action Sheet and Checklist

<b>Code Aqua Stage 1</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive Code Update Email
<input type="checkbox"/>	No action required
<b>Step 3 - All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step - 4 - Post Incident</b>	
<input type="checkbox"/>	No action required

<b>Code Aqua Stage 2</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Liaise with Incident Commander to determine impacts on departments, expected time for leak stoppage, clean up, equipment maintenance
<input type="checkbox"/>	Contact and update VP On-Call
<input type="checkbox"/>	Establish Teleconference EOC Conference Call; develop action plan
<input type="checkbox"/>	Consider <a href="#">CODE GREEN</a> requirement and discuss with VP On-Call
<input type="checkbox"/>	Determine impact on operations and consider <a href="#">COOP activation</a>
<input type="checkbox"/>	Consider Vendor for clean up response and equipment maintenance
<input type="checkbox"/>	Receive Code Update Email
<input type="checkbox"/>	Determine support requirements for eventual cleanup
<b>Step 3 - All Clear</b>	
<input type="checkbox"/>	Receive update from Incident Commander that the Code has been resolved
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 to advise of the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step - 4 - Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Aqua Stage 3</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Liaise with Dept. Lead/Manager to determine effects on other departments
<input type="checkbox"/>	Contact and update VP On-Call
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Establish Teleconference EOC Conference Call; activate EOC as required
<input type="checkbox"/>	Liaise with Incident Commander; determine impact on departments, expected time for leak stoppage, clean up, equipment maintenance
<input type="checkbox"/>	Consider <a href="#">CODE GREEN</a> requirement and discuss with VP On-Call
<input type="checkbox"/>	Determine impact on operations and consider <a href="#">COOP activation</a>
<input type="checkbox"/>	Prepare to contact depts. to shut down non-critical functions and time sensitive critical functions (see COOP plan)
<input type="checkbox"/>	Consider Vendor for clean up response and equipment maintenance
<input type="checkbox"/>	Develop communications plan
<input type="checkbox"/>	Update VP On-Call
<input type="checkbox"/>	Receive Code Update Email
<input type="checkbox"/>	Determine support requirements for eventual cleanup

<b>Step 3 - All Clear</b>	
<input type="checkbox"/>	Receive update from Incident Commander that the Code has been resolved
<input type="checkbox"/>	Advise VP On-Call that the Code has been resolved
<b>Step 4 - Post Incident</b>	
<input type="checkbox"/>	Complete Post Incident Debrief Report

## Appendix I – VP On-Call Job Action Sheet and Checklist

<b>Code Aqua Stage 1</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 - All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step - 4 - Post Incident</b>	
<input type="checkbox"/>	No action required

<b>Code Aqua Stage 2</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Discuss patient care impact with Director On-Call
<input type="checkbox"/>	Join EOC Conference Call
<input type="checkbox"/>	Consider <a href="#">Code Green</a>
<input type="checkbox"/>	Determine the impact on operations and consider <a href="#">COOP activation</a>
<input type="checkbox"/>	Discuss communication needs with Director On-Call
<input type="checkbox"/>	Advise Executive Leadership Team as required
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<b>Step 3 - All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step - 4 - Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Aqua Stage 3</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Attend the Emergency Operations Centre
<input type="checkbox"/>	Liaise with Director On-Call; determine patient care impact and develop an action plan
<input type="checkbox"/>	Determine the impact on operations and consider <a href="#">COOP activation</a>
<input type="checkbox"/>	Develop and approve communications plan
<input type="checkbox"/>	Direct any Media communications
<input type="checkbox"/>	Discuss incident with vendor, Fire Dept. EMS or community officials as required
<b>Step 3 - All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call when the Code has been resolved
<input type="checkbox"/>	Advise Resource Centre Ext. 55555 of the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step - 4 - Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – support as required

### Appendix J – ELT On-Call Job Action Sheet and Checklist

<b>Code Aqua Stage 1</b>	
Step 1 - Activate and Notify	
<input type="checkbox"/>	Receive Code Alert
Step 2 - Action Plan	
<input type="checkbox"/>	Receive Code Update Email from the Resource Centre
<input type="checkbox"/>	No action required
Step 3 - All Clear	
<input type="checkbox"/>	Receive Code Alert: All Clear
Step - 4 - Post Incident	
<input type="checkbox"/>	No action required

<b>Code Aqua Stage 2</b>	
Step 1 - Activate and Notify	
<input type="checkbox"/>	Receive Code Alert
Step 2 - Action Plan	
<input type="checkbox"/>	Receive updates and discuss incident with VP On-Call as required, possible timelines
<input type="checkbox"/>	Discuss impact on hospital operations and affected departments
<input type="checkbox"/>	Discuss extent of evacuation, and approve if required
<input type="checkbox"/>	Review and communications as required
<input type="checkbox"/>	Assist with Media Communications and statements to the media
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
Step 3 - All Clear	
<input type="checkbox"/>	Receive update from VP On-Call when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
Step - 4 - Post Incident	
<input type="checkbox"/>	No action required

<b>Code Aqua Stage 3</b>	
Step 1 - Activate and Notify	
<input type="checkbox"/>	Receive Code Alert
Step 2 - Action Plan	
<input type="checkbox"/>	Receive update from VP On-Call
<input type="checkbox"/>	ELT members will meet to discuss the Code (Executive Offices) (Consider Alternate location if incident at SCS)
<input type="checkbox"/>	If needed, President to approve decision to evacuate the hospital
<input type="checkbox"/>	Determine impact to other depts., patient care, hospital operations, risk and reputation, site, length of time, etc.
<input type="checkbox"/>	Determine with Communications Dept. what must be prepared for both internal and external stakeholders
<input type="checkbox"/>	Direct any Media communications
<input type="checkbox"/>	Receive updates from VP On-Call
<input type="checkbox"/>	Approve Continuity of Operations (COOP) plan, approve AD Hoc Crisis Management Team to oversee COOP
<input type="checkbox"/>	Provide direction and instructions to Director On-Call
<input type="checkbox"/>	Discuss incident with Police, Fire and EMS Officials, Community officials as required
<input type="checkbox"/>	President or designate to approve communications (external/internal)
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<input type="checkbox"/>	Advise the Chief of Staff
<input type="checkbox"/>	Contact the Board of Directors, CEO
<input type="checkbox"/>	Contact the LHIN
<input type="checkbox"/>	Prepare plan to recovery and re-open hospital

**Step 3 - All Clear** ELT will call the All Clear through the VP On-Call Receive Code Alert: All Clear**Step - 4 - Post Incident** Post Incident Debrief – support as required



## Appendix K – Communications Table

Code Type	Sent by	Stage 1 - Minor	Stage 2 - Major	Stage 3 - Critical
Code Aqua – Flood/Water Damage		Water affecting a single department	Water affecting multiple departments	Water affecting site(s)
Code Membership		Facilities Management EVS Vendor	Facilities Management EVS Vendor Security	Facilities Management EVS Vendor Security
All Clear Approved by		Department Lead	Director On-Call	VP On-Call
Staff Code Message	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Visitor Code Message	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Vendor Code Message	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Website	Communications	N/A	Director On-Call	VP On-Call / ELT Committee
FB	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Twitter	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>

Messaging

CODE ALERT: CODE AQUA – STAGE 3 – (Site, Location)

STAFF CODE MESSAGE:

(DATE and TIME)

(Experts, e.g. Police, EMS, Fire, Security) are on site investigating and have upgraded (description) to STAGE 3 CRITICAL located in (site, location).

As a result:

the (site) must be safely evacuated until further notice.  
patients are being relocated to (describe location and status e.g. estimate time to complete evacuation)  
incoming and day patients will be notified about rescheduling.  
the site is secured and visitors and vendors are being redirected.  
pedestrian and vehicular traffic are being rerouted away from the site.

Health and safety is always a top priority and we will continue to work with (experts: e.g. Police, EMS, Fire, Security) to proactively monitor and manage this situation as efficiently as possible.

(Staff) will remain on stand-by to quickly address incidents that may arise. If you experience an emergency or injury while on site, please dial 55555 to receive aid ASAP.

As you may know, the emergency management program can be found (link, hard copy location).

*This Emergency Bulletin was sent by (NAME and TITLE), and will be updated every (X) hour(s), on the hour. If you have any questions or concerns, please contact (EXTENSION)*

STAFF CODE MESSAGE UPDATE: FINAL

(DATE and TIME)

Please be advised that the (experts, e.g. Police, EMS, Fire, Security) have confirmed the ALL CLEAR. All areas have reopened and resumed regular operations.  
We would like to thank everyone for their assistance in ensuring the health and safety of our staff, visitors and patients.

*This Emergency Bulletin was sent by (NAME and TITLE). If you have any questions or concerns, please contact (EXTENSION)*

CODE ALERT: CODE AQUA – STAGE 3 – (Site, Location)

PATIENT CODE MESSAGE

(DATE and TIME)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that as a result of (describe the event), (site) is temporarily closed. If you have an appointment on (date), please do not make your way to the (site).

Please contact your referring (doctor/clinic staff) to reschedule your appointment.

Please be assured that we will work with your doctor to ensure your appointment or procedure is rescheduled as quickly as possible.

Health and safety is a top priority and we are working proactively to resolve this situation as quickly as possible. We will provide an update once this status has changed at (website)

We sincerely regret any inconvenience and thank you for your patience.

*Sent by (NAME and TITLE).*

PATIENT CODE MESSAGE UPDATE – FINAL

(DATE and TIME)

Please be advised that (site) has reopened and resumed regular operations. We sincerely regret any inconvenience and thank you for your patience.

*Sent by (NAME and TITLE).*

VISITOR CODE MESSAGE

(DATE and TIME)

**\*\*\* TIME SENSITIVE UPDATE \*\*\***

Please be advised that access to (access to site/area) is temporarily closed. Please do not make your way to the hospital at this time.

We expect the area to reopen shortly.

We will provide regular updates at (website).

If you are inquiring about the status of a patient at this time, please contact xxxx some time after xxxx.

*(option)*

*Please know that (site) has extensive proactive plans in place to manage a situation such as this. We routinely conduct drills and all staff are trained to manage a quick and efficient response. The health and safety of our patients, staff, visitors and community is always a top priority.*

We sincerely regret any inconvenience and thank you for your patience.

*Sent by (NAME and TITLE).*

**VENDOR CODE MESSAGE**

(DATE and TIME)

**\*\*\* TIME SENSITIVE UPDATE \*\*\***

Please be advised that access to (site/area) is temporarily closed. Please do not make your way to the hospital at this time.

Please reach out to your main contact at the (site) to reschedule your meeting or delivery. We sincerely regret any inconvenience and thank you for your patience.

We will provide an update once this status has changed at (website).

*Sent by (NAME and TITLE).*

## VENDOR CODE MESSAGE UPDATE – FINAL

(DATE and TIME)

Please be advised that (site) has reopened and resumed regular operations. We sincerely regret any inconvenience and thank you for your patience.

*Sent by (NAME and TITLE).*

## Appendix L – Social Media

## Facebook


Criteria	Draft	Hashtags #	URLs / Links	Include Images
Initial post	Environment Canada advised that as at (insert issue time and information on current Environment Canada warning).	#floodname #Location	(website)	No
	For disaster assistance contact the (authorities) on (phone) and in a life threatening emergency call 9-1-1.			
	To keep updated on warnings monitor the Environment Canada, weather information website at <a href="https://weather.gc.ca/">https://weather.gc.ca/</a>			
Update 1	Please be advised that as a result of (describe the event), (site) is temporarily closed.	#floodname #Location	(website)	If there is an image
	If you have an appointment on (date), please do not make your way to the (site).			
	Please contact your referring (doctor/clinic staff) to reschedule your appointment.			
	Please be assured that we will work with your doctor to ensure your appointment or procedure is rescheduled as quickly as possible.			
	Health and safety is a top priority and we are working proactively to resolve this situation as quickly as possible.			
	We will provide an update once this status has changed at (website)			
	We sincerely regret any inconvenience and thank you for your patience.			
Update 2	During this time, please be extra mindful of (insert any other specifics here, if applicable e.g. downed power lines? objects blowing across roadways and into your path, and avoid unnecessary outdoor work or activities.)	#floodname #Location	(website)	If there is an image
	To keep updated on warnings monitor the Environment Canada, weather information website at <a href="https://weather.gc.ca/">https://weather.gc.ca/</a>			

Update 3  (If applicable)	The (alert) is expected to remain in effect for (duration here).	#floodname #Location	(website)	If there is an image
	Please note that you may also experience delays in accessing areas of the hospital at this time.			
	If you have an (appointment/delivery) on (dates), please do not make your way to the (site) at this time.			
	If you are planning to come to the hospital site, we suggest arriving via (area).			
	To keep updated on warnings monitor the Environment Canada, weather information website at <a href="https://weather.gc.ca/">https://weather.gc.ca/</a>			
Final post	Please be advised that the issues caused by the recent (flood name) are no longer in effect.	#floodname #Location	(website)	If there is an image
	We would like to thank you for your assistance.			

**Social Media: Twitter**

Criteria	Draft	Hashtags #	URLs / Links	Include Images
Initial post	Environment Canada advised that as at (insert issue time and information on current Environment Canada warning). <a href="https://weather.gc.ca/">https://weather.gc.ca/</a> to keep updated on warnings	#floodname	(website)	No
Update 1	Please be advised that as a result of (describe the event), (site) is temporarily closed. (website) for info	#floodname #NHSLocation	(website)	If there is an image
Update 2	You may experience delays in accessing areas of (location). If you have an (appointment/delivery) please DO NOT come to (site). (website) for info	#floodname #NHSLocation	(website)	If there is an image
Update 3 (if applicable)	Communities located between (insert areas) are urged to put their safety first in the wake of (flood name). <a href="https://weather.gc.ca/">https://weather.gc.ca/</a> to keep updated on warnings	#floodname #NHSLocation	(website)	If there is an image
Final post	Please be advised that the issues caused by (flood name) are no longer in effect. Thank you for your assistance.	#floodname #NHSLocation	(website)	If there is an image



 Extraordinary Caring. Every Person. Every Time.		<b>NAME: Code Beige – ICT Failure</b>	
CLASSIFICATION:	Emergency Preparedness	DOCUMENT TYPE:	<b>POLICY and PROCEDURE</b>
SECTION:	Emergency Response Codes – Code Beige	EFFECTIVE DATE: (DD/MM/YY)	01/06/21
APPROVED BY:  Director, Quality, Patient Safety, Risk and Patient Relations		END DATE: (DD/MM/YY)	01/06/24
		DOCUMENT ID:	N/A

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### 1.0 Purpose

To provide a plan to identify a code situation and response actions in the event of an ICT Failure.

### 2.0 Background

A Code Beige is an Information / Communication Technology failure. This code is conducted with the participation of the ICT Help Desk. The code may be initiated by the Help Desk.

### 3.0 Scope

Applies to all employees, persons with practicing privileges (physicians, dentists, midwives and RNs in the Extended Class), volunteers, students/learners, independent and external contract workers at each hospital site within Niagara Health.

### 4.0 Policy

4.1 Code Beige is a code enacted/approved by the ICT team. When a system failure occurs, immediately consult with the ICT team to discuss next steps.

4.2 It is imperative to escalate system failures immediately. This is inclusive of paging system failures.

## 5.0 Procedure

### 5.1 Sending Alerts

- a) Confirm Code Beige with ICT first

### 5.2

Responsibilities at all NH Sites	Refer to
ICT Service Disruption Initial Assessment	<a href="#">Appendix A</a>
Resource Centre JAS	<a href="#">Appendix C</a>
Staff JAS	<a href="#">Appendix D</a>
Code Team JAS	<a href="#">Appendix E</a>
Department Lead JAS	<a href="#">Appendix F</a>
Manager On-Call JAS	<a href="#">Appendix G</a>
Director On-Call JAS	<a href="#">Appendix H</a>
Vice President JAS	<a href="#">Appendix I</a>
Executive Leadership JAS	<a href="#">Appendix J</a>

## 6.0 Definitions

### 6.1 Code Beige is an Information/Communication Technology failure.

- a) **Stage 1 Minor** – There is no Stage 1 – go to Stage 2 or 3
- b) **Stage 2 Major** – Major functionality is severely impaired:
  - i) Operations can continue in a restricted fashion, although long-term productivity might be adversely affected
  - ii) A major milestone is at risk; ongoing and incremental installations are affected
  - iii) A temporary workaround is available
- c) **Stage 3 Critical** – Production server or other mission critical system(s) are down and no workaround is immediately available:
  - i) All or a substantial portion of mission critical data is at a significant risk of loss or corrupted
  - ii) A substantial loss of service
  - iii) Business operations have been severely disrupted

## 7.0 Education/Communications

- 7.1 Code Beige Online training for all staff at all sites describes a Code Beige, the stages and actions to be taken during a Code Beige.
- 7.2 Crisis Event Management – 2.4 Communication Protocol for Impact Levels A-D
- 7.3 Staff/patient/vendor messaging/external stakeholders
- 7.4 Social media
- 7.5 Communication approval process

## 8.0 Appendices

- [Appendix A - Code Beige Initial Assessment Checklist](#)
- [Appendix B - Job Action Sheet Summary \(All Roles\)](#)
- [Appendix C – Switchboard/Resource Centre Job Action Sheet and Checklist](#)
- [Appendix D - Staff Job Action Sheet and Checklist](#)
- [Appendix E - Security Job Action Sheet and Checklist](#)
- [Appendix F - Department Lead Job Action Sheet and Checklist](#)
- [Appendix G - Manager On-Call Lead Job Action Sheet and Checklist](#)
- [Appendix H - Director On-Call Job Action Sheet and Checklist](#)
- [Appendix I - Vice President On-Call Job Action Sheet and Checklist](#)
- [Appendix J - Executive Leadership Team Job Action Sheet and Checklist](#)
- [Appendix K - Communications Table](#)
- [Appendix L - Messaging Templates](#)

**9.0 Related Documents**

ICT Process – Crisis Event Management

**10.0 Related Forms**

N/A

**11.0 References**

N/A

## Appendix A

### Code Beige – ICT Service Disruption Initial Assessment

#### Definitions, Code Team Members and Assessment

#### Initial Discovery and Immediate Actions

- Contact ICT Service Desk
- Notify Dept. Lead
- Check the Service Desk banner for further instructions

<b>There is no Stage 1 - go to Stages 2 or 3</b>	
<b>Major functionality is severely impaired - Stage 2 Major</b>	
<input type="checkbox"/>	Operations can continue in a restricted fashion, although long-term productivity might be adversely affected
<input type="checkbox"/>	A major milestone is at risk; ongoing and incremental installations are affected
<input type="checkbox"/>	Operations can continue in a restricted fashion, although long-term productivity might be adversely affected
<input type="checkbox"/>	A temporary workaround is available
<input type="checkbox"/>	If answer is "yes" to any of the above questions and "no" to the Stage 3 Assessment, then the ICT failure is a Stage 2
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise of ICT Service Disruption - Stage 2, site, and location
<b>Production server or other mission critical system(s) are down and no workaround is immediately available. - Stage 3 Critical</b>	
<input type="checkbox"/>	All or a substantial portion of mission critical data is at a significant risk of loss or corrupted
<input type="checkbox"/>	A substantial loss of service
<input type="checkbox"/>	Business operations have been severely disrupted
<input type="checkbox"/>	If answered "yes" to either of the two previous questions, the ICT Service Disruption is a Stage 3
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise of ICT Service Disruption - Stage 3, site, and location

Severity 1 support requires to have dedicated resources available to work on the issue on an ongoing basis during contractual hours.

#### Code Team Membership

- ICT Service Desk
- ICT Technical Team
- ICT Information Solutions Team

### Appendix B Job Action Sheet Summary (All Roles)

This summary page provides a quick reference of the key points with the various JAS for each Role.

#### Code JAS Summary

Group	Stage 1	Stage 2	Stage 3
<b>Chain of Command</b>			
<b>Executive Leadership Team (ELT) / VP On-Call</b>	No Stage 1	<b>VP On-Call:</b> <ul style="list-style-type: none"> <li>Join EOC Conference Call</li> <li>Approve Code Green</li> <li>Review and approve communications</li> <li>Determine impact on operations and consider COOP activation</li> <li>Update ELT</li> </ul>	<b>ELT:</b> <ul style="list-style-type: none"> <li>Establish ELT meeting</li> <li>Review and approve communications</li> <li>Approve Continuity of Operations Plan</li> <li>Advise stakeholders</li> </ul> <b>VP On-Call:</b> <ul style="list-style-type: none"> <li>Attend the EOC</li> <li>Approve Code Green</li> <li>Determine impact on operations and consider COOP activation</li> <li>Develop communications plan</li> <li>Issue All Clear</li> </ul>
<b>EOC / Director On-Call</b>	No Stage 1	<ul style="list-style-type: none"> <li>Lead EOC Conference Call; develop Action Plan</li> <li>Discuss with Incident Commander at each site, and VP On- Call</li> <li>Consider escalation to Stage 3</li> <li>Determine impact on operations and consider COOP activation</li> <li>Consider Code Green as required</li> <li>Conduct patient census; consider early discharge as required</li> <li>Consider delay/cancel non-essential functions</li> <li>Develop communications plan</li> <li>Issue All Clear</li> </ul>	<ul style="list-style-type: none"> <li>Lead EOC Conference Call; develop Action Plan</li> <li>Discuss with Incident Commander at each site, and VP On- Call</li> <li>Consider escalation to Stage 3</li> <li>Determine impact on operations and consider COOP activation</li> <li>Consider Code Green as required</li> <li>Conduct patient census; consider early discharge as required</li> <li>Consider delay/cancel non-essential functions</li> <li>Develop communications plan</li> </ul>

<b>Incident Command Post (ICP)</b>	No Stage 1	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>• Check for Service Desk banner for further instructions</li> <li>• Assess patients' conditions, safety of occupants</li> <li>• Prepare patients for evacuation as directed</li> <li>• Ensure transfer of belongings, medications and records upon evacuation</li> </ul> <p><b>Dept. Lead/Manager On-Call</b></p> <ul style="list-style-type: none"> <li>• Assume role of Incident Commander</li> </ul>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>• Check for Service Desk banner for further instructions</li> <li>• Assess patients' conditions, safety of occupants</li> <li>• Prepare patients for evacuation as directed</li> <li>• Ensure transfer of belongings, medications and records upon evacuation</li> </ul> <p><b>Dept. Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>• Assume role of Incident Commander</li> </ul>
		<ul style="list-style-type: none"> <li>• Determine if patient care is compromised by ICT failure</li> <li>• Direct staff to evacuation patients if required</li> <li>• Liaise with Dept. Leads; determine ICT status of each department and impact on patient care</li> <li>• Determine up-staffing requirements</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>• Refer to <b>ICT PROCESS – CRISIS MANAGEMENT DOCUMENT</b></li> <li>• Activate alternate systems as needed</li> <li>• Determine requirements for vendor/ contractor attendance, additional resources</li> </ul>	<ul style="list-style-type: none"> <li>• Determine if patient care is compromised by ICT failure</li> <li>• Direct staff to evacuation patients if required</li> <li>• Liaise with Dept. Leads; determine ICT status of each department and impact on patient care</li> <li>• Determine up-staffing requirements</li> <li>• Advise NEMS of ED closures or redirects; advise alternate sites</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>• Refer to <b>ICT PROCESS – CRISIS MANAGEMENT DOCUMENT</b></li> <li>• Activate alternate systems as needed</li> <li>• Determine requirements for vendor/ contractor attendance, additional resources</li> </ul>
<b>Communications</b>			
<b>Resource Centre</b>	No Stage 1	<ul style="list-style-type: none"> <li>• Contact ICT Helpdesk</li> <li>• Send out PA Announcement</li> <li>• Phone Director On-Call</li> <li>• Send NHS Emergency Management group email</li> <li>• Send out All Clear PA, email</li> </ul>	<ul style="list-style-type: none"> <li>• Contact ICT Helpdesk</li> <li>• Send out PA Announcement</li> <li>• Phone Director On-Call</li> <li>• Send NHS Emergency Management group email</li> <li>• Send out All Clear PA, email</li> </ul>

**Appendix C**  
**Switchboard / Resource Centre Job Action Sheet and Checklist**

Code Beige - ICT Failure – Stage 2 Major		
<b>Definition</b>	ICT functionality is severely impaired	
1. SENDING ALERTS		
<b>Confirm Code Beige with ICT Service Desk first</b>		
<b>PA Announcement (3 times)</b>	Code Beige – Stage 2 - [location description not required]	
<b>Phone/Contact Responders</b>	<b>All Sites</b>	<ul style="list-style-type: none"> <li>• ICT Helpdesk</li> </ul>
<b>Send Group Emails</b>  (Verbally confirm with Service Desk or ICT On-Call)	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul>
	Subject Line (cut and paste, update site)	Code Alert: Code Beige – (insert Service Desk Banner Info) Stage 2 – [Site]
	Email Body (cut and paste, update outage description, list departments)	<p>There has been an ICT failure [describe outage] in the following departments: [list affected departments].</p> <p>A <i>Code Update Email</i> will be sent as more information comes available.</p>

**2. EOC ACTIVATION**

<b>A. Call the Director On-Call</b> (according to schedule)  <b>1/</b> Confirm the Director On-Call is aware of the Code and has spoken with the Dept. Lead or Manager On-Call  <b>2/</b> Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri: 0830-1630  (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linden Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
	After-hours	Refer to Director On-call schedule
<b>B. Establish 'Teleconference Meeting' as per Director On-Call</b>	<ol style="list-style-type: none"> <li>1. Teleconference Meeting invitation subject line (<b>cut and paste, update site</b>)</li> </ol>	EOC Conference Call – Code Beige – Stage 2 – [Site]
	<ol style="list-style-type: none"> <li>1. Send Teleconference Meeting invitation via email to leadership list             <ol style="list-style-type: none"> <li>1. Set start time to begin immediately</li> <li>2. Call Leadership list to advise of Teleconference Meeting invitation</li> </ol> </li> </ol>	<ul style="list-style-type: none"> <li>• Manager of affected department (M.-F. 0830-1630 hours), or Manager On-Call (after hours)</li> <li>• Manager of Risk or designate ( M.-F. 0830 1630), or Risk On-Call (after hours)</li> <li>• Director of affected department (M.-F. 0830-1630), or Director On-Call (after hours)</li> <li>• Executive Site Lead (daytime)</li> <li>• Director of Facilities</li> <li>• Communications</li> <li>• Director of ICT</li> <li>• Manager of Resource Centre</li> <li>• VP On-Call</li> </ul>
<b>3. CODE UPDATE EMAIL</b>		
<ul style="list-style-type: none"> <li>• <b>Receive information from Dept. Lead</b></li> <li>• <b>Send Code Update Email</b></li> </ul>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul>
	Subject Line ( <b>cut and paste, update site</b> )	Code Update Email: Code Beige – Stage 2 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents



4. ADDITIONAL DUTIES AS REQUIRED		
<b>Downtime Procedures</b>	<ul style="list-style-type: none"> <li>• Activate downtime procedures as required</li> </ul>	
<b>Complete Documentation</b>	N/A	
<b>Media Inquiries</b>	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Dept.</li> </ul>	
<b>Patient Inquiries</b>	N/A	
<b>ED Closure Notifications – as directed</b>	N/A	
<b>EOC Hotline</b>	N/A	
5. ALL CLEAR		
<b>Authority to give the “All Clear”</b>	Director On-call	
<b>PA Announcement (once)</b>	All Clear Code Beige	
<b>Group Emails</b>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul>
	Subject Line ( <b>cut and paste, update site</b> )	Code Alert: Code Beige – Stage 2 – [Site] – All Clear
6. POST INCIDENT PROCEDURES		
<b>Record</b>	Code Log	

## Code Beige – Stage 3 – Resource Centre JAS

Code Beige – Stage 3 Critical		
<b>Definition</b>	Production server or other mission critical system(s) are down with no immediate workaround available	
<b>1. SENDING ALERTS</b>		
<b>Confirm Code Beige with ICT Service Desk first</b>		
<b>PA Announcement (3 times)</b>	Code Beige – Stage 3 [location description not required]	
<b>Phone/Contact Responders</b>	<b>All Sites</b>	<ul style="list-style-type: none"> <li>• ICT Helpdesk</li> </ul>
<b>Send Group Emails</b>  (Verbally confirm with Service Desk or ICT On-Call)	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul>
	Subject Line (cut and paste, update site(s))	Code Alert: Code Beige –(insert Service Desk Banner Info) Stage 3 – [Site(s)]
	Email Body (cut and paste, update outage description, site(s))	<p>There has been an ICT failure [describe outage] at [site(s)].</p> <p>A <i>Code Update Email</i> will be sent as more information comes available.</p>

2. EOC ACTIVATION		
<b>a. Call the Director On-Call</b> (according to schedule)  <b>1/</b> Confirm the Director On-Call is aware of the Code and has spoke with the Dept. Lead or Manager On-Call  <b>2/</b> Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri 0830-1630  (start with #1 until someone answers)	1. Director, Quality, Patient Safety, Risk and Patient Relations 2. Director, EVS, Patient Transportation, Waste and Linden Services 3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security 4. Director, Finance 5. Director, Patient Care SCS
	After-hours	Refer to Director On-call schedule
<b>b. Establish ‘Teleconference Meeting’ as per Director On-Call</b>	1. Teleconference Meeting invitation subject line ( <b>cut and paste, update site(s)</b> )	EOC Conference Call – Code Beige – Stage 3 – [Site(s)]
	1. Send Teleconference Meeting invitation via email to leadership list <ol style="list-style-type: none"> <li>1. Set start time to begin immediately</li> <li>2. Phone leadership list to advise of Teleconference Meeting invitation</li> </ol>	<ul style="list-style-type: none"> <li>• Manager of affected department (M.-F. 0830-1630 hours), or Manager On-Call (after hours)</li> <li>• Manager of Risk or designate ( M.-F. 0830 1630), or Risk On-Call (after hours)</li> <li>• Director of affected department (M.-F. 0830-1630), or Director On-Call (after hours)</li> <li>• Executive Site Lead (daytime)</li> <li>• Director of Facilities</li> <li>• Communications</li> <li>• Director of ICT</li> <li>• Manager of Resource Centre</li> <li>• VP On-Call</li> </ul>
3. CODE UPDATE EMAIL		
<ul style="list-style-type: none"> <li>• <b>Receive information from Dept. Lead</b></li> <li>• <b>Send Code Update Email</b></li> </ul>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul>
	Subject Line ( <b>cut and paste, update site</b> )	Code Update Email: Code Beige – Stage 3 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents

4. ADDITIONAL DUTIES AS REQUIRED		
<b>Downtime Procedures</b>	<ul style="list-style-type: none"> <li>• Activate downtime procedures as required</li> </ul>	
<b>Complete Documentation</b>	N/A	
<b>Media Inquiries</b>	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Dept.</li> </ul>	
<b>Patient Inquiries</b>	<ul style="list-style-type: none"> <li>• Transfer call to unaffected Depts.</li> <li>• For affected depts. advise caller there is an emergency code in effect and to please call back in 30 minutes.</li> </ul>	
<b>ED Closure Notifications – as directed</b>	<ul style="list-style-type: none"> <li>• Notify NEMS of any ED closures</li> <li>• Notify other Niagara Health sites of ED closure</li> </ul>	
<b>EOC Hotline</b>	N/A	
5. ALL CLEAR		
<b>Authority to give the “All Clear”</b>	VP On-call	
<b>PA Announcement (once)</b>	All Clear Code Beige	
<b>Group Emails</b>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul>
	Subject Line ( <b>cut and paste, update site</b> )	Code Alert: Code Beige – Stage 3 – [Site(s)] – All Clear
6. POST INCIDENT PROCEDURES		
<b>Record</b>	Code Log	

### Appendix D Staff Job Action Sheet and Checklist

Code Beige - Stage 1 Minor	
<input type="checkbox"/>	There is no Stage 1 - Go To Stage 2 or 3

Code Beige - Stage 2 Major	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Notice the ICT Failure
<input type="checkbox"/>	Contact Dept. Lead. If Dept. Lead is not available, contact Resource Centre Ext. 55555 and advise of Code Beige
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Check the Service Desk banner for further instructions
<input type="checkbox"/>	Update ICT upon their arrival
If patient care is being affected by the ICT Failure:	
<input type="checkbox"/>	Prepare patients for evacuations as directed
<input type="checkbox"/>	Assess the patient's conditions and prioritize those at most risk
<input type="checkbox"/>	Ensure the transfer of patient's belongings, medications and records upon evacuation
<input type="checkbox"/>	Evaluate safety of patients, family, staff and facility and recommend protective and corrective actions to minimize hazards and risks
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	ICT will confirm when equipment is back on-line
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

Code Beige - Stage 3 Critical	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Notice the ICT Failure
<input type="checkbox"/>	Contact Dept. Lead. If Dept. Lead is not available, contact Resource Centre Ext. 55555 and advise of Code Beige
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Check the Service Desk banner for further instructions
<input type="checkbox"/>	Update ICT upon their arrival
If patient care is being affected by the ICT Failure:	
<input type="checkbox"/>	Prepare patients for evacuations as directed
<input type="checkbox"/>	Assess the patient's conditions and prioritize those at most risk
<input type="checkbox"/>	Ensure the transfer of patient's belongings, medications and records upon evacuation
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	ICT will confirm when equipment is back on-line
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

**Appendix E**  
**Code Beige Team Job Action Sheet and Checklist**

Code Beige - Stage 1 Minor	
<input type="checkbox"/>	There is no Stage 1 - Go To Stage 2 or 3
Code Beige - Stage 2 Major	
Step 1 – Activate and Notify	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Attend Code location as required
<input type="checkbox"/>	Liaise with Dept. Lead for information
<input type="checkbox"/>	If not already done so, complete INITIAL ASSESSMENT CHECKLIST and advise Resource Centre Ext. 55555
Step 2 – Action Plan	
<input type="checkbox"/>	Refer to ICT PROCESS - CRISIS MANAGEMENT DOCUMENT
<input type="checkbox"/>	Assess and advise Incident Commander of the extent and possible duration of ICT failure
<input type="checkbox"/>	Activate alternate systems as needed
<input type="checkbox"/>	Liaise with Dept Lead and determine critical equipment that is affected
<input type="checkbox"/>	Determine and advise on the effects on other departments, if any
<input type="checkbox"/>	Determine requirement of vendors or contractors for emergency repairs and immediate response
<input type="checkbox"/>	Assess need for additional ICT upstaffing and advise ICT Manager
Communicate to the Incident Commander when the following thresholds have occurred:	
<input type="checkbox"/>	ICT Failure source discovered
<input type="checkbox"/>	ICT restored
<input type="checkbox"/>	Equipment maintenance initiated (if required)
<input type="checkbox"/>	Equipment maintenance completed (if required)
Step 3 – All Clear	
<input type="checkbox"/>	Receive Code Alert: All Clear
Step 4 – Post Incident	
<input type="checkbox"/>	Assist as required
Code Beige - Stage 3 Critical	
Step 1 – Activate and Notify	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Attend Code location as required
<input type="checkbox"/>	Liaise with Dept. Lead for information
<input type="checkbox"/>	If not already done so, complete INITIAL ASSESSMENT CHECKLIST and advise Resource Centre Ext. 55555
Step 2 – Action Plan	
<input type="checkbox"/>	Refer to ICT PROCESS - CRISIS MANAGEMENT DOCUMENT
<input type="checkbox"/>	Assess and advise Incident Commander of the extent and possible duration of ICT failure
<input type="checkbox"/>	Activate alternate systems as needed
<input type="checkbox"/>	Liaise with Dept. Lead and determine critical equipment that is affected
<input type="checkbox"/>	Determine and advise on the effects on other departments, if any
<input type="checkbox"/>	Determine requirement of vendors or contractors for emergency repairs and immediate response
<input type="checkbox"/>	Assess need for additional ICT up-staffing and advise ICT Manager
Communicate to the Incident Commander when the following thresholds have occurred:	
<input type="checkbox"/>	ICT Failure source discovered
<input type="checkbox"/>	ICT restored
<input type="checkbox"/>	Equipment maintenance initiated (if required)
<input type="checkbox"/>	Equipment maintenance completed (if required)

<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	ICT will confirm when equipment is back on-line
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

**Appendix F**  
**Department Lead Job Action Sheet and Checklist**

Code Beige - Stage 1 Minor	
<input type="checkbox"/>	There is no Stage 1 - Go To Stage 2 or 3

Code Beige - Stage 2 Major	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive information from Staff re: ICT failure
<input type="checkbox"/>	If not already done so, complete INITIAL ASSESSMENT CHECKLIST and advise Resource Centre Ext. 55555
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action plan</b>	
<input type="checkbox"/>	Determine if patient care is being compromised by the ICT failure
<input type="checkbox"/>	Direct staff to evacuation patients if required
<input type="checkbox"/>	Update Manager On-Call
<input type="checkbox"/>	Contact Resource Centre and provide information for Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	The Code Team will advise when the Code has been resolved
<input type="checkbox"/>	Contact Manager On-Call and advise of the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete Code IRS

Code Beige - Stage 3 Critical	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive information from Staff re: ICT failure
<input type="checkbox"/>	If not already done so, complete INITIAL ASSESSMENT CHECKLIST and advise Resource Centre Ext. 55555
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action plan</b>	
<input type="checkbox"/>	Establish Incident Command Post location and assume role of Incident Commander; don IC vest
<input type="checkbox"/>	Update Code Team upon their arrival
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 to advise of Code Team arrival
<input type="checkbox"/>	Determine if patient care is being compromised by the ICT failure
<input type="checkbox"/>	Direct staff to evacuate patients if required
<input type="checkbox"/>	Update Manager On-Call
<input type="checkbox"/>	Contact Resource Centre and provide information for Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	The Code Team will advise when the Code has been resolved
<input type="checkbox"/>	Contact Manager On-Call and advise of the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete Code IRS



### Appendix G

#### Manager On-Call Job Action Sheet and Checklist

Code Beige - Stage 1 Minor	
<input type="checkbox"/>	There is no Stage 1 - Go To Stage 2 or 3
Code Beige - Stage 2 Major	
Step 1 – Activate and Notify	
<input type="checkbox"/>	Receive Code Alert
Step 2 – Action plan	
<input type="checkbox"/>	Liaise with Dept. Lead and Code Team to determine extent of ICT failure
<input type="checkbox"/>	Take over role of Incident Commander if required; don IC vest
<input type="checkbox"/>	Ensure the extent of the ICT failure onsite has been determined and upgrade/downgrade Stage accordingly
<input type="checkbox"/>	Liaise with Dept. Leads and determine effect on patient care
<input type="checkbox"/>	Direct Dept. Leads to determine the affects on scheduling for elective procedures, surgeries, non-essential hospital services and advise accordingly
<input type="checkbox"/>	Liaise with Code Team and assess need for and obtain additional staff and request up-staffing through Director On-Call
The Code Team will advise on the following:	
<input type="checkbox"/>	failure source located
<input type="checkbox"/>	ICT failure corrected and systems back on-line
<input type="checkbox"/>	Maintenance initiated (if required)
<input type="checkbox"/>	Maintenance complete (if required)
<input type="checkbox"/>	Contact Resource Centre and provide information for Code Update Email
Step 3 – All Clear	
<input type="checkbox"/>	The Code Team will advise when the Code has been resolved
<input type="checkbox"/>	Contact Director On-Call and notify of All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
Step 4 – Post Incident	
<input type="checkbox"/>	Assist as required
Code Beige - Stage 3 Critical	
Step 1 – Activate and Notify	
<input type="checkbox"/>	Receive Code Alert
Step 2 – Action plan	
<input type="checkbox"/>	Liaise with Dept. Lead and Code Team to determine extent of ICT failure
<input type="checkbox"/>	Take over role of Incident Commander if required; don IC vest
<input type="checkbox"/>	Ensure the extent of the ICT failure onsite has been determined and upgrade/downgrade Stage accordingly
<input type="checkbox"/>	Liaise with Dept. Leads and determine effect on patient care
<input type="checkbox"/>	Contact and update Director On-Call to address patient care concerns
<input type="checkbox"/>	Update Director On-Call and advise on the extent of the Code
<input type="checkbox"/>	Direct Dept. Leads to determine the effects on scheduling for elective procedures, surgeries, non-essential hospital services and advise accordingly
<input type="checkbox"/>	Liaise with Code Team and assess need for and obtain additional staff and request up-staffing through Director On-Call
The Code Team will advise on the following:	
<input type="checkbox"/>	ICT failure source located
<input type="checkbox"/>	ICT failure corrected and systems back on-line

<input type="checkbox"/>	Maintenance initiated (if required)
<input type="checkbox"/>	Maintenance complete (if required)
<input type="checkbox"/>	Contact Resource Centre and provide information for Code Update Email
<b>IN THE EVENT OF A REQUIRED SHUT DOWN OF A CRITICAL DEPARTMENT (I.E.: EMERGENCY DEPT.):</b>	
<input type="checkbox"/>	Ensure that EMS is notified to redirect patient flow to an alternate site
<input type="checkbox"/>	Ensure that other NHS sites are notified by Resource Centre Ext. 55555 in the event of an Emergency Department closure
<input type="checkbox"/>	Contact and update Director On-Call
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Code Team will advise when the Code has been resolved
<input type="checkbox"/>	Contact Director On-Call and advise of All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Contact and advise Resource Centre to discontinue ambulance diversion (confirm with Director On-Call)
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

**Appendix H**  
**Director On-Call Job Action Sheet and Checklist**

<b>Code Beige - Stage 1 Minor</b>	
<input type="checkbox"/>	There is no Stage 1 - Go To Stage 2 or 3
<b>Code Beige - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Receive update from Dept. Lead/Manager On-Call
<input type="checkbox"/>	Inform the ICT Manager/Designate if the ICT Manager has not yet been notified
<b>Step 2 – Action plan</b>	
<input type="checkbox"/>	Ensure Incident Commander has been appointed for each site
<input type="checkbox"/>	Liaise with the Incident Commander from each site and Code Team and determine extent of ICT failure
<input type="checkbox"/>	Consider escalation to Stage 3
<input type="checkbox"/>	Determine requirement to activate the EOC
<input type="checkbox"/>	Lead Teleconference Meeting EOC Meeting; develop Action Plan
<input type="checkbox"/>	Approve activation of backup communications systems
<input type="checkbox"/>	Contact and update VP On-Call
<input type="checkbox"/>	Determine impact on operations and consider COOP activation
<input type="checkbox"/>	Consider Code Green as required
<input type="checkbox"/>	Notify departments to assess patients for early discharge to decrease patient census if required
<input type="checkbox"/>	Determine the need to extend curtail or cancel non-essential function
<input type="checkbox"/>	Develop communications plan
<input type="checkbox"/>	Receive the Code Update Email from Resource Center
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive notification of All Clear status from the Incident Commander at each site
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise of the All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Conduct Post Incident Debrief as required
<b>Code Beige - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Receive update from Dept. Lead/Manager On-Call
<input type="checkbox"/>	Inform the ICT Manager/Designate if the ICT Manager has not yet been notified
<b>Step 2 – Action plan</b>	
<input type="checkbox"/>	Ensure Incident Commander has been appointed for each site
<input type="checkbox"/>	Liaise with the Incident Commander from each site and Code Team and determine extent of ICT failure
<input type="checkbox"/>	Lead the Teleconference Meeting EOC Meeting; develop Action Plan
<input type="checkbox"/>	Determine impact on operations and consider COOP activation
<input type="checkbox"/>	Consider Code Green as required
<input type="checkbox"/>	Contact and update VP On-Call
<input type="checkbox"/>	Approve activation of backup communications systems
<input type="checkbox"/>	Notify departments to assess patients for early discharge to decrease patient census if required
<input type="checkbox"/>	Determine the need to extend curtail or cancel non-essential function
<input type="checkbox"/>	Develop communications plan
<input type="checkbox"/>	Receive the Code Update Email from Resource Center

<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive notification of All Clear from the Incident Commander at each site
<input type="checkbox"/>	Advise VP On-Call that the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Conduct Post Incident Debrief as required

**Appendix I**  
**VP On-Call Job Action Sheet and Checklist**

Code Beige - Stage 1 Minor	
<input type="checkbox"/>	There is no Stage 1 - Go To Stage 2 or 3
Code Beige - Stage 2 Major	
Step 1 – Activate and Notify	
<input type="checkbox"/>	Receive Code Alert
Step 2 – Action plan	
<input type="checkbox"/>	Receive update from Director On-Call
<input type="checkbox"/>	Report to EOC as required
<input type="checkbox"/>	Determine impact on operations and consider COOP activation
<input type="checkbox"/>	Approve Code Green as required
<input type="checkbox"/>	Notify departments to assess patients for early discharge to decrease patient census as required
<input type="checkbox"/>	Determine the need to extend curtail or cancel non-essential functions
<input type="checkbox"/>	Review and approve communications plan
<input type="checkbox"/>	Update ELT
<input type="checkbox"/>	Receive the Code Update Email from Resource Center
Step 3 – All Clear	
<input type="checkbox"/>	Receive Code Alert: All Clear
Step 4 – Post Incident	
<input type="checkbox"/>	Assist with Post Incident Debrief as required
Code Beige - Stage 3 Critical	
Step 1 – Activate and Notify	
<input type="checkbox"/>	Receive Code Alert
Step 2 – Action plan	
<input type="checkbox"/>	Attend the Emergency Operations Centre
<input type="checkbox"/>	Determine patient care impact; develop an action plan with the Director On-Call
<input type="checkbox"/>	Determine impact on operations and consider COOP activation
<input type="checkbox"/>	Approve Code Green as required
<input type="checkbox"/>	Develop communications plan
<input type="checkbox"/>	Direct any Media communications
<input type="checkbox"/>	Update the ELT
<input type="checkbox"/>	Discuss incident with vendor, Fire Dept. or community officials as required
<input type="checkbox"/>	Receive Code Update Email from the Resource Centre
Step 3 – All Clear	
<input type="checkbox"/>	Receive update from Director On-Call when the Code has been resolved
<input type="checkbox"/>	Notify Resource Centre Ext. 55555 to advise of the All Clear
<input type="checkbox"/>	Receive Code Update Email from the Resource Centre
Step 4 – Post Incident	
<input type="checkbox"/>	Post Incident Debrief – support as required

### Appendix J ELT Job Action Sheet and Checklist

Code Beige - Stage 1 Minor	
<input type="checkbox"/>	There is no Stage 1 - Go To Stage 2 or 3

Code Beige - Stage 2 Major	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action plan</b>	
<input type="checkbox"/>	Receive updates and discuss Code with VP On-Call
<input type="checkbox"/>	Discuss impact on hospital operations and affected departments
<input type="checkbox"/>	Review and approve communications
<input type="checkbox"/>	Assist with Media Communications and statements to the media
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from VP On-Call when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist with Post Incident Debrief as required

Code Beige - Stage 3 Critical	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action plan</b>	
<input type="checkbox"/>	Receive update from VP On-Call
<input type="checkbox"/>	Report to ELT Committee (phone in as required)
<input type="checkbox"/>	Discuss the Code, resources needed, expected duration, impact on the hospital
<input type="checkbox"/>	Review requirements for resources needed
<input type="checkbox"/>	Determine the need to extend curtail or cancel non-essential functions
<input type="checkbox"/>	Review and approve communications (Memos, social media, website)
<input type="checkbox"/>	Approve Continuity of Operations (COOP) plan, approve AD Hoc Crisis Management Team to oversee COOP
<input type="checkbox"/>	Receive the Code Update Email from Resource Center
<input type="checkbox"/>	Advise Chief of Staff
<input type="checkbox"/>	Contact Board of Directors, CEO
<input type="checkbox"/>	Contact LHIN
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	The VP On-Call will advise when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist with Post Incident Debrief

**Appendix K  
Communication Table**

Code Type	Sent by	There is NO Stage 1	Stage 2 - Major	Stage 3 - Critical
Code Beige – ICT Failure		N/A	ICT functionality is severely impaired	Production server or other mission critical system(s) are down with no immediate workaround available
Code Membership		N/A	ICT	ICT
All Clear Approved by		N/A	Director On-Call	VP On-Call
Staff Code Message	Communications	N/A	Director On-Call <i>ICT Failure message</i>	VP On-Call / ELT Committee <i>ICT Failure message</i>
Patient Code Message	Communications	N/A	Director On-Call	VP On-Call / ELT Committee
Vendor Code Message	Communications	N/A	Director On-Call	VP On-Call / ELT Committee
Website	Communications	N/A	Director On-Call	VP On-Call / ELT Committee
FB	Communications	N/A	Director On-Call	VP On-Call / ELT Committee
Twitter	Communications	N/A	Director On-Call	VP On-Call / ELT Committee

### Appendix L Messaging Templates

STAFF CODE MESSAGE:

(DATE and TIME)

CODE ALERT: CODE BEIGE – STAGE 3 – Site

(ICT TEAM) are on site investigating CODE BEIGE STAGE 3 which occurred (date and time).

As a result:

- List impact (e.g. email is down, departments affected/closed – appointment schedules, access to hospital card and OHIP numbers, etc.)

Health and safety is always a top priority and we will continue to work with (Experts: e.g. Police, Fire, EMS, Security) to proactively monitor this situation.

(Staff) will remain on stand-by to quickly address incidents that may arise. If you experience an emergency or injury while on site, please dial 55555 to receive aid ASAP.

As you may know, the emergency management program can be found (link, hard copy location).

*This Emergency Bulletin was sent by (NAME and TITLE), and will be updated every (X) hour(s), on the hour. If you have any questions or concerns, please contact (EXTENSION)*

#### **STAFF CODE MESSAGE UPDATE: FINAL**

(DATE and TIME)

#### **CODE ALERT: CODE BEIGE – ALL CLEAR**

Please be advised that the (ICT) have confirmed the ALL CLEAR. All systems have resumed regular operations.

We would like to thank everyone for their assistance in ensuring the health and safety of our staff, visitors and patients.

*This Emergency Bulletin was sent by (NAME and TITLE). If you have any questions or concerns, please contact (EXTENSION)*



**CODE ALERT: CODE BEIGE — STAGE 3 – Site**

**(If closures become necessary)**

**PATIENT CODE MESSAGE**

(DATE and TIME)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that (site entrance, clinic) is temporarily closed.

If you have an appointment on (date), please do not make your way to the (site).

Please contact your referring (doctor/clinic staff) (when?) to reschedule your appointment. Please be assured that we will work with your doctor to ensure your appointment or procedure is rescheduled as quickly as possible.

We sincerely regret any inconvenience and thank

you for your patience. We will provide an update

once this status has changed at (website)

*Sent by (NAME and TITLE).*

*Sent by (NAME and TITLE).*

**PATIENT UPDATE - FINAL**

(DATE and TIME)

Please be advised that (clinic) has reopened and resumed

regular operations. We sincerely regret any inconvenience

and thank you for your patience.

*Sent by (NAME and TITLE).*


### Appendix M Social Media

**Facebook**

Criteria	Draft	Hashtags #	URLs / Links	Include Images
Initial post	<p>Please be advised that (site entrance, clinic) is temporarily closed.</p> <p>If you have an appointment on (date), please do not make your way to the (site).</p> <p>Please contact your referring (doctor/clinic staff) (when?) to reschedule your appointment. Please be assured that we will work with your doctor to ensure your appointment or procedure is rescheduled as quickly as possible.</p> <p>We sincerely regret any inconvenience and thank you for your patience.</p> <p>We will provide an update once this status has changed at (website)</p>	#NHSLocation	(website)	No
Update 1	<p>We would like to remind everyone that we are currently closed so please avoid the area.</p> <p>We will provide updates here or on our (website) when more details come to hand.</p>	#NHSLocation	(website)	If there is an image
Update 2	<p>Health and safety is always a top priority and we will continue to work with (Experts: e.g. Police, Fire, EMS, Security) to proactively monitor this situation.</p>	#NHSLocation	(website)	If there is an image
Update 3 (If applicable)	<p>Please be advised that (site entrance, clinic) remains temporarily closed.</p> <p>We will provide updates here or on our (website) when more details come to hand.</p>	#NHSLocation	(website)	If there is an image
Final post	<p>Please be advised that (clinic) has reopened and resumed regular operations.</p> <p>We sincerely regret any inconvenience and thank you for your patience.</p>	#NHSLocation	(website)	If there is an image

**Social Media: Twitter**

<b>Criteria</b>	<b>Draft</b>	<b>Hashtags #</b>	<b>URLs / Links</b>	<b>Include Images</b>
Initial post	Please be advised that (site entrance, clinic) is temporarily closed. For info & updates (website)	#NHSLocation	(website)	No
Update 1	We would like to remind everyone that we are currently closed so please avoid the area. For info & updates (website)	#NHSLocation	(website)	If there is an image
Update 2	Health and safety is always a top priority and we will continue to work with (Experts: e.g. Police, Fire, EMS, Security) to proactively monitor this situation.	#NHSLocation	(website)	If there is an image
Update 3 (if applicable)	Please be advised that (site entrance, clinic) remains temporarily closed. For info & updates (website)	#NHSLocation	(website)	If there is an image
Final post	(clinic) has reopened & resumed regular operations. We sincerely regret any inconvenience and thank you for your patience.	#NHSLocation	(website)	If there is an image

 Extraordinary Caring. Every Person. Every Time.		<b>Code Black – Bomb Threat</b>	
CLASSIFICATION:	Emergency Preparedness	DOCUMENT TYPE:	<b>POLICY and PROCEDURE</b>
SECTION:	Emergency Response Codes – Code Black	EFFECTIVE DATE: (DD/MM/YY)	01/06/21
APPROVED BY:  Vice President Patient Services and Strategy Regional Director, Quality, Patient Safety and Risk Management		END DATE: (DD/MM/YY)	01/06/24
		DOCUMENT ID:	N/A

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**1.0 Purpose**

To provide overall guidance and instruction to staff in being able to provide a controlled and coordinated plan of response to a bomb threat or discovery of a suspicious package.

**2.0 Background**

A Code Black is declared for an emergency situation where potential or actual danger exists from a bomb threat made against, or a suspicious package, vehicle or substance is discovered at any Niagara Health location. This policy promotes the life safety of all individuals who enter the buildings controlled by the Niagara Health. This plan describes safety measures for all patients, staff and visitors to the premises.

**3.0 Scope**

Applies to all employees, persons with practicing privileges (physicians, dentists, midwives and RNs in the Extended Class), volunteers, students/learners, independent and external contract workers at each site of Niagara Health.

**4.0 Policy**

4.1 All bomb threats must be considered to be legitimate until proven otherwise.

4.2 All staff must follow the steps outlined in the Job Action Sheets found within Atlas or as appendices to this policy.

## Code Black – Bomb Threat

- 4.3 The Niagara Health goal is to perform rapid response to Code Black in the safest manner possible. Our procedures were developed to provide a safe work atmosphere with the utmost consideration to the safety and health of all Niagara Health Staff, Patients and Visitors during a Code Black.
- 4.4 Any individual within the hospital receiving a bomb threat or discovering a suspicious package, vehicle or substance is authorized to activate a Code Black.
- 4.5 A Code Black is comprised of four response pathways based upon the threat, with each having its own distinct staging.
- a) **Code Black – Bomb Threat**
- i) **Stage 1 Minor:**
    - I) There is no Stage 1.
  - ii) **Stage 2 Major:**
    - I) Non-Specific Bomb Threat;
    - II) Not enough details to confirm nor negate presence of a device.
  - iii) **Stage 3 Critical:**
    - I) Specific Bomb Threat;
    - II) Threat containing enough details to confirm the presence of a device; or,
    - III) Multiple calls from the same caller with continued warnings about time to detonation.
- b) **Code Black – Suspicious Package**
- i) **Stage 1 Minor:**
    - I) Unattended package;
    - II) Bag left in a common area (i.e. briefcase, knapsack, purse, box, vehicle, etc.);
    - III) No known related threat;
    - IV) Owner of package cannot be located.
  - ii) **Stage 2 Major:**
    - I) STOPIED checklist indicator suggest concern (see Appendix O);
    - II) Video checks reveal suspicious activity;
    - III) Related to recent history, company activities or threats (i.e. labour disputes, activists, etc.);
    - IV) No direct threat related to package.
  - iii) **Stage 3 Critical:**
    - I) What appears to be an IED or device found - it looks like a bomb;
    - II) Threat or action directly related to device.
- c) **Code Black – Suspicious Vehicle**
- i) **Stage 1 Minor**
    - I) Unattended vehicle;
    - II) Vehicle's location is abnormal;
    - III) Unattended vehicle owner not identified.
  - ii) **Stage 2 Major**
    - I) Suspicious activity associated to the vehicle;
    - II) STOPIED checklist shows additional risk factors;
    - III) General non-specific threats have been received related to recent company activities, i.e. labour dispute, activists, layoffs, dismissals, etc. but not associated with a direct threat or actions (see Stage 3);
    - IV) Evacuation of area to occur until threat proven otherwise (See Code Green).
  - iii) **Stage 3 Critical**
    - I) An VBIED (Vehicle Bourne IED), specific device found;
    - II) Vehicle contains components or appears to be a VBIED;
    - III) STOPIED checklist shows additional risk factors;
    - IV) Threat or action directly related to vehicle;
    - V) Evacuation is immediate (see Code Green).
- d) **Code Black – CBRNE Internal Suspicious Substance**
- i) **Stage 1 Minor**
    - I) There is no Stage 1, go to Stage 3

## Code Black – Bomb Threat

- ii) **Stage 2 Major**
  - I) There is no Stage 2, go to Stage 3
- iii) **Stage 3 Critical**
  - I) A Suspicious Substance Chemical, Biological, Radiological or Nuclear agent has been released inside the hospital, or appears to have been delivered purposely;
  - II) Presence of a real or perceived Chemical, Biological, Radiological or Nuclear agent;
  - III) Agent delivered via mail, dispersal device, or intentionally cast (thrown) by person, Go To Code Brown;
  - IV) If release occurs outside the hospital, Go To Code Brown CBRNE and consider Code Grey – Air Exclusion;
  - V) The most common incident involving suspicious substances CBRNE agents is the delivery of a white powder which may be indicated as anthrax.

### 4.6 Code Team Membership

- a) Code Black team membership consists of the following roles:
  - i) Security
  - ii) Facilities Management
  - iii) Police

## 5.0 Materials

- 5.1 To ensure a controlled and coordinated response, each unit within Niagara Health the following emergency response supplies will be maintained:
  - a) A full set of Hospital floor plans are located
  - b) In the Site Command Centre/Emergency Operations Centre;
  - c) In the site Engineering Services office;
  - d) In SourceNet ATLAS.
  - e) A Code Black Bomb Threat Telephone Checklist (Appendix O) is to be kept near all hospital phones. A copy will also be located in all emergency response manuals.
- 5.2 A Search List for each department listing all rooms and their room numbers to facilitate in the response process.
- 5.3 Each unit is to have an easily accessible supply of flashlights should they be necessary to conduct a search.

## 6.0 Procedure

### Authority to Activate

- 6.1 Any staff member is authorized to initiate **Code Black** by calling Switchboard / Resource Centre ext. 55555.
- 6.2 The Switchboard / Resource Centre will immediately contact Niagara Regional Police, and the Code Black Team.

### Initial Discovery and Immediate Actions

#### 6.3 Receiving a Telephone Threat:

Upon receiving a telephone bomb threat the individual receiving the call will:

- a) Stay calm;
- b) Contact Switchboard / Resource Centre ext. 55555;
- c) Notify the Department Lead (or most senior staff member), Department Manager, or after-hours, the Clinical Manager on-call.
- d) Complete the Code Black Bomb Threat Telephone Checklist (See Appendix O);
- e) If checklist is not immediately available, then write down as many details as you remember, such as:
  - i) Location of the bomb;
  - ii) What the bomb looks like;

## Code Black – Bomb Threat

- iii) When is it going to explode;
- iv) What will make it explode;
- v) Why was it put there;
- vi) How does the person calling in the bomb threat know so much about the bomb;
- vii) Voice characteristics (loud/soft, fast/slow, high/low pitched, raspy, nasally, stutter, distorted, slurred, lisp etc.);
- viii) Language characteristics (excellent, poor, foul, accent etc.);
- ix) Background noise;
- f) Did the caller seem familiar with the building?
- g) Wait for direction from the attending Senior Police Officer and the Hospital Command Centre.

### 6.4 Receiving a Written Threat:

Should an individual receive a threat in written form:

- a) Do not continue to handle the letter;
- b) Contact Switchboard / Resource Centre at ext. 55555
- c) Provide Switchboard / Resource Centre with the details of the threat and location.
- d) Notify the Department Lead (or most senior staff member), Department Manager, or after-hours, the Clinical Manager on-call;
- e) Wait for direction from the attending Senior Police Officer and the Hospital Command Centre.

### 6.5 Upon Discovery of a Suspicious Package:

In the event that a staff member, visitor, or patient was to locate an unattended suspicious package the following actions must be taken:

- a) Do not move or touch the package;
- b) Evacuate the immediate area (See Code Green);
- c) Contact Switchboard / Resource Centre at ext. 55555;
- d) Provide Switchboard / Resource Centre with the details of the package and location.
- e) Notify the Department Lead (or most senior staff member), Department Manager, or after-hours, the Clinical Manager on-call.
- f) Liaise with security on arrival.
- g) Security and staff will redirect foot traffic away from the area where the package is located.
- h) Wait for direction from the attending Senior Police Officer and the Hospital Command Centre.

### 6.6 Upon Discovery of a Suspicious Vehicle:

In the event that a staff member, visitor, or patient was to locate an unattended suspicious package the following actions must be taken:

- a) Do not touch or move the vehicle;
- b) Evacuate the immediate area (See Code Green);
- c) Contact Switchboard / Resource Centre at ext. 55555;
- d) Provide Switchboard / Resource Centre with the details of the vehicle and location;
- e) Notify your Department Lead (or most senior staff member);
- f) Liaise with security on arrival;
- g) Security and staff will redirect foot traffic away from the area where the vehicle is located.
- h) Wait for direction from the attending Senior Police Officer and the Hospital Command Centre.

### 6.7 Upon Discovery of a potential or actual Suspicious Substance:

In the event that a staff member, visitor, or patient was to locate an unattended suspicious package the following actions must be taken:

- a) Do not touch or move the substance;
- b) Evacuate the immediate area (See Code Green);
- c) Isolate any persons who may have been contaminated or exposed;
- d) Contact Switchboard / Resource Centre at ext. 55555;
- e) Provide Switchboard / Resource Centre with the details of the substance and location;
- f) Notify your Department Lead (or most senior staff member);
- g) Liaise with security on arrival;
- h) Security and staff will redirect foot traffic away from the area where the substance is located.

## Code Black – Bomb Threat

- i) Wait for direction from the attending Senior Police Officer and the Hospital Command Centre.

### 6.8 Staff Roles and Responsibilities during a Code Black

In accordance to their role, staff are to follow the established processes as set out in the Job Action Sheets attached as appendices and/or in Atlas, which is accessible through SourceNet or on a mobile phone.

Role	Appendix
Resource Centre/Switchboard	<a href="#">Appendix C</a>
Staff	<a href="#">Appendix D</a>
Security	<a href="#">Appendix E</a>
Code Team	<a href="#">Appendix F</a>
Department Lead	<a href="#">Appendix G</a>
Manager On-Call	<a href="#">Appendix H</a>
Director On-Call	<a href="#">Appendix I</a>
Vice President On-Call	<a href="#">Appendix J</a>
Executive Leadership Team	<a href="#">Appendix K</a>

### 6.9 Debriefing

- Debriefing should occur as soon as possible and practical after every incident and will be coordinated by the Department Manager/Delegate.
- EAP (Employee Assistance Program) should be offered to staff involved if required.
- An Occupational Health and Safety representative will attend the debriefing and will be the liaison to the site Joint Health and Safety Committee.
- In the event of a critical incident, a full debriefing session will be coordinated by the Risk Management Department in conjunction with the Department Manager and appropriate Administrative and/or medical staff.

## 7.0 Definitions

**Activation** – The status of an individual or team when required to perform designated actions.

**All Clear** –The incident has been resolved.

**Chemical, Biological, Radiological or Nuclear substance** – may take the form of a solid, powder, vapor, aerosol or liquid and can range from colourless and odourless to pungent and/or oily. The contaminating agent can be either a casual/toxic agent or an incapacitating agent.

**Code Alert** – An email sent from Switchboard with Code Alert as the sender. The message provides information regarding the status of an incident and usually includes colour code, incident stage level, location and department.

**Code Black** – an emergency situation where potential or actual danger exists from a bomb threat made against, or a suspicious package, vehicle or substance is discovered at any Niagara Health location.

**Code Brown** – an emergency situation involving a hazardous spill or leak of the type or magnitude that it cannot be safely cleaned up by the available staff and resources in the location of the spill.

**Code Green** – an emergency response to an internal or external threat due to an internal incident or external threat such as loss of infrastructure or essential services, fire, explosion, suspicious device or noxious fumes.

**Code Grey – Air Exclusion** – an emergency response to any toxic gaseous release or similar occurrence in the community or within a Niagara Health location by restricting the spread of contaminated air by shutting down the HVAC / air handling system.



**Emergency Operations Center (EOC)** – the meeting location for the Incident Management Team.

**Evacuation:** Is defined as the movement of hospital occupants due to a hazardous or potentially hazardous situation to a location that eliminates the risk of injury or illness created by the situation (e.g. violent event, internal fire, impending explosion or internal/external airborne gas).

**IED** – Improvised Explosive Device

**Incident** – is a naturally occurring or man-made event that may negatively impact our hospital. The incident may impact our people, business, data or our reputation.

**Incident Commander** – The Lead person taking overall control of Operations during a Code Black event.

**Incident Management System (IMS)** – is the system that our hospital is using to respond to an incident. By using the structure of the Emergency Response Team reporting to the Incident

**Incident Management Team (IMT)** – the operational team that consists of manager and director level staff. This Team has an IMT Lead group (On-Call). Members of the IMT will generally operate in the EOC.

**Job Action Sheet (JAS)** – The Job action sheet is a one page document that describes the specific procedures for an incident responder at stage 1, 2 and 3.

**Notification** – A message from the Resource Centre through a Code Alert email for information only but with no action necessary.

**Switchboard / Resource Centre** – Is the effective dispatch and communication hub during an incident, responsible for receiving emergency 55555 calls, sending out overhead announcements, Email Code Alerts, and Pager activations. Has access to contact lists (internal and external stakeholders) for the hospital.

**STOPIED** – A mnemonic device listing the components of a process to analyze and identify a potential Improvised Explosive Device. STOPIED = **S**tamp, **T**o/From, **O**bserve, **P**ost Marks, **I**nformation, **E**vacuate, and **D**istances

**VBIED** – Vehicle Bourne Improvised Explosive Device.

## 8.0 Education/Communications

8.1 All staff will be required to participate and review the Code Black Policy as a part of the global emergency management “Code of the Month” program.

8.2 Any changes to this document will be communicated to all staff by internal media forums. Any changes to individual response team members will be communicated to those team members by the Emergency Management Committee.

## 9.0 Appendices

[Appendix A - Code Black Initial Assessment Checklist](#)

[Appendix B - Job Action Sheet Summary \(All Roles\)](#)

[Appendix C - Switchboard / Resource Centre Job Action Sheet and Checklist](#)

[Appendix D - Staff Job Action Sheet and Checklist](#)

[Appendix E - Security Job Action Sheet and Checklist](#)

[Appendix F - Code Team Job Action Sheet and Checklist](#)

[Appendix G - Department Lead Job Action Sheet and Checklist](#)

[Appendix H - Manager On-Call Job Action Sheet and Checklist](#)

[Appendix I - Director On-Call Job Action Sheet and Checklist](#)

[Appendix J - Vice President On-Call Job Action Sheet and Checklist](#)

[Appendix K - Executive Leadership Team Job Action Sheet and Checklist](#)

[Appendix L - COOP Activation](#)

[Appendix M - Communications Table](#)

[Appendix N - Messaging Templates](#)

[Appendix O - Bomb Threat Telephone Checklist](#)

[Appendix P - STOPIED Suspicious Package Threat Indicator Checklist](#)

[Appendix Q - STOPIED Poster](#)

[Appendix R - Department Search Checklist \(Template\)](#)

[Appendix S - Site Specific Department Checklists](#)

## **10.0 Related Documents**

Code Brown – Hazardous Spill – Policy and Procedure

Code Green – Evacuation -- Policy and Procedure

Code Grey – Air Exclusion – Policy and Procedure

## **11.0 Related Forms**

Back Track – Post Exposure Form

WSIB Worker's Exposure Incident Form

## **12.0 References**

N/A

## Code Black – Bomb Threat

### Appendix A Code Black Initial Assessment Checklist

The Code Initial Assessment Checklist is used to determine the stage for a Code Black. Any staff member can make the stage determination, and declare a concurrent Code Green, Code Grey – Air Exclusion, or Code Brown.

Sub-Type of Code Black	Refer to:
Bomb Threat	<a href="#">Assessment Criteria Bomb Threat</a>
Suspicious Package	<a href="#">Assessment Criteria Package</a>
Suspicious Vehicle	<a href="#">Assessment Criteria Vehicle</a>
Suspicious Substance	<a href="#">Assessment Criteria Substance</a>

Assessment Criteria for Code Black – Bomb Threat	
<input type="checkbox"/>	Respond to location where the threat was received
<input type="checkbox"/>	Obtain bomb threat details from call taker, complete 'Bomb Threat Caller Checklist' (Appendix N)
Assessment Criteria for Code Black – Bomb Threat – Stage 1 Minor	
<input type="checkbox"/>	There is no Code Black - Stage 1 - Bomb Threat, proceed with Stage 2 Assessment
Assessment Criteria for Code Black – Bomb Threat – Stage 2 Major	
<input type="checkbox"/>	Bomb threat contains no details or, insufficient details to either confirm or negate the presence of a device
<input type="checkbox"/>	No specific location or person (target) given
<input type="checkbox"/>	No suspicious package found at time of threat received, or immediately before threat was received
<input type="checkbox"/>	If answered yes to all the above questions and none in Stage 3, then it is a Stage 2
<input type="checkbox"/>	Contact Switchboard / Resource Centre ext. 55555 and advise Code Black - Bomb Threat - Stage 2
<input type="checkbox"/>	Go to corresponding Code Black - Bomb Threat - Stage 2 Job Action Sheet
Assessment Criteria for Code Black – Bomb Threat – Stage 3 Critical	
<input type="checkbox"/>	Bomb threat contains location information for the package, time of detonation, targets specific people
<input type="checkbox"/>	Bomb threat information contains enough information to confirm the presence (location) of a device or package
<input type="checkbox"/>	Bomb threat Caller continues to call back multiple times warning of time of detonation
<input type="checkbox"/>	If answered yes to any of the questions in Stage 3, then it is a Stage 3
<input type="checkbox"/>	Contact Switchboard / Resource Centre ext. 55555 and advise Code Black - Bomb Threat - Stage 3
<input type="checkbox"/>	Go to corresponding Code Black - Bomb Threat - Stage 3 Job Action Sheet

**Code Black – Bomb Threat**

<b>Assessment Criteria for Code Black – Suspicious Package</b>	
<input type="checkbox"/>	Do not attend the immediate area of the package; utilize distance and shielding while assessing the situation
<input type="checkbox"/>	Liaise with Security and/or person who located package
<input type="checkbox"/>	Use this assessment to determine Stage 1, 2 or 3
<b>Assessment Criteria for Code Black – Suspicious Package – Stage 1 Minor</b>	
<input type="checkbox"/>	Attempt to locate owner
<input type="checkbox"/>	If owner not available, liaise with Security and check video surveillance
<input type="checkbox"/>	Direct affected site to review video surveillance via Security (understand that this may take some time)
<input type="checkbox"/>	Video surveillance: if subject appears to place the package purposefully - GO TO STAGE 3
<input type="checkbox"/>	Video surveillance: if subject egresses the area immediately after placing package - GO TO STAGE 3
<input type="checkbox"/>	Video surveillance: if the subject appears to make attempts at concealing package - GO TO STAGE 3
<input type="checkbox"/>	Video surveillance: if the subject appears to handle the content of the package prior to leaving - GO TO STAGE 3
<input type="checkbox"/>	If answered "no" to all questions, it is a Stage 1
<input type="checkbox"/>	Contact Switchboard / Resource Centre ext. 55555 and advise of Code Black - Suspicious Package - Stage 1 - location
<input type="checkbox"/>	Go to corresponding Code Black – Suspicious Package - Stage 1 Job Action Sheet
<b>Assessment Criteria for Code Black – Suspicious Package – Stage 2 Major</b>	
<input type="checkbox"/>	Has the organization had any history of threats?
<input type="checkbox"/>	Does the organization engage in activities which may draw criticism or protest?
<input type="checkbox"/>	Has the organization been the subject of any recent labour disruptions?
<input type="checkbox"/>	Has the organization recently experience a difficult dismissal of an employee(s)?
<input type="checkbox"/>	If package located in workers space: has this person had a history of threats?
<input type="checkbox"/>	If package located in workers space: has this person been the subject of any recent relationship instability?
<input type="checkbox"/>	If package located in workers space: does worker believe someone has reason to cause this person harm or threat?
<input type="checkbox"/>	Check STOPIED Poster (Appendix P) and STOPIED Suspicious Package Threat Indicator Checklist (Appendix O) to determine if there are any additional considerations
<input type="checkbox"/>	Are there any other extenuating circumstances?
<input type="checkbox"/>	If answered "no" to Stage 3 questions, but yes to any combination of Stage 2 questions, it is a Stage 2
<input type="checkbox"/>	Contact Switchboard / Resource Centre ext. 55555 and advise of Code Black - Suspicious Package - Stage 2 - location
<input type="checkbox"/>	Go to corresponding Code Black – Suspicious Package - Stage 2 Job Action Sheet
<b>Assessment Criteria for Code Black – Suspicious Package – Stage 3 Critical</b>	
<input type="checkbox"/>	Does the package appear to be an explosive device?
<input type="checkbox"/>	Is there a threat directly related to the package?
<input type="checkbox"/>	Does the package appear to have any external wires, switches, power sources, or electronic components?
<input type="checkbox"/>	If "yes" to any of the above questions, it is a Stage 3
<input type="checkbox"/>	Contact Switchboard / Resource Centre ext. 55555 and advise of Code Black - Suspicious Package - Stage 3 - Location
<input type="checkbox"/>	Go to corresponding Code Black – Suspicious Package - Stage 3 Job Action Sheet

## Code Black – Bomb Threat

<b>Assessment Criteria for Code Black – Suspicious Vehicle</b>	
<input type="checkbox"/>	Attend the general location of the Suspicious Vehicle
<input type="checkbox"/>	Liaise with Security and/or person who located the vehicle
<input type="checkbox"/>	Use this assessment to determine Stage 1, 2 or 3
<b>Assessment Criteria for Code Black – Suspicious Vehicle – Stage 1 Minor</b>	
<input type="checkbox"/>	Vehicle is parked in a conspicuous location or manner
<input type="checkbox"/>	Attempt to locate owner
<input type="checkbox"/>	If owner not available, check video surveillance
<input type="checkbox"/>	Direct affected site to review video surveillance via Security (understand that this may take some time)
<input type="checkbox"/>	Video surveillance: if subject appears to park the vehicle purposefully - GO TO STAGE 3
<input type="checkbox"/>	Video surveillance: if subject egresses the property immediately after parking vehicle - GO TO STAGE 3
<input type="checkbox"/>	Video surveillance: if the subject appears to make attempts at concealing vehicle - GO TO STAGE 3
<input type="checkbox"/>	If answered "no" to all questions, it is a Stage 1
<input type="checkbox"/>	Contact Switchboard / Resource Centre ext. 55555 and advise of Code Black - Suspicious Vehicle - Stage 1 - Site - location
<input type="checkbox"/>	Go to corresponding Code Black – Suspicious Vehicle - Stage 1 Job Action Sheet
<b>Assessment Criteria for Code Black – Suspicious Vehicle – Stage 2 Major</b>	
<input type="checkbox"/>	Vehicle is parked in a conspicuous location or manner
<input type="checkbox"/>	Has the organization had any history of threats?
<input type="checkbox"/>	Does the organization engage in activities which may draw criticism or protest?
<input type="checkbox"/>	Has the organization been the subject of any recent labour disruptions?
<input type="checkbox"/>	Has the organization recently dismissed an employee(s)?
<input type="checkbox"/>	Check STOPIED Poster (Appendix P) and STOPID Suspicious Package Threat Indicator Checklist (Appendix O) to determine if there are any additional considerations
<input type="checkbox"/>	If answered "no" to Stage 3 questions, but yes to any combination of Stage 2 questions, is a Stage 2
<input type="checkbox"/>	Contact Switchboard / Resource Centre ext. 55555 and advise of Code Black - Suspicious Vehicle - Stage 2 - Site - Location
<input type="checkbox"/>	Go to corresponding Code Black – Suspicious Vehicle - Stage 2 Job Action Sheet
<b>Assessment Criteria for Code Black – Suspicious Vehicle – Stage 3 Critical</b>	
<input type="checkbox"/>	Vehicle is parked in a conspicuous location or manner
<input type="checkbox"/>	Is there a threat directly related to the vehicle?
<input type="checkbox"/>	There appears to be chemicals inside the vehicle (this includes an occupied vehicle)
<input type="checkbox"/>	Does the vehicle appear to be an explosive device?
<input type="checkbox"/>	Does the vehicle appear to have any wires, switches, power sources, electronic components, or other items?
<input type="checkbox"/>	Is there a mist or smoke visible inside the vehicle?
<input type="checkbox"/>	Does the vehicle seem weighted down in the back?
<input type="checkbox"/>	If "Yes" to any of the above questions, it is a Stage 3
<input type="checkbox"/>	Immediately contact Switchboard / Resource Centre ext. 55555 and advise of Code Black - Suspicious Vehicle - Stage 3 - Site - Location
<input type="checkbox"/>	Go to corresponding Code Black – Suspicious Vehicle - Stage 3 Job Action Sheet

**Code Black – Bomb Threat**

<b>Assessment Criteria for Code Black – Suspicious Substance</b>	
<input type="checkbox"/>	This assessment is for intentional, or apparently intentional release of a gas, liquid, or powder inside a facility
<input type="checkbox"/>	If release occurs outside the hospital and persons exposed GO TO CODE CBRNE
<input type="checkbox"/>	If release occurs inside the hospital and persons exposed GO TO CODE BROWN
<input type="checkbox"/>	If a large release of gasses occurs outside or inside the hospital GO TO CODE GREY - AIR EXCLUSION
<b>Assessment Criteria for Code Black – Suspicious Substance – Stage 1 Minor</b>	
<input type="checkbox"/>	There is no Code Black - Stage 1 – Suspicious Substance, proceed with Stage 3 Assessment
<b>Assessment Criteria for Code Black – Suspicious Substance – Stage 2 Major</b>	
<input type="checkbox"/>	There is no Code Black - Stage 2 – Suspicious Substance, proceed with Stage 3 Assessment
<b>Assessment Criteria for Code Black – Suspicious Substance – Stage 3 Critical</b>	
<input type="checkbox"/>	Release of hazardous substance could occur through mail delivery, dispersal device, or manually cast, or by any other means
<input type="checkbox"/>	Agent is appears to be purposely delivered [i.e.: via mail, dispersal device, or cast (thrown) by person]
<input type="checkbox"/>	If answered "yes" to any of the above questions, it is a Code Black Suspicious - Substance - Stage 3
<input type="checkbox"/>	Contact Switchboard / Resource Centre ext. 55555 and advise of Code Black - Suspicious Substance- Stage 3 - Site - Location
<input type="checkbox"/>	Go to corresponding Code Black – Suspicious Substance - Stage 3 Job Action Sheet
<b>Additional details to note (DO NOT take any risks to obtain this information)</b>	
<input type="checkbox"/>	Determine type of package, any messages, substance, amount
<input type="checkbox"/>	Description of how it was discovered
<input type="checkbox"/>	Location of package(s)
<input type="checkbox"/>	Number of people affected
<input type="checkbox"/>	Inform the Department Lead to leave the package alone, move people away from the package and substance, but stay in the area
<input type="checkbox"/>	Determine Staging area for Police, Fire and EMS and entrance point

**Code Black – Bomb Threat**
**Appendix B – Job Action Sheet Summary (All Roles)**

This summary page provides a quick reference of the key points with the various Job Action Sheets for each Role.

<b>Chain of Command</b>			
<b>Group</b>	<b>Stage 1</b>	<b>Stage 2</b>	<b>Stage 3</b>
<b>Executive Leadership Team (ELT) / VP On-Call</b>	<b>Bomb Threat &amp; Suspicious Package</b>		
	<ul style="list-style-type: none"> <li>No Stage 1</li> </ul>	<b>VP On-Call:</b> <ul style="list-style-type: none"> <li>Join EOC Conference Call</li> <li>Determine impact on operations and consider COOP activation</li> <li>Consider and approve Code Green</li> <li>Review and approve Communications (in coordination with Police)</li> <li>Update ELT</li> </ul>	<b>ELT:</b> <ul style="list-style-type: none"> <li>Establish ELT meeting</li> <li>Approve COOP</li> <li>Review and approve communications (to be coordinated with Police)</li> <li>Advise stakeholders</li> <li>Plan to recover and reopen hospital</li> </ul> <b>VP On-Call:</b> <ul style="list-style-type: none"> <li>Join EOC Conference Call or attend EOC</li> <li>Determine impact on operations and consider COOP activation</li> <li>Consider and approve Code Green</li> <li>Update ELT</li> <li>Issue All Clear as per Police/EOC</li> </ul>
	<b>Suspicious Vehicle</b>		
	<ul style="list-style-type: none"> <li>No Action Required</li> </ul>	<ul style="list-style-type: none"> <li>As with Stage 2 above</li> </ul>	<ul style="list-style-type: none"> <li>As with Stage 3 above</li> </ul>
<b>EOC / Director On-Call</b>	<b>Suspicious Substance</b>		
	<ul style="list-style-type: none"> <li>No Stage 1</li> </ul>	<ul style="list-style-type: none"> <li>No Stage 2</li> </ul>	<b>ELT:</b> <ul style="list-style-type: none"> <li>As with Stage 3 above</li> </ul> <b>VP On-Call:</b> <ul style="list-style-type: none"> <li>As with Stage 3 above</li> </ul>
<b>EOC / Director On-Call</b>	<b>Bomb Threat</b>		
	<ul style="list-style-type: none"> <li>No Stage 1</li> </ul>	<ul style="list-style-type: none"> <li>Lead EOC Conference</li> <li>Develop Code Action Plan</li> <li>Discuss with Police, Incident Commander and VP On- Call</li> <li>Track Site Department Search status via EOC Hotline</li> <li>Consider Code escalation as required</li> <li>Determine impact on operations and consider COOP activation</li> <li>Issue All Clear in consultation with</li> </ul>	<ul style="list-style-type: none"> <li>Lead EOC Conference Call</li> <li>Establish EOC in non-affected site</li> <li>Develop Code Action Plan</li> <li>Track Site Department Search status via EOC Hotline</li> <li>Determine impact on operations and consider COOP activation</li> <li>Discuss with Police, Incident Commander and VP On-Call</li> <li>Facilitate EMS redirect</li> </ul>

**Code Black – Bomb Threat**

		Police/Incident Commander	<ul style="list-style-type: none"> <li>Develop communication plan (in coordination with Police)</li> </ul>
	<b>Suspicious Package &amp; Suspicious Vehicle</b>		
	<ul style="list-style-type: none"> <li>No action required</li> </ul>	<ul style="list-style-type: none"> <li>Lead EOC Conference</li> <li>Develop Code Action Plan</li> <li>Discuss with Police, Incident Commander and VP On- Call</li> <li>Ensure immediate area has been evacuated (Code Green)</li> <li>Determine impact on operations and consider COOP activation</li> <li>Consider EMS Redirect, advise Niagara EMS and receiving facilities</li> <li>Issue All Clear in consultation with Police/Incident Commander</li> </ul>	<ul style="list-style-type: none"> <li>Lead EOC Conference Call</li> <li>Establish EOC in non-affected site</li> <li>Develop Code Action Plan</li> <li>Discuss with Police, Incident Commander and VP On-Call</li> <li>Ensure immediate area has been evacuated (Code Green)</li> <li>Determine impact on operations and consider COOP activation</li> <li>Consider EMS Redirect, advise Niagara EMS and receiving facilities</li> <li>Develop communication plan (in coordination with Police)</li> </ul>
	<b>Suspicious Substance</b>		
<ul style="list-style-type: none"> <li>No Stage 1</li> </ul>	<ul style="list-style-type: none"> <li>No Stage 2</li> </ul>	<ul style="list-style-type: none"> <li>As with Stage 3 above, and</li> <li>Ensure tracking of potentially contaminated persons; report to Public Health</li> <li>Consider if Staff should continue working or be sent home; consider incoming shifts</li> </ul>	
<b>Incident Command Post (ICP)</b>	<b>Bomb Threat</b>		
	<ul style="list-style-type: none"> <li>No Stage 1</li> </ul>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>If Call Taker, complete Bomb Threat Telephone Checklist (Appendix O)</li> <li>Check for out of place packages</li> <li>Complete Code Black Department Search Checklist (Appendix R)</li> </ul> <p><b>Department Lead</b></p> <ul style="list-style-type: none"> <li>Direct staff to check department for out of place items using Code Black Department Search Checklist (Appendix R)</li> <li>Provide results of search to EOC Hotline ext. 45555</li> </ul> <p><b>Manager On-Call:</b></p>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>If Call Taker, complete Bomb Threat Telephone Checklist (Appendix O)</li> <li>Prepare to evacuate (Code Green)</li> </ul> <p><b>Department Lead / Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Liaise with Police, Security and Code Team</li> <li>Coordinate search of area indicated by threat</li> <li>If suspicious package located; go to Code Black – Suspicious Package – Stage 3</li> </ul>



**Code Black – Bomb Threat**

		<ul style="list-style-type: none"> <li>• Assume role of Incident Commander</li> <li>• Liaise with Police, Security and Code Team</li> <li>• Initiate check of all departments and common areas</li> <li>• Consider Code escalation as required</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• Liaise with Incident Commander</li> <li>• Escort Police to ICP</li> <li>• Review security video for suspicious activity</li> <li>• Check for out of place package in common areas, outside building, parking areas</li> <li>• Provide search results to EOC Hotline ext. 45555</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>• Liaise with Incident Commander, Security and Police</li> <li>• Coordinate search in common areas</li> <li>• Check all mechanical areas in hospital</li> <li>• Provide search results to EOC Hotline ext. 45555</li> <li>• Immediately advise ICP if suspicious package located; go to Code Black – Suspicious Package – Stage 3</li> <li>• Provide Resource Centre with information for Code Update Email</li> <li>• Consider secondary searches or downgrade if no suspicious package located</li> </ul>	<ul style="list-style-type: none"> <li>• Consider secondary searches or downgrade if no suspicious package located</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• Liaise with Incident Commander</li> <li>• Escort Police to ICP</li> <li>• Check location as indicated by the threat</li> <li>• Review security video of area indicated by threat for suspicious activity</li> <li>• Immediately advise ICP if suspicious package located; Refer to STOPIED Poster (Appendix Q) go to Code Black – Suspicious Package – Stage 3</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>• Liaise with Incident Commander, Security and Police</li> <li>• Coordinate search of area indicated by threat</li> <li>• Immediately advise ICP if suspicious package located; Refer to STOPIED Poster (Appendix P) go to Code Black – Suspicious Package – Stage 3</li> <li>• Provide Resource Centre with information for Code Update Email</li> </ul>
<b>Suspicious Package</b>			
	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>• Attempt to locate owner of package</li> <li>• If owner if found, confirm contents; return package</li> <li>• If owner is not found, refer to 'Code Black</li> </ul>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>• Evacuate immediate area of package, using distance and shielding for protection</li> </ul> <p><b>Department Lead &amp; Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>• Assume role of Incident Commander</li> </ul>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>• Evacuate immediate area of package, using distance and shielding for protection</li> </ul> <p><b>Department Lead &amp; Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>• Assume role of Incident Commander</li> </ul>

## Code Black – Bomb Threat

	<p>Initial Assessment Checklist' (Appendix A)</p> <ul style="list-style-type: none"> <li>• Liaise with Security</li> </ul> <p><b>Department Lead</b></p> <ul style="list-style-type: none"> <li>• Direct staff to attempt to locate owner</li> <li>• Discuss with Code Team/Security if threats have been received</li> <li>• Consider Code escalation as required</li> <li>• If contents appear to be safe issue All Clear</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• Go to Code location</li> <li>• Complete 'Code Black Initial Assessment Checklist' (Appendix A)</li> <li>• Review video</li> <li>• If owner not found and no threats, take to Security/Lost and Found</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>• No action required</li> </ul>	<ul style="list-style-type: none"> <li>• Liaise with Police, Security and Code Team</li> <li>• Initiate Code Green</li> <li>• Direct staff to continue searching for owner, if safe to do so</li> <li>• Provide information to Switchboard / Resource Centre for Code Update Email</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• Liaise with Incident Commander</li> <li>• Evacuate immediate area</li> <li>• Establish and maintain cordon</li> <li>• Escort Police to ICP</li> <li>• Review security video for suspicious activity</li> <li>• Assist to determine secondary hazards</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>• Liaise with Incident Commander, Security and Police</li> <li>• Ensure safe area for ICP</li> <li>• Evacuate immediate area</li> <li>• Assist with Code Green</li> <li>• Provide information on secondary hazards</li> </ul>	<ul style="list-style-type: none"> <li>• Liaise with Police, Security and Code Team</li> <li>• Initiate Code Green</li> <li>• Provide information to Switchboard / Resource Centre for Code Update Email</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• Liaise with Incident Commander</li> <li>• Evacuate immediate area</li> <li>• Establish and maintain cordon</li> <li>• Escort Police to ICP</li> <li>• Review security video for suspicious activity</li> <li>• Assist to determine secondary hazards</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>• Liaise with Incident Commander, Security and Police</li> <li>• Ensure safe area for ICP</li> <li>• Evacuate immediate area</li> <li>• Assist with Code Green</li> <li>• Provide information on secondary hazards</li> </ul>
<b>Suspicious Vehicle</b>			
	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>• Attempt to locate owner of vehicle</li> <li>• If owner is not found, notify Security and Dept. Lead for further assessment</li> <li>• Liaise with Security</li> </ul> <p><b>Department Lead</b></p> <ul style="list-style-type: none"> <li>• Direct staff to attempt to locate owner</li> <li>• Discuss with Security if threats have been received</li> <li>• Consider Code escalation as required</li> <li>• If no threat exists issue All Clear</li> </ul>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>• Evacuate immediate area of vehicle, using distance and shielding for protection</li> </ul> <p><b>Department Lead &amp; Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>• Assume role of Incident Commander</li> <li>• Liaise with Police, Security and Code Team</li> <li>• Initiate Code Green</li> <li>• Direct staff to continue searching for owner, if safe to do so</li> <li>• Provide information to Switchboard / Resource Centre for Code Update Email</li> </ul> <p><b>Security:</b></p>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>• Evacuate immediate area of vehicle, using distance and shielding for protection</li> </ul> <p><b>Department Lead &amp; Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>• Assume role of Incident Commander</li> <li>• Liaise with Police, Security and Code Team</li> <li>• Initiate Code Green</li> <li>• Provide information to Switchboard / Resource Centre for Code Update Email</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• Liaise with Incident Commander</li> <li>• Evacuate immediate area</li> </ul>

**Code Black – Bomb Threat**

	<p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• Go to Code location</li> <li>• Complete 'Code Black Initial Assessment Checklist' (Appendix A)</li> <li>• Escalate as required</li> <li>• Attempt to locate owner</li> <li>• Review video</li> <li>• If owner not found and no threats, consider having vehicle towed</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>• No action required</li> </ul>	<ul style="list-style-type: none"> <li>• Liaise with Incident Commander</li> <li>• Evacuate immediate area</li> <li>• Establish and maintain cordon</li> <li>• Escort Police to ICP</li> <li>• Review security video for suspicious activity</li> <li>• Assist to determine secondary hazards</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>• Liaise with Incident Commander, Security and Police</li> <li>• Ensure safe area for ICP</li> <li>• Evacuate immediate area</li> <li>• Assist with Code Green</li> <li>• Provide information on secondary hazards</li> </ul>	<ul style="list-style-type: none"> <li>• Establish and maintain cordon</li> <li>• Escort Police to ICP</li> <li>• Review security video for suspicious activity</li> <li>• Assist to determine secondary hazards</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>• Liaise with Incident Commander, Security and Police</li> <li>• Ensure safe area for ICP</li> <li>• Evacuate immediate area</li> <li>• Assist with Code Green</li> <li>• Provide information on secondary hazards</li> </ul>
<b>Suspicious Substance</b>			
	<ul style="list-style-type: none"> <li>• No Stage 1</li> </ul>	<ul style="list-style-type: none"> <li>• No Stage 2</li> </ul>	<p><b>Staff (in vicinity of substance)</b></p> <ul style="list-style-type: none"> <li>• Slowly move away from substance</li> <li>• Do not move package</li> <li>• Close door of room containing package</li> <li>• Shelter-in-place in a nearby room; do not move throughout hospital</li> <li>• Remain in place for further instructions</li> </ul> <p><b>Staff (all others)</b></p> <ul style="list-style-type: none"> <li>• Do not approach Code location</li> </ul> <p><b>Department Lead &amp; Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>• Assume role of Incident Commander</li> <li>• Establish ICP in a safe location</li> <li>• Liaise with Police, Security and Code Team</li> <li>• Determine areas and operations impacted</li> <li>• Consider EMS redirect; advise NEMS and receiving facilities</li> <li>• Follow direction of emergency responders</li> </ul>

## Code Black – Bomb Threat

			<ul style="list-style-type: none"> <li>• Initiate Code Green as required</li> <li>• Initiate Code Brown as required</li> <li>• Contact Vendor if assist with decon as required</li> <li>• Provide information to Resource Centre for Code Update Email</li> <li>• Ensure people are triaged and treated once decontaminated or deemed safe by emergency responders</li> <li>• Ensure potentially contaminated persons are tracked</li> <li>• Consider in-coming shifts; consider if staff should remain working or sent home</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• Liaise with Incident Commander</li> <li>• Determine a safe location for ICP</li> <li>• Escort emergency responders to ICP</li> <li>• Ensure potentially contaminated persons are isolated</li> <li>• Assist in developing list of potentially contaminated persons</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>• Liaise with Incident Commander, Security and Police</li> <li>• Ensure safe location for ICP</li> <li>• Stay away from contaminated area</li> <li>• Establish Hot, Warm and Cold Zones in consultation with emergency responders; maintain perimeters</li> <li>• Shut down HVAC of affected area, if safe to do so</li> <li>• Assist in developing list of potentially contaminated persons</li> </ul>
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**Code Black – Bomb Threat**

<b>Communications</b>			
<b>Switchboard / Resource Centre</b>	<b>Bomb Threat</b>		
	<ul style="list-style-type: none"> <li>• No Stage 1</li> </ul>	<ul style="list-style-type: none"> <li>• If call taker, complete 'Bomb Threat Telephone Checklist' (Appendix O)</li> <li>• Send out PA Announcement</li> <li>• Phone 911 for Police, Code Team, Manager On-Call, Director On-Call</li> <li>• Send NHS Emergency Management group email</li> <li>• Activate EOC Hotline ext. 45555</li> <li>• Send out All Clear PA, email</li> </ul>	<ul style="list-style-type: none"> <li>• If call taker, complete Bomb Threat Telephone Checklist' (Appendix O)</li> <li>• Send out PA Announcement</li> <li>• Phone 911 for Police, Code Team, Manager On-Call, Director On-Call</li> <li>• Send NHS Emergency Management group email</li> <li>• Activate EOC Hotline ext. 45555</li> <li>• Send out All Clear PA, email</li> </ul>
	<b>Suspicious Package &amp; Suspicious Vehicle</b>		
	<ul style="list-style-type: none"> <li>• Phone Security</li> </ul>	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone 911 for Police</li> <li>• Contact Code Team, Security Manager, Manager of affected department (M.-F. 0830-1630 hours), or Manager On-Call (after hours), Director of affected department (M.-F. 0830-1630), or Director On-Call (after hours)</li> <li>• Send NHS Emergency Management group email</li> <li>• Send out All Clear PA, email</li> </ul>	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone 911 for Police</li> <li>• Contact Code Team, Security Manager, Manager of affected department (M.-F. 0830-1630 hours), or Manager On-Call (after hours), Director of affected department (M.-F. 0830-1630), or Director On-Call (after hours)</li> <li>• Send NHS Emergency Management group email</li> <li>• Send out All Clear PA, email</li> </ul>
<b>Suspicious Substance</b>			
<ul style="list-style-type: none"> <li>• No Stage 1</li> </ul>	<ul style="list-style-type: none"> <li>• No Stage 2</li> </ul>	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone 911 for Police, Code Team, Manager On-Call, Director On-Call</li> <li>• Send NHS Emergency Management group email</li> <li>• Send out All Clear PA, email</li> </ul>	

**Code Black – Bomb Threat**

**Appendix C**  
**Switchboard / Resource Centre Job Action Sheet and Checklist**

<b>Switchboard / Resource Center Job Action Sheets</b>	<b>Refer to:</b>
Bomb Threat	<a href="#">Bomb Threat Job Action Sheets</a>
Suspicious Package	<a href="#">Suspicious Package Job Action Sheets</a>
Suspicious Vehicle	<a href="#">Suspicious Vehicle Job Action Sheets</a>
Suspicious Substance	<a href="#">Suspicious Substance Job Action Sheets</a>

<b>Code Black – Bomb Threat – Stage 1 – Switchboard / Resource Centre Job Action Sheet</b>	
<b>Definition</b>	There is no Stage 1 – <b>Go to Stage 2 or 3</b>

## Code Black – Bomb Threat

<b>Code Black – Bomb Threat – Stage 2 Switchboard / Resource Centre Job Action Sheet</b>		
<b>Definition</b>	Non-specific Bomb Threat, with no known location	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	Code Black – Stage 2 <b>Note:</b> PA to be announced as each Niagara Health site if specific site was not provided in threat	
<b>Phone/Contact Responders</b>	<b>All Sites</b>	<ul style="list-style-type: none"> <li>• 9-1-1 Police</li> <li>• Security</li> <li>• Manager of Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Facilities Management/Engineering Services On-Call</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (After Hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	NHS Emergency Management
	Subject Line ( <b>cut and paste, update site</b> )	Code Alert: Code Black – Bomb Threat – Stage 2 – <b>[Site]</b>
	Email Body ( <b>cut and paste, update location</b> )	There is a Non-Specific Bomb Threat with no known location. Staff will need to immediately check their work areas for unusual or out of place packages. A Code Update Email will be sent as more information comes available.
<b>2. EOC ACTIVATION</b>		
<b>A. Call the Director On-Call (according to schedule)</b>  1. Confirm the Director On-Call is aware of the Code and has spoken with the Department Lead or Manager On-Call 2. Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri: 0830-1630 (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
	After-hours	Refer to Director On-call schedule
	Teleconference Meeting invitation subject line ( <b>cut and paste, update site</b> )	EOC Conference Call – Code Black – Bomb Threat – Stage 2 – <b>[Site]</b>

**Code Black – Bomb Threat**

<p><b>B. Establish 'Teleconference Meeting' as per Director On-Call</b></p>	<p>Send Teleconference Meeting invitation via email to leadership list</p> <p>Set start time to begin immediately</p> <p>Call Leadership list to advise of Teleconference Meeting invitation</p>	<ul style="list-style-type: none"> <li>• Security Manager</li> <li>• Manager of affected department (M.-F. 0830-1630 hours), or Manager On-Call (after hours)</li> <li>• Manager of Risk or designate ( M.-F. 0830 1630), or Risk On-Call (after hours)</li> <li>• Director of affected department (M.-F. 0830-1630), or Director On-Call (after hours)</li> <li>• Director QPSR</li> <li>• Executive Site Lead (daytime)</li> <li>• Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>• Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>• Communications</li> <li>• VP On-Call</li> </ul>
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## Code Black – Bomb Threat

3. CODE UPDATE EMAIL		
<ul style="list-style-type: none"> <li>• Receive information from Department Lead</li> <li>• Send Code Update Email</li> </ul>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Black – Bomb Threat – Stage 2 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open CODE UPDATE EMAIL in 'I' drive</li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Attachment	Code Support Documents
4. ADDITIONAL DUTIES AS REQUIRED		
Complete Documentation	<ul style="list-style-type: none"> <li>• NH Site Specific Department Checklist (See Appendix R)</li> </ul>	
Media Inquiries	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Department</li> </ul>	
Patient Inquiries	<ul style="list-style-type: none"> <li>• Transfer call to unaffected departments</li> <li>• For affected departments, advise caller there is an emergency code in effect and to please call back in 30 minutes.</li> </ul>	
ED Closure Notifications – as directed	<ul style="list-style-type: none"> <li>• Notify Niagara EMS of any ED closures</li> <li>• Notify other Niagara Health sites of ED closure</li> </ul>	
EOC Hotline	<ul style="list-style-type: none"> <li>• Receive status update from each department</li> </ul>	
5. ALL CLEAR		
Authority to give the “All Clear”	Director On-Call	
PA Announcement (once)	All Clear Code Black <b>Note:</b> Announce All-Clear at all sites the Code Black was issued	
Group Emails	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Black – Bomb Threat – Stage 2 – [Site] – All Clear
6. POST INCIDENT PROCEDURES		
Record	Code Log	

Code Black – Bomb Threat – Stage 2 – Switchboard / Resource Centre Checklist	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Phone 911 - Police
<input type="checkbox"/>	Phone / Contact Responders
<input type="checkbox"/>	Code Alert Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Email the Teleconference Meeting Conference Call Group
<input type="checkbox"/>	Send out Code Update Email - if info received from Department Lead
<input type="checkbox"/>	Complete Section 4 – Additional Duties as Required
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Receive All Clear from Director On-Call
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

**Code Black – Bomb Threat**

<b>Code Black – Bomb Threat – Stage 3 – Switchboard / Resource Centre Job Action Sheet</b>		
<b>Definition</b>	Specific Bomb Threat – with a known location	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	Code Black – Stage 3	
<b>Phone/Contact Responders</b>	<b>All Sites</b>	<ul style="list-style-type: none"> <li>• 9-1-1 Police</li> <li>• Security</li> <li>• Manager of Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Facilities Management/Engineering Services On-Call</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (After Hours)</li> </ul>
		<p>Email distribution groups: NHS Emergency Management</p> <p>Subject Line (cut and paste, update site) Code Alert: Code Black – Bomb Threat – Stage 3 – [Site]</p> <p>Email Body (cut and paste, update location) There is a Bomb Threat involving [location]. Please avoid this site.</p> <p>A Code Update Email will be sent as more information comes available.</p>
<b>2. EOC ACTIVATION</b>		
<b>A. Call the Director On-Call (according to schedule)</b>  1. Confirm the Director On-Call is aware of the Code and has spoken with the Department Lead or Manager On-Call 2. Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri: 0830-1630 (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
	After-hours	Refer to Director On-call schedule
<b>B. Establish 'Teleconference Meeting' as per Director On-Call</b>	Teleconference Meeting invitation subject line (cut and paste, update site)	EOC Conference Call – Code Black – Bomb Threat – Stage 3 – [Site]
	<p>Send Teleconference Meeting invitation via email to leadership list</p> <p>Set start time to begin immediately</p> <p>Call Leadership list to advise of Teleconference Meeting invitation</p>	<ul style="list-style-type: none"> <li>• Security Manager</li> <li>• Manager of affected department (M.-F. 0830-1630 hours), or Manager On-Call (after hours)</li> <li>• Manager of Risk or designate ( M.-F. 0830 1630), or Risk On-Call (after hours)</li> <li>• Director of affected department (M.-F. 0830-1630), or Director On-Call (after hours)</li> <li>• Director QPSR</li> <li>• Executive Site Lead (daytime)</li> <li>• Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>• Director, EVS, Patient Transportation,</li> </ul>

**Code Black – Bomb Threat**

		<p>Waste and Linen Services</p> <ul style="list-style-type: none"><li>• Communications</li><li>• VP On-Call</li></ul>
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## Code Black – Bomb Threat

3. CODE UPDATE EMAIL		
<ul style="list-style-type: none"> <li>• Receive information from Department Lead</li> <li>• Send Code Update Email</li> </ul>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Black – Bomb Threat – Stage 3 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open CODE UPDATE EMAIL in 'I' drive</li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Attachment	Code Support Documents
4. ADDITIONAL DUTIES AS REQUIRED		
Complete Documentation	<ul style="list-style-type: none"> <li>• NH Site Specific Department Checklist (See Appendix R)</li> </ul>	
Media Inquiries	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Department</li> </ul>	
Patient Inquiries	<ul style="list-style-type: none"> <li>• Transfer call to unaffected departments</li> <li>• For affected departments, advise caller there is an emergency code in effect and to please call back in 30 minutes.</li> </ul>	
ED Closure Notifications – as directed	<ul style="list-style-type: none"> <li>• Notify Niagara EMS of any ED closures</li> <li>• Notify other Niagara Health sites of ED closure</li> </ul>	
EOC Hotline	<ul style="list-style-type: none"> <li>• Receive status update from each department</li> </ul>	
5. ALL CLEAR		
Authority to give the “All Clear”	VP On-Call	
PA Announcement (once)	All Clear Code Black	
Group Emails	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Black – Bomb Threat – Stage 3 – [Site] – All Clear
6. POST INCIDENT PROCEDURES		
Record	Code Log	

Code Black – Bomb Threat – Stage 3 – Switchboard / Resource Centre Checklist	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Phone 911 - Police
<input type="checkbox"/>	Phone / Contact Responders
<input type="checkbox"/>	Code Alert Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Email the Teleconference Meeting Conference Call Group
<input type="checkbox"/>	Phone the Teleconference Meeting Group
<input type="checkbox"/>	Send out Code Update Email - if info received from Department Lead
<input type="checkbox"/>	Complete Section 4 – Additional Duties as Required
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Receive All Clear from VP On-Call
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

**Code Black – Bomb Threat**

<b>Code Black – Suspicious Package – Stage 1 – Switchboard / Resource Centre Job Action Sheet</b>		
<b>Definition</b>	Unattended Package	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	N/A	
Phone/Contact Responders	SCS, NFS & WS	• Security
	FES & PCS	• Security • Manager of Security
<b>Send Group Emails</b>	N/A	
<b>2. ALL CLEAR</b>		
<b>Authority to give the “All Clear”</b>	Department Lead	
<b>PA Announcement (once)</b>	N/A	
<b>Group Emails</b>	N/A	
<b>3. POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log	

<b>Code Black – Suspicious Package – Stage 1 – Switchboard / Resource Centre Checklist</b>	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	Phone / Contact Responders
<input type="checkbox"/>	Phone Security Desk to confirm notification was received
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Complete Code Log

**Code Black – Bomb Threat**

<b>Code Black – Suspicious Package – Stage 2 – Switchboard / Resource Centre Job Action Sheet</b>		
<b>Definition</b>	Unattended Package – Suspicious by Assessment	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	Code Black - Suspicious Package – Stage 2 – [Location]	
<b>Phone/Contact Responders</b>	<b>All Sites</b>	<ul style="list-style-type: none"> <li>• 9-1-1 Police</li> <li>• Security</li> <li>• Manager of Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Facilities Management/Engineering Services On-Call</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (After Hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Black – Suspicious Package – Stage 2 – [Site]
	Email Body (cut and paste, update location)	There is an unattended suspicious package at [location]. A Code Update Email will be sent as more information comes available.
<b>2. EOC ACTIVATION</b>		
<b>A. Call the Director On-Call (according to schedule)</b>  1. Confirm the Director On-Call is aware of the Code and has spoken with the Department Lead or Manager On-Call 2. Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri: 0830-1630 (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
	After-hours	Refer to Director On-call schedule
<b>B. Establish 'Teleconference Meeting' as per Director On-Call</b>	Teleconference Meeting invitation subject line (cut and paste, update site)	EOC Conference Call – Code Black – Suspicious Package – Stage 2 – [Site]
	Send Teleconference Meeting invitation via email to leadership list	<ul style="list-style-type: none"> <li>• Security Manager</li> <li>• Manager of affected department (M.-F. 0830-1630 hours), or Manager On-Call (after hours)</li> <li>• Manager of Risk or designate ( M.-F. 0830 1630), or Risk On-Call (after hours)</li> <li>• Director of affected department (M.-F. 0830-1630), or Director On-Call (after hours)</li> </ul>
	Set start time to begin immediately  Call Leadership list to advise of Teleconference Meeting invitation	<ul style="list-style-type: none"> <li>• Director QPSR</li> <li>• Executive Site Lead (daytime)</li> <li>• Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>• Director, EVS, Patient Transportation, Waste and Linen Services</li> </ul>

**Code Black – Bomb Threat**

- Communications
- VP On-Call

## Code Black – Bomb Threat

3. CODE UPDATE EMAIL		
<ul style="list-style-type: none"> <li>• Receive information from Department Lead</li> <li>• Send Code Update Email</li> </ul>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Black – Suspicious Package – Stage 2 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open CODE UPDATE EMAIL in 'I' drive</li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Attachment	Code Support Documents
4. ADDITIONAL DUTIES AS REQUIRED		
Complete Documentation	N/A	
Media Inquiries	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Department</li> </ul>	
Patient Inquiries	N/A	
ED Closure Notifications – as directed	N/A	
EOC Hotline	N/A	
5. ALL CLEAR		
Authority to give the “All Clear”	Director On-Call	
PA Announcement (once)	All Clear Code Black	
Group Emails	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Black – Suspicious Package – Stage 2 – [Site] – All Clear
6. POST INCIDENT PROCEDURES		
Record	Code Log	

Code Black – Suspicious Package – Stage 2 – Switchboard / Resource Centre Checklist	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Phone 911 - Police
<input type="checkbox"/>	Phone / Contact Responders
<input type="checkbox"/>	Code Alert Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Email the Teleconference Meeting Conference Call Group
<input type="checkbox"/>	Send out Code Update Email - if info received from Department Lead
<input type="checkbox"/>	Complete Section 4 – Additional Duties as Required
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Receive All Clear from Director On-Call
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log



**Code Black – Bomb Threat**

<b>Code Black – Suspicious Package – Stage 3 – Switchboard / Resource Centre Job Action Sheet</b>		
<b>Definition</b>	Specific Bomb Threat – with a known location	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	Code Black – Suspicious Package – Stage 3	
<b>Phone/Contact Responders</b>	<b>All Sites</b>	<ul style="list-style-type: none"> <li>• 9-1-1 Police</li> <li>• Security</li> <li>• Manager of Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Facilities Management/Engineering Services On-Call</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (After Hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Black – Suspicious Package – Stage 3 – [Site]
	Email Body (cut and paste, update location)	<p>There is a Bomb at [location]. Do not come to this site.</p> <p>A Code Update Email will be sent as more information comes available.</p>
<b>2. EOC ACTIVATION</b>		
<b>A. Call the Director On-Call (according to schedule)</b>  1. Confirm the Director On-Call is aware of the Code and has spoken with the Department Lead or Manager On-Call 2. Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri: 0830-1630 (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
	After-hours	Refer to Director On-call schedule
<b>B. Establish 'Teleconference Meeting' as per Director On-Call</b>	Teleconference Meeting invitation subject line (cut and paste, update site)	EOC Conference Call – Code Black – Suspicious Package – Stage 3 – [Site]
	Send Teleconference Meeting invitation via email to leadership list	<ul style="list-style-type: none"> <li>• Security Manager</li> <li>• Manager of affected department (M.-F. 0830-1630 hours), or Manager On-Call (after hours)</li> <li>• Manager of Risk or designate ( M.-F. 0830 1630), or Risk On-Call (after hours)</li> <li>• Director of affected department (M.-F. 0830-1630), or Director On-Call (after hours)</li> </ul>
	Set start time to begin immediately  Call Leadership list to advise of Teleconference Meeting invitation	<ul style="list-style-type: none"> <li>• Director QPSR</li> <li>• Executive Site Lead (daytime)</li> <li>• Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>• Director, EVS, Patient Transportation,</li> </ul>

**Code Black – Bomb Threat**

		<p>Waste and Linen Services</p> <ul style="list-style-type: none"><li>• Communications</li><li>• VP On-Call</li></ul>
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## Code Black – Bomb Threat

3. CODE UPDATE EMAIL		
<ul style="list-style-type: none"> <li>• Receive information from Department Lead</li> <li>• Send Code Update Email</li> </ul>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Black – Suspicious Package – Stage 3 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open CODE UPDATE EMAIL in 'I' drive</li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Attachment	Code Support Documents
4. ADDITIONAL DUTIES AS REQUIRED		
Complete Documentation	N/A	
Media Inquiries	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Department</li> </ul>	
Patient Inquiries	<ul style="list-style-type: none"> <li>• Transfer call to unaffected departments</li> <li>• For affected departments, advise caller there is an emergency code in effect and to please call back in 30 minutes.</li> </ul>	
ED Closure Notifications – as directed	<ul style="list-style-type: none"> <li>• Notify Niagara EMS of any ED closures</li> <li>• Notify other Niagara Health sites of ED closure</li> </ul>	
EOC Hotline	N/A	
5. ALL CLEAR		
Authority to give the “All Clear”	VP On-Call	
PA Announcement (once)	All Clear Code Black	
Group Emails	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Black – Suspicious Package – Stage 3 – [Site] – All Clear
6. POST INCIDENT PROCEDURES		
Record	Code Log	

Code Black – Suspicious Package – Stage 3 – Switchboard / Resource Centre Checklist	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Phone 911 - Police
<input type="checkbox"/>	Phone / Contact Responders
<input type="checkbox"/>	Code Alert Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Email the Teleconference Meeting Conference Call Group
<input type="checkbox"/>	Phone the Teleconference Meeting Group
<input type="checkbox"/>	Send out Code Update Email – as required
<input type="checkbox"/>	Complete Section 4 – Additional Duties as Required
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Receive All Clear from VP On-Call
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

**Code Black – Bomb Threat**

<b>Code Black – Suspicious Vehicle – Stage 1 – Switchboard / Resource Centre Job Action Sheet</b>		
<b>Definition</b>	Unattended vehicle; inappropriately parked	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	N/A	
Phone/Contact Responders	SCS, NFS & WS	• Security
	FES & PCS	• Security • Manager of Security
<b>Send Group Emails</b>	N/A	
<b>2. ALL CLEAR</b>		
<b>Authority to give the “All Clear”</b>	Department Lead	
<b>PA Announcement (once)</b>	N/A	
<b>Group Emails</b>	N/A	
<b>3. POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log	

<b>Code Black – Suspicious Vehicle – Stage 1 – Switchboard / Resource Centre Checklist</b>	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	Phone / Contact Responders
<input type="checkbox"/>	Phone Security Desk to confirm notification was received
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Complete Code Log

**Code Black – Bomb Threat**

<b>Code Black – Suspicious Vehicle – Stage 2 – Switchboard / Resource Centre Job Action Sheet</b>		
<b>Definition</b>	Unattended Vehicle – Suspicious by Assessment	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	Code Black - Suspicious Vehicle – Stage 2 – [Location]	
<b>Phone/Contact Responders</b>	<b>All Sites</b>	<ul style="list-style-type: none"> <li>• 9-1-1 Police</li> <li>• Security</li> <li>• Manager of Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Facilities Management/Engineering Services On-Call</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (After Hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Black – Suspicious Vehicle Bomb – Stage 2 – [Site]
	Email Body (cut and paste, update location)	There is an unattended suspicious vehicle at [location]. A Code Update Email will be sent as more information comes available.
<b>2. EOC ACTIVATION</b>		
<b>A. Call the Director On-Call (according to schedule)</b>  1. Confirm the Director On-Call is aware of the Code and has spoken with the Department Lead or Manager On-Call 2. Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri: 0830-1630 (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
	After-hours	Refer to Director On-call schedule
<b>B. Establish 'Teleconference Meeting' as per Director On-Call</b>	Teleconference Meeting invitation subject line (cut and paste, update site)	EOC Conference Call – Code Black – Suspicious Vehicle – Stage 2 – [Site]
	Send Teleconference Meeting invitation via email to leadership list	<ul style="list-style-type: none"> <li>• Security Manager</li> <li>• Manager of affected department (M.-F. 0830-1630 hours), or Manager On-Call (after hours)</li> <li>• Manager of Risk or designate ( M.-F. 0830 1630), or Risk On-Call (after hours)</li> <li>• Director of affected department (M.-F. 0830-1630), or Director On-Call (after hours)</li> </ul>
	Set start time to begin immediately  Call Leadership list to advise of Teleconference Meeting invitation	<ul style="list-style-type: none"> <li>• Director QPSR</li> <li>• Executive Site Lead (daytime)</li> <li>• Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>• Director, EVS, Patient Transportation, Waste and Linen Services</li> </ul>

**Code Black – Bomb Threat**

- Communications
- VP On-Call

**3. CODE UPDATE EMAIL**

- **Receive information from Department Lead**

Email distribution groups:

NHS Emergency Management

Subject Line (**cut and paste, update site**)Code Alert: Code Black – Suspicious Vehicle – Stage 2 – **[Site]**

- **Send Code Update Email**

Email Body

- Open **CODE UPDATE EMAIL** in 'I' drive

**Code Black – Bomb Threat**

		<ul style="list-style-type: none"> <li>Enter content into template; Copy and paste template into Email body</li> </ul>
	Attachment	Code Support Documents
<b>4. ADDITIONAL DUTIES AS REQUIRED</b>		
<b>Complete Documentation</b>	N/A	
<b>Media Inquiries</b>	<ul style="list-style-type: none"> <li>Direct media inquiries to Communications Department</li> </ul>	
<b>Patient Inquiries</b>	N/A	
<b>ED Closure Notifications – as directed</b>	N/A	
<b>EOC Hotline</b>	N/A	
<b>5. ALL CLEAR</b>		
<b>Authority to give the “All Clear”</b>	Director On-Call	
<b>PA Announcement (once)</b>	All Clear Code Black	
<b>Group Emails</b>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Black – Suspicious Vehicle – Stage 2 – [Site] – All Clear
<b>6. POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log	

**Code Black – Suspicious Vehicle – Stage 2 – Switchboard / Resource Centre Checklist**

<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Phone 911 - Police
<input type="checkbox"/>	Phone / Contact Responders
<input type="checkbox"/>	Code Alert Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Email the Teleconference Meeting Conference Call Group
<input type="checkbox"/>	Send out Code Update Email - if info received from Department Lead
<input type="checkbox"/>	Complete Section 4 – Additional Duties as Required
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Receive All Clear from Director On-Call
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

## Code Black – Bomb Threat

<b>Code Black – Suspicious Vehicle – Stage 3 – Switchboard / Resource Centre Job Action Sheet</b>		
<b>Definition</b>	Vehicle appears to be a bomb	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	Code Black – Suspicious Vehicle – Stage 3	
<b>Phone/Contact Responders</b>	<b>All Sites</b>	<ul style="list-style-type: none"> <li>• 9-1-1 Police</li> <li>• Security</li> <li>• Manager of Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Facilities Management/Engineering Services On-Call</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (After Hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Black – Suspicious Vehicle – Stage 3 – [Site]
	Email Body (cut and paste, update location)	<p>There is a car bomb at [location]. Do not come to this site.</p> <p>A Code Update Email will be sent as more information comes available.</p>
<b>2. EOC ACTIVATION</b>		
<b>A. Call the Director On-Call (according to schedule)</b>  1. Confirm the Director On-Call is aware of the Code and has spoken with the Department Lead or Manager On-Call 2. Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri: 0830-1630 (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
	After-hours	Refer to Director On-call schedule
<b>B. Establish 'Teleconference Meeting' as per Director On-Call</b>	Teleconference Meeting invitation subject line (cut and paste, update site)	EOC Conference Call – Code Black – Suspicious Vehicle – Stage 3 – [Site]
	Send Teleconference Meeting invitation via email to leadership list	<ul style="list-style-type: none"> <li>• Security Manager</li> <li>• Manager of affected department (M.-F. 0830-1630 hours), or Manager On-Call (after hours)</li> <li>• Manager of Risk or designate ( M.-F. 0830 1630), or Risk On-Call (after hours)</li> <li>• Director of affected department (M.-F. 0830-1630), or Director On-Call (after hours)</li> </ul>
	Set start time to begin immediately  Call Leadership list to advise of Teleconference Meeting invitation	<ul style="list-style-type: none"> <li>• Director QPSR</li> <li>• Executive Site Lead (daytime)</li> <li>• Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>• Director, EVS, Patient Transportation,</li> </ul>



**Code Black – Bomb Threat**

		<p>Waste and Linen Services</p> <ul style="list-style-type: none"><li>• Communications</li><li>• VP On-Call</li></ul>
--	--	---

## Code Black – Bomb Threat

3. CODE UPDATE EMAIL		
<ul style="list-style-type: none"> <li>• Receive information from Department Lead</li> <li>• Send Code Update Email</li> </ul>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Black – Suspicious Vehicle – Stage 3 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open CODE UPDATE EMAIL in 'I' drive</li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Attachment	Code Support Documents
4. ADDITIONAL DUTIES AS REQUIRED		
Complete Documentation	N/A	
Media Inquiries	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Department</li> </ul>	
Patient Inquiries	<ul style="list-style-type: none"> <li>• Transfer call to unaffected departments</li> <li>• For affected departments, advise caller there is an emergency code in effect and to please call back in 30 minutes.</li> </ul>	
ED Closure Notifications – as directed	<ul style="list-style-type: none"> <li>• Notify Niagara EMS of any ED closures</li> <li>• Notify other Niagara Health sites of ED closure</li> </ul>	
EOC Hotline	N/A	
5. ALL CLEAR		
Authority to give the “All Clear”	VP On-Call	
PA Announcement (once)	All Clear Code Black	
Group Emails	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Black – Suspicious Vehicle – Stage 3 – [Site] – All Clear
6. POST INCIDENT PROCEDURES		
Record	Code Log	

Code Black – Suspicious Vehicle – Stage 3 – Switchboard / Resource Centre Checklist	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Phone 911 - Police
<input type="checkbox"/>	Phone / Contact Responders
<input type="checkbox"/>	Code Alert Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Email the Teleconference Meeting Conference Call Group
<input type="checkbox"/>	Phone the Teleconference Meeting Group
<input type="checkbox"/>	Send out Code Update Email – as required
<input type="checkbox"/>	Complete Section 4 – Additional Duties as Required
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Receive All Clear from VP On-Call
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

## Code Black – Bomb Threat

## Code Black – Suspicious Substance – Stage 1 – Switchboard / Resource Centre Job Action Sheet

<b>Definition</b>	There is no Stage 1 – <b>Go to Stage 3</b>
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## Code Black – Suspicious Substance – Stage 2 – Switchboard / Resource Centre Job Action Sheet

<b>Definition</b>	There is no Stage 2 – <b>Go to Stage 3</b>
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## Code Black – Suspicious Substance – Stage 3 – Switchboard / Resource Centre Job Action Sheet

<b>Definition</b>	A criminal or intentional release of a suspicious substance material on site.
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## 1. SENDING ALERTS

<b>PA Announcement (3 times)</b>	Code Black – Suspicious Vehicle – Stage 3	
<b>Phone/Contact Responders</b>	<b>All Sites</b>	<ul style="list-style-type: none"> <li>• 9-1-1 Police</li> <li>• Security</li> <li>• Manager of Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Facilities Management/Engineering Services On-Call</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (After Hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Black – Suspicious Vehicle – Stage 3 – [Site]
	Email Body (cut and paste, update location)	<p>There is a car bomb at [location]. Do not come to this site.</p> <p>A Code Update Email will be sent as more information comes available.</p>

## 2. EOC ACTIVATION

<b>A. Call the Director On-Call (according to schedule)</b>  1. Confirm the Director On-Call is aware of the Code and has spoken with the Department Lead or Manager On-Call 2. Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri: 0830-1630 (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
	After-hours	Refer to Director On-call schedule
<b>B. Establish 'Teleconference Meeting' as per Director On-Call</b>	Teleconference Meeting invitation subject line (cut and paste, update site)	EOC Conference Call – Code Black – Suspicious Vehicle – Stage 3 – [Site]
	<p>Send Teleconference Meeting invitation via email to leadership list</p> <p>Set start time to begin immediately</p>	<ul style="list-style-type: none"> <li>• Security Manager</li> <li>• Manager of affected department (M.-F. 0830-1630 hours), or Manager On-Call (after hours)</li> <li>• Manager of Risk or designate ( M.-F. 0830 1630), or Risk On-Call (after hours)</li> <li>• Director of affected department (M.-F.</li> </ul>

**Code Black – Bomb Threat**

		<p>0830-1630), or Director On-Call (after hours)</p> <ul style="list-style-type: none"> <li>• Director QPSR</li> <li>• Executive Site Lead (daytime)</li> <li>• Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>• Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>• Communications</li> <li>• VP On-Call</li> </ul>
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**Code Black – Bomb Threat**

	Call Leadership list to advise of Teleconference Meeting invitation	
<b>3. CODE UPDATE EMAIL</b>		
<ul style="list-style-type: none"> <li>• Receive information from Department Lead</li> <li>• Send Code Update Email</li> </ul>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Black – Suspicious Vehicle – Stage 3 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open CODE UPDATE EMAIL in 'I' drive</li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Attachment	Code Support Documents
<b>4. ADDITIONAL DUTIES AS REQUIRED</b>		
Complete Documentation	N/A	
Media Inquiries	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Department</li> </ul>	
Patient Inquiries	<ul style="list-style-type: none"> <li>• Transfer call to unaffected departments</li> <li>• For affected departments, advise caller there is an emergency code in effect and to please call back in 30 minutes.</li> </ul>	
ED Closure Notifications – as directed	<ul style="list-style-type: none"> <li>• Notify Niagara EMS of any ED closures</li> <li>• Notify other Niagara Health sites of ED closure</li> </ul>	
EOC Hotline	N/A	
<b>5. ALL CLEAR</b>		
Authority to give the “All Clear”	VP On-Call	
PA Announcement (once)	All Clear Code Black	
Group Emails	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Black – Suspicious Vehicle – Stage 3 – [Site] – All Clear
<b>6. POST INCIDENT PROCEDURES</b>		
Record	Code Log	

**Code Black – Suspicious Substance – Stage 3 – Switchboard / Resource Centre Checklist**

<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Phone 911 - Police
<input type="checkbox"/>	Phone / Contact Responders
<input type="checkbox"/>	Code Alert Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Email the Teleconference Meeting Conference Call Group
<input type="checkbox"/>	Phone the Teleconference Meeting Group
<input type="checkbox"/>	Send out Code Update Email – as required
<input type="checkbox"/>	Complete Section 4 – Additional Duties as Required
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Receive All Clear from VP On-Call
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

## Code Black – Bomb Threat

### Appendix D – Staff Job Action Sheet / Checklist

Staff Job Action Sheets	Refer to:
Bomb Threat	<a href="#">Bomb Threat Job Action Sheets</a>
Suspicious Package	<a href="#">Suspicious Package Job Action Sheets</a>
Suspicious Vehicle	<a href="#">Suspicious Vehicle Job Action Sheets</a>
Suspicious Substance	<a href="#">Suspicious Substance Job Action Sheets</a>

Code Black – Bomb Threat – Stage 1 – Staff Job Action Sheet	
Definition	There is no Stage 1 – Go to Stage 2 or 3

Code Black – Bomb Threat – Stage 2 – Staff Job Action Sheet	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	If bomb threat (phone/digital) has been received, call Switchboard / Resource Centre ext. 55555 immediately NOTE: If a suspicious package has also been found then go to Code Black Suspicious Package Stage 3
<input type="checkbox"/>	If threat is in letter form, DO NOT TOUCH, then call Switchboard / Resource Centre ext. 55555
<input type="checkbox"/>	If threat is attached to a package, evacuate immediately; advise Department Lead, and go directly to Code Black Suspicious Package Stage 3; advise Switchboard / Resource Centre ext. 55555
<input type="checkbox"/>	Notify Department Lead
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	If threat personally received, complete the Bomb Threat Telephone Checklist (Appendix O)
<input type="checkbox"/>	If directed by Department Lead, begin checking the department or unit Department Search Checklist (Appendix R)
<input type="checkbox"/>	Start by checking immediate work area
<input type="checkbox"/>	Check additional areas as directed by Department Lead
<input type="checkbox"/>	If any out of place (suspicious) package is found, notify Department Lead and leave the area
<input type="checkbox"/>	Notify Department Lead upon completion of check
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

Code Black – Bomb Threat – Stage 3 – Staff Job Action Sheet	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	If specific bomb threat (phone or letter) is received or have discovered a suspicious package immediately call Switchboard / Resource Centre ext. 55555
<input type="checkbox"/>	If a suspicious package has been found then DO NOT touch the package, evacuate area, and go immediately to Code Black Suspicious Package – Stage 3; advise Department Lead and Switchboard / Resource Centre ext. 55555
<input type="checkbox"/>	If threat is attached to a package, evacuate immediately; advise Department Lead, and go directly to Code Black Suspicious Package Stage 3; advise Switchboard / Resource Centre ext. 55555
<input type="checkbox"/>	Notify Department Lead immediately
<input type="checkbox"/>	If threat personally received, complete the Bomb Threat Telephone Checklist (Appendix O)
<input type="checkbox"/>	Receive Code Alert

**Code Black – Bomb Threat**

<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	If threat is in letter form, DO NOT HANDLE
<input type="checkbox"/>	If not already evacuated, receive notification for Code Green
<input type="checkbox"/>	Initiate Code Green in a calm and orderly manner
<input type="checkbox"/>	If call taker, notify Department Lead of location if evacuated; Emergency Services may require further information from call taker
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

**Code Black – Bomb Threat**

<b>Code Black – Suspicious Package – Stage 1 – Staff Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	If bomb threat (phone/digital) has been received, immediately call Switchboard / Resource Centre ext. 55555 NOTE: If a suspicious package has also been found then go to Code Black Suspicious Package Stage 3
<input type="checkbox"/>	If owner of package is located, then confirm the contents of the package; no further action required
<input type="checkbox"/>	If the owner of the package is not located - go to STOPIED Suspicious Package Threat Indicator Checklist (Appendix P)
<input type="checkbox"/>	If a Stage 1 is determined, notify Department Lead and call Switchboard / Resource Centre ext. 55555 to advise of Code Black - Suspicious Package - Stage 1 - Site - Location
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	If unable to locate owner, notify Department Lead for further assessment
<input type="checkbox"/>	Liaise with Security upon their arrival
<input type="checkbox"/>	Go to Stage 2 or Stage 3 as directed by Department Lead or overhead announcement
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Black – Suspicious Package – Stage 2 – Staff Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	If suspicious package discovered, notify Department Lead and contact Switchboard / Resource Centre ext. 55555
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Evacuate immediate area of the suspicious package
<input type="checkbox"/>	Remember: "if you can see the package, the package can see you"; use distance and shielding for protection
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Black – Suspicious Package – Stage 3 – Staff Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	If package located with a threat, or a device that appears to be an explosive device, immediately notify persons and evacuate area; contact Switchboard / Resource Centre ext. 55555 to advise of Code Black - Suspicious Package - Stage 3 - location
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Evacuate immediate area of the suspicious package
<input type="checkbox"/>	Remember "if you can see the package, the package can see you"; use distance and shielding for protection
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required



**Code Black – Bomb Threat****Code Black – Suspicious Vehicle – Stage 1 – Staff Job Action Sheet****Step 1 – Activate and Notify**

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | If unattended vehicle located has a threat attached, go to Code Black Suspicious Vehicle – Stage 3 |
| <input type="checkbox"/> | If unattended vehicle located, attempt to find owner   |
| <input type="checkbox"/> | If owner of vehicle located no further action is required  |
| <input type="checkbox"/> | If Stage 1 is determined, contact Switchboard / Resource Centre ext. 55555                         |

**Step 2 – Action Plan**

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | If unable to locate owner, notify Department Lead and Security for further assessment |
| <input type="checkbox"/> | Liaise with Security  |
| <input type="checkbox"/> | Go to Stage 2 or Stage 3 as directed by Department Lead or Code Alert                 |

**Step 3 – All Clear**

- |                          |     |
|--------------------------|-----|
| <input type="checkbox"/> | N/A |
|--------------------------|-----|

**Step 4 – Post Incident**

- |                          |                    |
|--------------------------|--------------------|
| <input type="checkbox"/> | Assist as required |
|--------------------------|--------------------|

**Code Black – Suspicious Vehicle – Stage 2 – Staff Job Action Sheet****Step 1 – Activate and Notify**

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | If an unattended vehicle is located and is suspicious by assessment, notify Department Lead and contact Switchboard / Resource Centre ext. 55555 to advise Code Black - Suspicious Vehicle - Code 2 - Site – Location |
| <input type="checkbox"/> | Receive Code Alert  |

**Step 2 – Action Plan**

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | Evacuate immediate area of the suspicious vehicle  |
| <input type="checkbox"/> | Remember: "if you can see the vehicle, the vehicle can see you"; use distance and shielding for protection |
| <input type="checkbox"/> | Go to Code Green as directed   |
| <input type="checkbox"/> | If evacuated, notify Department Lead of location if required for more information by Police                |

**Step 3 – All Clear**

- |                          |                               |
|--------------------------|-------------------------------|
| <input type="checkbox"/> | Receive Code Alert: All Clear |
|--------------------------|-------------------------------|

**Step 4 – Post Incident**

- |                          |                    |
|--------------------------|--------------------|
| <input type="checkbox"/> | Assist as required |
|--------------------------|--------------------|

**Code Black – Suspicious Vehicle – Stage 3 – Staff Job Action Sheet****Step 1 – Activate and Notify**

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | If unattended vehicle located with a threat attached, or a device that appears to be an explosive device, immediately evacuate all persons in the area and contact Switchboard / Resource Centre ext. 55555 to advise of Code Black - Suspicious Vehicle - Stage 3 - location |
| <input type="checkbox"/> | Receive Code Alert  |

**Step 2 – Action Plan**

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | Remember: "if you can see the vehicle, the vehicle can see you"; use distance and shielding for protection |
| <input type="checkbox"/> | Go to Code Green as directed   |
| <input type="checkbox"/> | If evacuated, notify Department Lead of location if required for more information by Police                |

**Step 3 – All Clear**

- |                          |                               |
|--------------------------|-------------------------------|
| <input type="checkbox"/> | Receive Code Alert: All Clear |
|--------------------------|-------------------------------|

**Step 4 – Post Incident**

- |                          |                    |
|--------------------------|--------------------|
| <input type="checkbox"/> | Assist as required |
|--------------------------|--------------------|

**Code Black – Bomb Threat****Code Black – Suspicious Substance – Stage 1 – Staff Job Action Sheet**

<b>Definition</b>	There is no Stage 1 – <b>Go to Stage 3</b>
-------------------	--

**Code Black – Suspicious Substance – Stage 2 – Staff Job Action Sheet**

<b>Definition</b>	There is no Stage 2 – <b>Go to Stage 3</b>
-------------------	--

**Code Black – Suspicious Substance – Stage 3 – Staff Job Action Sheet****Step 1 – Activate and Notify**

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | If coming into contact with an unknown substance, from a mail package, unattended package, or someone has thrown an unknown substance, remain in location and notify Department Lead and contact Switchboard / Resource Centre ext. 55555 |
| <input type="checkbox"/> | If an unknown substance is discovered, immediately advise Department Lead and contact Switchboard / Resource Centre ext. 55555 to advise of Code Black - Suspicious Substance - Stage 3 - Site - Location                                 |
| <input type="checkbox"/> | To report anything suspicious or if help is needed, call Switchboard / Resource Centre ext. 55555   |
| <input type="checkbox"/> | Receive Code Alert  |

**Step 2 – Action Plan****If in the immediately vicinity of the package, if contaminated, or exposed:**

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Move slowly away from the unknown substance   |
| <input type="checkbox"/> | Do NOT move or touch the substance or package   |
| <input type="checkbox"/> | Close door of room containing the package if possible   |
| <input type="checkbox"/> | Shelter-in-place in a nearby room and standby for further instruction (this may take some time) |
| <input type="checkbox"/> | DO NOT MOVE THROUGHOUT THE HOSPITAL; LIMIT MOVEMENTS  |
| <input type="checkbox"/> | Provide name to Occupational Health of possible exposure  |

**If in an adjoining room, fire zone, area, or dept. and have NOT been contaminated or exposed:**

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | Move slowly into an adjacent fire zone                       |
| <input type="checkbox"/> | Await further instructions from Department Lead or Code Team |
| <input type="checkbox"/> | Provide name to Occupational Health                          |

**All other staff:**

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | DO NOT APPROACH CODE LOCATION                               |
| <input type="checkbox"/> | Follow the instructions of the Department Lead or Code Team |

**Step 3 – All Clear**

- |                          |                               |
|--------------------------|-------------------------------|
| <input type="checkbox"/> | Receive Code Alert: All Clear |
|--------------------------|-------------------------------|

**Step 4 – Post Incident**

- |                          |                    |
|--------------------------|--------------------|
| <input type="checkbox"/> | Assist as required |
|--------------------------|--------------------|

**Code Black – Bomb Threat****Appendix E – Security Job Action Sheet / Checklist**

<b>Security Job Action Sheets</b>	<b>Refer to:</b>
Bomb Threat	<a href="#">Bomb Threat Job Action Sheets</a>
Suspicious Package	<a href="#">Suspicious Package Job Action Sheets</a>
Suspicious Vehicle	<a href="#">Suspicious Vehicle Job Action Sheets</a>
Suspicious Substance	<a href="#">Suspicious Substance Job Action Sheets</a>

<b>Code Black - Bomb Threat – Stage 1 – Security Job Action Sheet</b>	
<b>Definition</b>	There is no Stage 1 – <b>Go to Stage 2 or 3</b>

<b>Code Black – Bomb Threat – Stage 2 – Security Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Attend Incident Command Post (ICP) and liaise with Department Lead
<input type="checkbox"/>	Advise Security Command of arrival
<input type="checkbox"/>	Review video looking for suspicious activity using Bomb Threat Telephone Checklist (Appendix O)
<input type="checkbox"/>	Escort Police to ICP upon their arrival
<input type="checkbox"/>	Check public areas, washrooms, exterior of building including parking areas as directed
<input type="checkbox"/>	If suspicious package or device is located leave the area, notify ICP and go to Code Black – Suspicious Package – Stage 3; advise Security Command and Switchboard / Resource Centre ext. 55555
<input type="checkbox"/>	Report the results of the search to Security Command and the EOC Hotline ext. 45555
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Black – Bomb Threat – Stage 3 – Security Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Go to Incident Command Post (ICP) and liaise with Department Lead and Code Team
<input type="checkbox"/>	Advise Security Command of arrival
<input type="checkbox"/>	Escort Police to ICP upon their arrival
<input type="checkbox"/>	Check the location as indicated by the threat
<input type="checkbox"/>	If no device found, check similar fact areas (i.e. if the threat indicates a particular entrance the bomb is in, but nothing is found in that location, check all other entrances)
<input type="checkbox"/>	Review video of the area where the Bomb Threat Caller indicated
<input type="checkbox"/>	If device found, continue below
<input type="checkbox"/>	Refer to the "Distances" section in the STOPIED Poster (Appendix Q) to assist in advising Code Team and Department Lead
<input type="checkbox"/>	If evacuation ordered, go to Code Green and assist as required
<input type="checkbox"/>	Police will examine the package and determine if a Render Safe Procedure will be required
<input type="checkbox"/>	Assist in maintaining cordons and evacuation zones
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist with any documentation or action required

**Code Black – Bomb Threat**

<b>Code Black – Suspicious Package – Stage 1 – Security Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	If package located with a threat, or a device that appears to be an explosive device, immediately notify persons and evacuate; contact Switchboard / Resource Centre ext. 55555 to advise of Code Black - Suspicious Package - Stage 3 - location; go to Stage 3 JAS
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Go to Code location; liaise with Department Lead
<input type="checkbox"/>	Advise Security Command of arrival
<input type="checkbox"/>	Assist with the completion of the Code Black Initial Assessment Checklist (Appendix A) and advise if known threats exist
<input type="checkbox"/>	Escalate to Stage 2 or 3 as per assessment criteria; advise Department Lead
<input type="checkbox"/>	Ensure that only a LIMITED amount of time is used to locate the owner within the immediate area
<input type="checkbox"/>	Review any video of area if possible to attempt to identify owner, or determine if package was intentionally placed
<input type="checkbox"/>	Advise Department Lead of the results of the video review
<input type="checkbox"/>	If owner of package located, confirm contents of package
<input type="checkbox"/>	If owner not located, and NO threats exist, confirm contents of the package and forward to Security Command to take to Lost and Found
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Department Lead when Code has been resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete documentation as required

<b>Code Black – Suspicious Package – Stage 2 – Security Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	If package located with a threat, or a device that appears to be an explosive device, immediately notify persons and evacuate; contact Switchboard / Resource Centre ext. 55555 to advise of Code Black - Suspicious Package - Stage 3 - location; go to Stage 3 JAS
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Go to Code location; liaise with Department Lead
<input type="checkbox"/>	Advise Security Command of arrival
<input type="checkbox"/>	Clear immediate area of personnel
<input type="checkbox"/>	Assist with the completion of the Code Black Initial Assessment Checklist (Appendix A) and advise if known threats exist
<input type="checkbox"/>	Establish and maintain a cordon
<input type="checkbox"/>	Ensure that Police have been contacted (via Switchboard / Resource Centre ext. 55555) and advise exact location of package, safe route in for responding Police
<input type="checkbox"/>	Liaise with Police and escort to the Incident Command Post
<input type="checkbox"/>	Refer to the "Distances" section in the STOPIED Poster (Appendix Q) to assist in advising Code Team and Department Lead
<input type="checkbox"/>	Remember: "if you can see the package, the package can see you"; use distance and shielding for protection
<input type="checkbox"/>	Liaise with Department Lead to get direction on Code Green
<input type="checkbox"/>	Assist with Code Green as required
<input type="checkbox"/>	Pass on information regarding additional hazards to Incident Command Post and Police
<input type="checkbox"/>	If possible, establish video feed of package and advise Police via Incident Commander
<input type="checkbox"/>	Police will perform render-safe procedures on the package and will advise when the Code has been resolved

**Code Black – Bomb Threat**

<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Notify Incident Command of Police All Clear status
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete documentation as required

<b>Code Black – Suspicious Package – Stage 3 – Security Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Go to Code location; liaise with Department Lead
<input type="checkbox"/>	Advise Security Command of arrival
<input type="checkbox"/>	Clear immediate area of personnel
<input type="checkbox"/>	Assist with the completion of the Code Black Initial Assessment Checklist (Appendix A) and advise if known threats exist
<input type="checkbox"/>	Ensure that Police have been contacted (via Switchboard / Resource Centre ext. 55555) and advise exact location of package, safe route in for responding Police
<input type="checkbox"/>	Liaise with Police and escort to Incident Command Post
<input type="checkbox"/>	Establish and maintain a cordon
<input type="checkbox"/>	Refer to the "Distances" section in the STOPIED Poster (Appendix Q) to assist in advising Code Team and Department Lead
<input type="checkbox"/>	Remember: "if you can see the package, the package can see you"; use distance and shielding for protection
<input type="checkbox"/>	Liaise with Dept. Lead to get direction on Code Green
<input type="checkbox"/>	Assist with Code Green as required
<input type="checkbox"/>	Liaise with Code Team to determine secondary hazards in the area (i.e. gas lines, electric lines, etc.)
<input type="checkbox"/>	Pass on information regarding additional hazards to Incident Command Post and Police
<input type="checkbox"/>	If possible, establish video feed of package and advise Police via Incident Commander
<input type="checkbox"/>	Police will perform render-safe procedures on the package and will advise when the Code has been resolved
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Ensure Incident Commander is aware of Police All Clear status
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete documentation as required

**Code Black – Bomb Threat**

<b>Code Black – Suspicious Vehicle – Stage 1 – Security Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Go to Code location; liaise with Staff / Department Lead
<input type="checkbox"/>	Advise Security Command of arrival
<input type="checkbox"/>	Assist with the completion of the Code Black Initial Assessment Checklist (Appendix A) and advise if known threats exist
<input type="checkbox"/>	Escalate to Stage 2 or 3 as per assessment criteria; advise Department Lead
<input type="checkbox"/>	Ensure that only a LIMITED amount of time is used to locate the owner within the immediate area
<input type="checkbox"/>	Review any video of area if possible to attempt to identify owner, or determine if vehicle was intentionally placed
<input type="checkbox"/>	Advise Department Lead of the results of the video review
<input type="checkbox"/>	If owner of package located, confirm contents of vehicle, and notify Department Lead of the "All Clear"
<input type="checkbox"/>	If owner not located, and NO threats exist, consider arranging to have vehicle towed as necessary
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Department Lead when Code has been resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete documentation as required

<b>Code Black – Suspicious Vehicle – Stage 2 – Security Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Go to Code location; liaise with Department Lead
<input type="checkbox"/>	Advise Security Command of arrival
<input type="checkbox"/>	Perform a review of video surveillance of vehicle
<input type="checkbox"/>	Clear immediate area of personnel
<input type="checkbox"/>	Assist with the completion of the Code Black Initial Assessment Checklist (Appendix A) and advise if known threats exist
<input type="checkbox"/>	Establish and maintain a cordon
<input type="checkbox"/>	Ensure that Police have been contacted (via Switchboard / Resource Centre ext. 55555) and advise exact location of vehicle, provide safe route to ICP that does not pass near vehicle - keeping buildings between responders and vehicle
<input type="checkbox"/>	Liaise with Police and escort to the Incident Command Post
<input type="checkbox"/>	Liaise with Department Lead to get direction on Code Green
<input type="checkbox"/>	Assist with Code Green as required
<input type="checkbox"/>	Refer to the "Distances" section in the STOPIED Poster (Appendix Q) to assist in advising Code Team and Department Lead
<input type="checkbox"/>	Remember: "if you can see the vehicle, the vehicle can see you"; use distance and shielding for protection
<input type="checkbox"/>	Liaise with Code Team to determine secondary hazards in the area (i.e. gas lines, electric lines, etc.)
<input type="checkbox"/>	Police will perform render-safe procedures on the package and will advise when the Code has been resolved
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Notify Incident Command of Police All Clear status
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete documentation as required

<b>Code Black – Suspicious Vehicle – Stage 3 – Security Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Go to Code location; liaise with Department Lead
<input type="checkbox"/>	Advise Security Command of arrival
<input type="checkbox"/>	Clear immediate area of personnel
<input type="checkbox"/>	Assist with the completion of the Code Black Initial Assessment Checklist (Appendix A) and advise if known threats exist
<input type="checkbox"/>	Ensure that Police have been contacted (via Switchboard / Resource Centre ext. 55555) and advise exact location of package, safe route in for responding Police
<input type="checkbox"/>	Liaise with Police and escort to Incident Command Post
<input type="checkbox"/>	Establish and maintain a cordon
<input type="checkbox"/>	Refer to the "Distances" section in the STOPIED Poster (Appendix Q) to assist in advising Code Team and Department Lead
<input type="checkbox"/>	Remember: "if you can see the package, the package can see you"; use distance and shielding for protection
<input type="checkbox"/>	Liaise with Dept. Lead to get direction on Code Green
<input type="checkbox"/>	Assist with Code Green as required
<input type="checkbox"/>	Liaise with Code Team to determine secondary hazards in the area (i.e. gas lines, electric lines, etc.)
<input type="checkbox"/>	Pass on information regarding additional hazards to Incident Command Post and Police
<input type="checkbox"/>	If possible, establish video feed of package and advise Police via Incident Commander
<input type="checkbox"/>	Police will perform render-safe procedures on the package and will advise when the Code has been resolved
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Ensure Incident Commander is aware of Police All Clear status
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete documentation as required

**Code Black – Bomb Threat****Code Black – Suspicious Substance – Stage 1 – Security Job Action Sheet**

<b>Definition</b>	There is no Stage 1 – <b>Go to Stage 3</b>
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**Code Black – Suspicious Substance – Stage 2 – Security Job Action Sheet**

<b>Definition</b>	There is no Stage 2 – <b>Go to Stage 3</b>
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**Code Black – Suspicious Substance – Stage 3 – Security Job Action Sheet****Step 1 – Activate and Notify**

<input type="checkbox"/>	Receive Code Alert
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**Step 2 – Action Plan**

<input type="checkbox"/>	Liaise with Department Lead; assist in selecting an appropriate and safe Incident Command Post location
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<input type="checkbox"/>	<b>DO NOT ATTEND THE EXACT LOCATION OF THE PACKAGE AND KEEP A SAFE DISTANCE</b>
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<input type="checkbox"/>	Advise Security Command of arrival and location
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<input type="checkbox"/>	Ensure a liaison is assigned to meet with responding emergency personnel; escort to ICP
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<input type="checkbox"/>	<b>STAY AWAY</b> from the area in which the contamination or exposure has occurred
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<input type="checkbox"/>	Anyone who attends contaminated area is to be considered contaminated
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<input type="checkbox"/>	Assist Incident Commander in locating a safe room to isolate exposed persons (if exposed persons haven't already isolated themselves)
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<input type="checkbox"/>	Ensure that the safe location is close to the original contamination zone to minimize facility contamination
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<input type="checkbox"/>	Establish a cordon to keep personnel away from the area
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**Step 3 – All Clear**

<input type="checkbox"/>	Receive Code Alert: All Clear
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**Step 4 – Post Incident**

<input type="checkbox"/>	Assist as required
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<input type="checkbox"/>	Complete documentation as required
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<input type="checkbox"/>	Assist in developing a list of names of any persons contaminated/exposed or believed to be contaminated/exposed
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## Code Black – Bomb Threat

### Appendix F – Code Team Job Action Sheet / Checklist

Code Team Job Action Sheets	Refer to:
Bomb Threat	<a href="#">Bomb Threat Job Action Sheets</a>
Suspicious Package	<a href="#">Suspicious Package Job Action Sheets</a>
Suspicious Vehicle	<a href="#">Suspicious Vehicle Job Action Sheets</a>
Suspicious Substance	<a href="#">Suspicious Substance Job Action Sheets</a>

Code Black – Bomb Threat – Stage 1 – Code Team Job Action Sheet	
Definition	There is no Stage 1 – Go to Stage 2 or 3

Code Black – Bomb Threat – Stage 2 – Code Team Job Action Sheet	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Contact other Code Team members and arrange a safe meeting location
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Liaise with the person that received the Bomb Threat
<input type="checkbox"/>	Ensure Bomb Threat Telephone Checklist (Appendix O) has been completed
<input type="checkbox"/>	Ensure the person who received the threat is available for police interview
<input type="checkbox"/>	If threat is in letter form, ensure that the letter/envelope is not handled
<input type="checkbox"/>	Direct Department Leads to initiate a check of their departments for out of place items utilizing Department Search Checklist (Appendix R); Facilities to check all mechanical areas and Security to check all public and outside areas
<input type="checkbox"/>	Ensure Security reviews the video
<input type="checkbox"/>	Direct Switchboard / Resource Centre to activate EOC Hotline ext. 45555 to receive Department Search Checklist results
<input type="checkbox"/>	Coordinate with Security the search of common areas / parking / mechanical areas; use utilizing Department Search Checklist (Appendix R); provide results to EOC Hotline ext. 45555
<input type="checkbox"/>	If a suspicious package is located, DO NOT MOVE PACKAGE and go to Code Black Suspicious Package – Stage 3; notify Incident Command Post and call Switchboard / Resource Centre ext. 55555
<input type="checkbox"/>	If no suspicious package found, discuss with Incident Command Post and Police re: secondary searches and move towards downgrade
<input type="checkbox"/>	Contact the Switchboard / Resource Centre ext. 55555 to give the information for the Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	In consultation with Police and Incident Command Post, determine when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete documentation as required

Code Black – Bomb Threat – Stage 3 – Code Team Job Action Sheet	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Contact other Code Team members and arrange a safe meeting location
<input type="checkbox"/>	If not already done so, complete Code Black Initial Assessment Checklist (Appendix A) and ensure Stage 3 has been confirmed

**Code Black – Bomb Threat**

<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Liaise with Department Lead / Incident Commander
<input type="checkbox"/>	Ensure Bomb Threat Telephone Checklist (Appendix O) has been completed
<input type="checkbox"/>	Ensure Security escorts Police to Incident Command Post
<input type="checkbox"/>	Direct Department Leads to initiate a check of their departments for out of place items utilizing Department Search Checklist (Appendix R); Facilities to check all mechanical areas and Security to check all public and outside areas
<input type="checkbox"/>	Ensure employee who received the threat is available for Police interview
<input type="checkbox"/>	If threat is in letter form, ensure that the letter/envelope is not handled any more than necessary
<input type="checkbox"/>	If threat contains location information of the alleged device, check that location for suspicious package
<b>If device found:</b>	
<input type="checkbox"/>	If device or suspicious package located, begin evacuation of area immediately
<input type="checkbox"/>	Consider secondary devices, perform rapid cursory search of evacuation routes and assembly areas
<input type="checkbox"/>	Ensure safe stand-off distance (evacuation distance from package) is maintained; Refer to the "Distances" section in the STOPIED Poster (Appendix Q) for evacuation distances
<input type="checkbox"/>	Police will perform Render Safe Procedures on the suspicious package
<input type="checkbox"/>	Go to Code Black Suspicious Package – Stage 3
<b>If no device found:</b>	
<input type="checkbox"/>	If NO device or suspicious package located, check similar areas and downgrade to Stage 2
<input type="checkbox"/>	Utilize Department Search Checklist (Appendix R) as required; advise Switchboard / Resource Centre to activate EOC Hotline ext. 45555
<input type="checkbox"/>	Liaise with Police and provide information
<input type="checkbox"/>	Update Switchboard / Resource Centre ext. 55555 with additional information for the Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	In consultation with Police and Incident Command Post, determine when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete documentation as required

**Code Black – Bomb Threat**

<b>Code Black – Suspicious Package – Stage 1 – Code Team Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	N/A
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

<b>Code Black – Suspicious Package – Stage 2 – Code Team Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Go to Code location; liaise with Department Lead
<input type="checkbox"/>	Assist with the completion of the Code Black Initial Assessment Checklist (Appendix A)
<input type="checkbox"/>	Ensure that Police have been contacted (via Switchboard / Resource Centre ext. 55555) and advise exact location of package, safe route in for responding Police
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Clear immediate area of personnel
<input type="checkbox"/>	Refer to the "Distances" section in the STOPIED Poster (Appendix Q)
<input type="checkbox"/>	Assist Incident Commander with determining safe Incident Command Post location utilizing distance and shielding to protect from the package
<input type="checkbox"/>	Liaise with Incident Commander to get direction on Code Green
<input type="checkbox"/>	Assist with Code green as required
<input type="checkbox"/>	Facilities Management Team members to provide, site maps, prepare for HVAC shutdown as requested, information on secondary hazards in the area (i.e. gas lines, electric lines, etc.)
<input type="checkbox"/>	Police will perform render-safe procedures on the package and will advise when the Code has been resolved
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Liaise with Police and Incident Commander and determine when All Clear has been achieved
<input type="checkbox"/>	Incident Commander will advise the Director On-Call that the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete documentation as required

<b>Code Black – Suspicious Package – Stage 3 – Code Team Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Go to Code location; liaise with Department Lead
<input type="checkbox"/>	Assist with the completion of the Code Black Initial Assessment Checklist (Appendix A)
<input type="checkbox"/>	Ensure that Police have been contacted (via Switchboard / Resource Centre ext. 55555) and advise exact location of package, safe route in for responding Police
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Clear immediate area of personnel
<input type="checkbox"/>	Refer to the "Distances" section in the STOPIED Poster (Appendix Q)
<input type="checkbox"/>	Assist Incident Commander with determining safe Incident Command Post location utilizing distance and shielding to protect from the package

**Code Black – Bomb Threat**

<input type="checkbox"/>	Facilities Management Team members to provide information on secondary hazards in the area (i.e. gas line, electrical lines, etc.); prepare for HVAC shutdown as requested
<input type="checkbox"/>	Refer to Site Maps and Floor Plans as needed
<input type="checkbox"/>	Liaise with Incident Commander to get direction on Code Green
<input type="checkbox"/>	Assist with Code green as required
<input type="checkbox"/>	Police will perform render-safe procedures on the package and will advise when the Code has been resolved
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Liaise with Police and Incident Commander and determine when All Clear has been achieved
<input type="checkbox"/>	Incident Commander will advise the Director On-Call that the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete documentation as required

**Code Black – Bomb Threat**

<b>Code Black – Suspicious Vehicle – Stage 1 – Code Team Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	N/A
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

<b>Code Black – Suspicious Vehicle – Stage 2 – Code Team Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Go to Code location; liaise with Department Lead
<input type="checkbox"/>	Assist with the completion of the Code Black Initial Assessment Checklist (Appendix A)
<input type="checkbox"/>	Contact Switchboard / Resource Centre ext. 55555 and update the Code Stage (1, 2, or 3) as required
<input type="checkbox"/>	Ensure that Security have been contacted and are attending
<input type="checkbox"/>	Ensure that Police have been contacted (via Switchboard / Resource Centre ext. 55555) and advise exact location of package, safe route in for responding Police
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Assist Incident Commander with determining safe Incident Command Post location utilizing distance and shielding to protect from the vehicle
<input type="checkbox"/>	Clear immediate area of personnel
<input type="checkbox"/>	Refer to the "Distances" section in the STOPIED Poster (Appendix Q)
<input type="checkbox"/>	Liaise with Incident Commander to get direction on Code Green
<input type="checkbox"/>	Assist with Code green as required
<input type="checkbox"/>	Liaise with Security to determine secondary hazards in the area (i.e. gas lines, electric lines, etc.)
<input type="checkbox"/>	Police will perform render-safe procedures on the package and will advise when the Code has been resolved
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Liaise with Police and Incident Commander and determine when All Clear has been achieved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete documentation as required

<b>Code Black – Suspicious Vehicle – Stage 3 – Code Team Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Go to Code location; liaise with Department Lead
<input type="checkbox"/>	Assist with the completion of the Code Black Initial Assessment Checklist (Appendix A)
<input type="checkbox"/>	Contact Switchboard / Resource Centre ext. 55555 and update the Code Stage (1, 2, or 3) as required
<input type="checkbox"/>	Ensure that Security have been contacted and are attending
<input type="checkbox"/>	Ensure that Police have been contacted (via Switchboard / Resource Centre ext. 55555) and advise exact location of package, safe route in for responding Police
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Assist Incident Commander with determining safe Incident Command Post location utilizing distance and shielding to protect from the vehicle

**Code Black – Bomb Threat**

<input type="checkbox"/>	Clear immediate area of personnel
<input type="checkbox"/>	Refer to the "Distances" section in the STOPIED Poster (Appendix Q)
<input type="checkbox"/>	Liaise with Incident Commander to get direction on Code Green
<input type="checkbox"/>	Assist with Code green as required
<input type="checkbox"/>	Liaise with Security to determine secondary hazards in the area (i.e. gas lines, electric lines, etc.)
<input type="checkbox"/>	Police will perform render-safe procedures on the package and will advise when the Code has been resolved
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Liaise with Police and Incident Commander and determine when All Clear has been achieved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete documentation as required

## Code Black – Bomb Threat

**Code Black – Suspicious Substance – Stage 1 – Code Team Job Action Sheet**

<b>Definition</b>	There is no Stage 1 – <b>Go to Stage 3</b>
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**Code Black – Suspicious Substance – Stage 2 – Code Team Job Action Sheet**

<b>Definition</b>	There is no Stage 2 – <b>Go to Stage 3</b>
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**Code Black – Suspicious Substance – Stage 3 – Code Team Job Action Sheet**

<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Go to Code location remaining at an appropriate and safe Incident Command Post location
<input type="checkbox"/>	Assist with the completion of the Code Black Initial Assessment Checklist (Appendix A)
<input type="checkbox"/>	Ensure that Security have been contacted and are attending
<input type="checkbox"/>	Ensure that Police have been contacted (via Switchboard / Resource Centre ext. 55555) and provide information gathered in Code Black Initial Assessment Checklist (Appendix A)
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Liaise with Department Lead; assist in selecting an appropriate and safe Incident Command Post location
<input type="checkbox"/>	Ensure Security liaison with responding emergency personnel and escort to ICP
<input type="checkbox"/>	Call CBRNE Vendor via Switchboard / Resource Centre ext. 55555
<input type="checkbox"/>	STAY AWAY from the area in which the contamination or exposure has occurred
<input type="checkbox"/>	Anyone who attends contaminated area is to be considered contaminated
<input type="checkbox"/>	If not already done so, remotely (i.e. by phone or calling out) instruct any contaminated or exposed persons to move away from the package into an adjoining room and remain
<input type="checkbox"/>	Ensure Facilities Management has shut down HVAC of affected department, if safe to do so
<input type="checkbox"/>	Police will evaluate the substance and take command of the scene
<input type="checkbox"/>	Assist Occupational Health to track names of people possibly contaminated to forward to Public Health in the event that the substance is noxious
<b>Establish Hot Zone (area where contamination or exposure HAS occurred)</b>	
<input type="checkbox"/>	Advise all Hot Zone people to remain in location; move away from contaminated package or substance
<input type="checkbox"/>	Police may enter the Hot Zone for the purpose of assessing the substance (this will take time)
<input type="checkbox"/>	Police and Fire Services will advise on decontamination and treatment requirements for people within the Hot Zone
<b>Consider Warm Zone (area in which contamination hasn't occurred, but will become working area for emergency services)</b>	
<input type="checkbox"/>	This will be the area that responding emergency personnel will be using for decontamination as well as entry/exit
<input type="checkbox"/>	Maintain this area free and clear of personnel and equipment
<input type="checkbox"/>	Staff will need to wait for direction from Police
<b>Establish Cold Zone (area in which contamination or exposure has NOT occurred)</b>	
<input type="checkbox"/>	Anyone who is already in the Cold Zone SHALL NOT enter the area that the contamination has occurred
<input type="checkbox"/>	Anyone in the Hot Zone SHALL NOT enter the Cold Zone unless decontaminated or deemed safe by emergency response personnel
<input type="checkbox"/>	If any persons exit the Hot Zone into the Cold Zone, that Cold Zone area then is to be considered a Hot Zone and Zone boundaries must be adjusted accordingly
<input type="checkbox"/>	Staff can continue to work or be sent home (consult the Incident Commander)
<input type="checkbox"/>	Staff will be directed based decisions of responding emergency personnel
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Responding emergency personnel will advise when the Code has been resolved
<input type="checkbox"/>	Advise Incident Commander of the "All Clear" status
<input type="checkbox"/>	Receive Code Alert: All Clear

**Code Black – Bomb Threat**

<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete documentation as required
<input type="checkbox"/>	Assist in developing and retain a list of names of any persons contaminated/exposed or believed to be contaminated/exposed



**Appendix G – Department Lead Job Action Sheet / Checklist**

<b>Department Lead Job Action Sheets</b>	<b>Refer to:</b>
Bomb Threat	<a href="#">Bomb Threat Job Action Sheets</a>
Suspicious Package	<a href="#">Suspicious Package Job Action Sheets</a>
Suspicious Vehicle	<a href="#">Suspicious Vehicle Job Action Sheets</a>
Suspicious Substance	<a href="#">Suspicious Substance Job Action Sheets</a>

**Code Black – Bomb Threat – Stage 1 – Department Lead Job Action Sheet**

<b>Definition</b>	There is no Stage 1 – <b>Go to Stage 2 or 3</b>
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**Code Black – Bomb Threat – Stage 2 – Department Lead Job Action Sheet**

<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	If Staff receive the threat, direct employee receiving the threat to immediately complete the Bomb Threat Telephone Checklist (Appendix O)
<input type="checkbox"/>	Complete the Code Black Initial Assessment Checklist (Appendix A) if not already done so; contact the Switchboard / Resource Centre ext. 55555 and advise of Code Black - Bomb Threat - Stage 2
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Direct Staff to check the department, adjacent hallways and stairwells for out of place items
<input type="checkbox"/>	Complete the Department Search Checklist (Appendix R)
<input type="checkbox"/>	Call the EOC Hotline ext. 45555 to report the search results
<input type="checkbox"/>	Update the Manager On-Call
<input type="checkbox"/>	If suspicious package found, go immediately to Code Black Suspicious Package Stage 3; advise Switchboard / Resource Centre ext. 55555
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete documentation as required

**Code Black – Bomb Threat – Stage 3 – Department Lead Job Action Sheet**

<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	If Staff receive the threat, direct employee receiving the threat to immediately complete the Bomb Threat Telephone Checklist (Appendix O)
<input type="checkbox"/>	Complete the Code Black Initial Assessment Checklist (Appendix A) if not already done so; contact the Switchboard / Resource Centre ext. 55555 and advise of Code Black - Bomb Threat - Stage 2
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Direct Staff to check the department, adjacent hallways and stairwells for out of place items
<input type="checkbox"/>	Complete the Department Search Checklist (Appendix R)
<input type="checkbox"/>	Call the EOC Hotline ext. 45555 to report the search results
<input type="checkbox"/>	Update the Manager On-Call
<input type="checkbox"/>	If suspicious package found, go immediately to Code Black Suspicious Package Stage 3; advise Switchboard / Resource Centre ext. 55555
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete documentation as required

**Code Black – Bomb Threat****Code Black – Suspicious Package – Stage 1 – Department Lead Job Action Sheet****Step 1 – Activate and Notify**

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | If employee has located a package that has a threat attached, or it looks like an explosive device go directly to Code Black – Suspicious Package – Stage 3   |
| <input type="checkbox"/> | If owner located and contents are not a threat, no further action required  |
| <input type="checkbox"/> | If unable to locate owner within a LIMITED period of time, complete the Code Black Initial Assessment Checklist (Appendix A) ; advise the Switchboard / Resource Centre ext. 55555 of Code Black - Suspicious Package - Stage 1 - Site - Location |

**Step 2 – Action Plan**

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Liaise with Security and provide details of package                                   |
| <input type="checkbox"/> | Go to Level 2 or Level 3 as indicated by assessment and in consultation with Security |
| <input type="checkbox"/> | Update Manager On-Call as required  |

**Step 3 – All Clear**

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Security will advise when the Code has been resolved                  |
| <input type="checkbox"/> | Contact Switchboard / Resource Centre ext. 55555 and advise All Clear |

**Step 4 – Post Incident**

- |                          |                                    |
|--------------------------|------------------------------------|
| <input type="checkbox"/> | Assist as required                 |
| <input type="checkbox"/> | Complete documentation as required |

**Code Black – Suspicious Package – Stage 2 – Department Lead Job Action Sheet****Step 1 – Activate and Notify**

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | If employee has located a package that has a threat attached, or it looks like an explosive device go directly to Code Black – Suspicious Package – Stage 3 |
| <input type="checkbox"/> | Complete the Code Black Initial Assessment Checklist (Appendix A), if not already done so   |
| <input type="checkbox"/> | Liaise with Manager On-Call/Risk to do determine if there are any general risk conditions as discussed in the Initial Assessment Checklist                  |
| <input type="checkbox"/> | Contact Switchboard / Resource Centre ext. 55555 and advise of Code Black - Suspicious Package - Stage 2 - Site - Location                                  |
| <input type="checkbox"/> | Receive Code Alert  |

**Step 2 – Action Plan**

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Clear immediate area of personnel   |
| <input type="checkbox"/> | Establish Incident Command Post location and assume role of Incident Commander; don the IC Vest     |
| <input type="checkbox"/> | Advise Switchboard / Resource Centre ext. 55555 of Code Team arrival                                |
| <input type="checkbox"/> | Refer to the evacuation "Distances" section in the STOPIED Poster (Appendix Q)                      |
| <input type="checkbox"/> | If Code Green has been announced then ensure all employees in area are aware                        |
| <input type="checkbox"/> | Initiate Code Green and evacuation routes based on the general location of the package              |
| <input type="checkbox"/> | Liaise with Code Team to determine the approximate location and its impact on any evacuation routes |
| <input type="checkbox"/> | If safe, direct employees to continue to canvas for the owner of the package                        |
| <input type="checkbox"/> | If the owner is located, notify Police and await further instructions                               |
| <input type="checkbox"/> | Update Manager On-Call  |
| <input type="checkbox"/> | If owner not located, standby for further instructions from Police/Code Team                        |
| <input type="checkbox"/> | Contact Switchboard / Resource Centre ext. 55555 to provide information for Code Update Email       |

**Step 3 – All Clear**

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | Receive notification of All Clear status from Police/Code Team |
| <input type="checkbox"/> | Relay to the Manager On-Call that the Code has been resolved   |
| <input type="checkbox"/> | Receive Code Alert: All Clear                                  |

**Step 4 – Post Incident**

- |                          |                                    |
|--------------------------|------------------------------------|
| <input type="checkbox"/> | Assist as required                 |
| <input type="checkbox"/> | Complete documentation as required |

<b>Code Black – Suspicious Package – Stage 3 – Department Lead Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Go to Code location; liaise with Department Lead
<input type="checkbox"/>	Assist with the completion of the Code Black Initial Assessment Checklist (Appendix A)
<input type="checkbox"/>	Ensure that Police have been contacted (via Switchboard / Resource Centre ext. 55555) and advise exact location of package, safe route in for responding Police
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Clear immediate area of personnel
<input type="checkbox"/>	Refer to the "Distances" section in the STOPIED Poster (Appendix Q)
<input type="checkbox"/>	Assist Incident Commander with determining safe Incident Command Post location utilizing distance and shielding to protect from the package
<input type="checkbox"/>	Facilities Management Team members to provide information on secondary hazards in the area (i.e. gas line, electrical lines, etc.); prepare for HVAC shutdown as requested
<input type="checkbox"/>	Refer to Site Maps and Floor Plans as needed
<input type="checkbox"/>	Liaise with Incident Commander to get direction on Code Green
<input type="checkbox"/>	Assist with Code green as required
<input type="checkbox"/>	Police will perform render-safe procedures on the package and will advise when the Code has been resolved
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Liaise with Police and Incident Commander and determine when All Clear has been achieved
<input type="checkbox"/>	Incident Commander will advise the Director On-Call that the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete documentation as required

## Code Black – Bomb Threat

### Code Black – Suspicious Vehicle – Stage 1 – Department Lead Job Action Sheet

#### Step 1 – Activate and Notify

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | If employee has located a unattended vehicle that has a threat attached, or appears to be an explosive device, go directly to Code Black – Suspicious Vehicle – Stage 3 |
|                          | Complete the Code Black Initial Assessment Checklist (Appendix A)   |
|                          | Contact Switchboard / Resource Centre ext. 55555 and advise of Code Black - Suspicious Package - Stage 1 - Site - Location  |

#### Step 2 – Action Plan

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | If unattended vehicle located, assist staff in attempting to locate the owner. |
|                          | Ensure only a limited amount of time is spent sourcing the owner               |
|                          | Liaise with Security and provide details of suspicious vehicle                 |
|                          | Go to Stage 2 or Stage 3 as indicated by assessment or Code Alert              |

#### Step 3 – All Clear

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | If owner located, and no threat exists then All Clear can be issued   |
|                          | Contact Switchboard / Resource Centre ext. 55555 and advise All Clear |

#### Step 4 – Post Incident

- |                          |                                    |
|--------------------------|------------------------------------|
| <input type="checkbox"/> | Assist as required                 |
| <input type="checkbox"/> | Complete documentation as required |

### Code Black – Suspicious Vehicle – Stage 2 – Department Lead Job Action Sheet

#### Step 1 – Activate and Notify

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | If an unattended vehicle is located that has a threat attached, or appears to be an explosive device, notify the Switchboard / Resource Centre ext. 55555 and go directly to Code Black – Suspicious Vehicle – Stage 3 |
| <input type="checkbox"/> | Complete the Code Black Initial Assessment Checklist (Appendix A), if not already done so  |
| <input type="checkbox"/> | Liaise with Manager On-Call /Risk to do determine if there are any general risk conditions as discussed in the Code Black Initial Assessment Checklist (Appendix A)  |
| <input type="checkbox"/> | Contact Switchboard / Resource Centre ext. 55555 and advise if change to Stage (1, 2 or 3)   |
| <input type="checkbox"/> | Receive Code Alert   |

#### Step 2 – Action Plan

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | Establish Incident Command Post location utilizing distance and shielding to protect from the vehicle and assume role of Incident Commander; don the IC Vest |
| <input type="checkbox"/> | Clear immediate area of personnel  |
| <input type="checkbox"/> | Refer to the "Distances" section in the STOPIED Poster (Appendix Q)  |
| <input type="checkbox"/> | Direct Security to cordon area   |
| <input type="checkbox"/> | Notify Switchboard / Resource Centre ext. 55555 and advise of Code Team arrival  |
| <input type="checkbox"/> | Liaise with Code Team to determine secondary hazards in the area (i.e. gas lines, electric lines, etc.)  |
| <input type="checkbox"/> | Liaise with Police to determine evacuation routes  |
| <input type="checkbox"/> | Initiate Code Green  |
| <input type="checkbox"/> | Update Manager On-Call   |
| <input type="checkbox"/> | If safe, direct employees to continue to search for the owner of the vehicle   |
| <input type="checkbox"/> | If the owner is located, notify Police and standby for further directions  |
| <input type="checkbox"/> | If owner not located, continue with Code Green procedures and await further instruction  |
| <input type="checkbox"/> | Contact Switchboard / Resource Centre and provide information for Code Update Email  |

#### Step 3 – All Clear

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | Receive notification of All Clear status from Police/Code Team |
| <input type="checkbox"/> | Advise Manager On-Call that the Code has been resolved         |
| <input type="checkbox"/> | Receive Code Alert: All Clear                                  |

#### Step 4 – Post Incident

- |                          |                                    |
|--------------------------|------------------------------------|
| <input type="checkbox"/> | Assist as required                 |
| <input type="checkbox"/> | Complete documentation as required |

<b>Code Black – Suspicious Vehicle – Stage 3 – Department Lead Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Contact the Switchboard / Resource Centre ext. 55555 and advise of Code Black - Suspicious Vehicle - Stage 3
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post location utilizing distance and shielding to protect from the vehicle and assume role of Incident Commander; don the IC Vest
<input type="checkbox"/>	Clear immediate area of personnel
<input type="checkbox"/>	Refer to the "Distances" section in the STOPIED Poster (Appendix Q)
<input type="checkbox"/>	Direct Security to cordon area
<input type="checkbox"/>	Notify Switchboard / Resource Centre ext. 55555 and advise of Code Team arrival
<input type="checkbox"/>	Initiate Code Green
<input type="checkbox"/>	Update Manager On-Call
<input type="checkbox"/>	Liaise with Code Team to determine secondary hazards in the area (i.e. gas lines, electric lines, etc.)
<input type="checkbox"/>	Liaise with Police to determine evacuation routes
<input type="checkbox"/>	Contact Switchboard / Resource Centre and provide information for Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Police/Code Team regarding Code resolution
<input type="checkbox"/>	Advise Manager On-Call that the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete documentation as required

**Code Black – Bomb Threat****Code Black – Suspicious Substance – Stage 1 – Department Lead Job Action Sheet**

<b>Definition</b>	There is no Stage 1 – <b>Go to Stage 3</b>
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**Code Black – Suspicious Substance – Stage 2 – Department Lead Job Action Sheet**

<b>Definition</b>	There is no Stage 2 – <b>Go to Stage 3</b>
-------------------	--

**Code Black – Suspicious Substance – Stage 3 – Department Lead Job Action Sheet**

<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	If contact is made with an unknown substance, from a mail package, unattended package, or someone has thrown an unknown substance, remain in location; call Switchboard / Resource Centre ext. 55555
<input type="checkbox"/>	If a staff member advises that they have come into contact with an unknown substance, call Switchboard / Resource Centre ext. 55555 and advise of Code Black – Suspicious Substance - Stage 3 - Site - Location
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<b>If Department Lead is in the area of the unknown substance; Hot Zone (contamination or exposure likely)</b>	
<input type="checkbox"/>	Establish Incident Command Post and assume role of Incident Commander; don IC vest until relieved by Manager On-Call in Cold Zone
<input type="checkbox"/>	Move people slowly away from unknown substance, into another nearby room if possible
<input type="checkbox"/>	Notify Switchboard / Resource Centre ext. 55555 and advise of Code Team arrival
<input type="checkbox"/>	Liaise with Police and remain present to provide information
<input type="checkbox"/>	Keep people within the department or area and await further instructions from Police
<input type="checkbox"/>	DO NOT allow people to leave the area until directed by Police
<input type="checkbox"/>	Follow direction of responding emergency services
<input type="checkbox"/>	Police will take command of the scene
<input type="checkbox"/>	Consider Code Green; initiate as directed by Police
<input type="checkbox"/>	Make phone contact with Director On-Call and provide update
<input type="checkbox"/>	Police will enter Hot Zone and evaluate the substance and take over the scene and provide instructions (understand this will take time)
<input type="checkbox"/>	Responding emergency services will advise on decontamination and medical treatment requirements
<input type="checkbox"/>	Call CBRNE Vendor via Switchboard / Resource Centre ext. 55555 to assist with decontamination as required
<input type="checkbox"/>	Ensure people are triaged and treated once decontaminated or deemed safe by emergency responders
<input type="checkbox"/>	Contact Switchboard / Resource Centre and provide information for Code Update Email
<b>If Department Lead is in Cold Zone (contamination or exposure unlikely)</b>	
<input type="checkbox"/>	DO NOT enter the area of the package/substance (Hot Zone)
<input type="checkbox"/>	Persons who enter the area of the package will be considered contaminated
<input type="checkbox"/>	Staff may be directed to stay in the unaffected department until directed
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Emergency responders will advise when the Code has been resolved and decontamination is complete.
<input type="checkbox"/>	Advise Director On-Call that the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete documentation as required

## Code Black – Bomb Threat

### Appendix H – Manager On-Call Job Action Sheet / Checklist

Manager On-Call Job Action Sheets		Refer to:
Bomb Threat		<a href="#">Bomb Threat Job Action Sheets</a>
Suspicious Package		<a href="#">Suspicious Package Job Action Sheets</a>
Suspicious Vehicle		<a href="#">Suspicious Vehicle Job Action Sheets</a>
Suspicious Substance		<a href="#">Suspicious Substance Job Action Sheets</a>
<b>Code Black – Bomb Threat – Stage 1 – Manager On-Call Job Action Sheet</b>		
<b>Definition</b>	There is no Stage 1 – Go to Stage 2 or 3	
<b>Code Black – Bomb Threat – Stage 2 – Manager On-Call Job Action Sheet</b>		
<b>Step 1 – Activate and Notify</b>		
<input type="checkbox"/>	Receive Code Alert	
<b>Step 2 – Action Plan</b>		
<input type="checkbox"/>	Report to the site the Bomb Threat was received	
<input type="checkbox"/>	Establish Incident Command Post in ED/UCC and assume role of Incident Commander; don the IC vest	
<input type="checkbox"/>	Liaise with Code Team, Security and Police	
<input type="checkbox"/>	Initiate general checks for items out of place (suspicious packages) utilizing Department Search Checklist (Appendix R) and track compliance using Site Specific Department Checklists (Appendix S)	
<input type="checkbox"/>	Ensure Department Leads report search results to EOC Hotline ext. 45555	
<input type="checkbox"/>	Contact the Director On-Call and advise of the threat and impact on operations	
<b>Step 3 – All Clear</b>		
<input type="checkbox"/>	Discuss the All Clear with Police, Code Team, Director On-Call	
<input type="checkbox"/>	Once the Code has been resolved notify the Director On-call	
<input type="checkbox"/>	Receive Code Alert: All Clear	
<b>Step 4 – Post Incident</b>		
<input type="checkbox"/>	Assist as required	
<b>Code Black – Bomb Threat – Stage 3 – Manager On-Call Job Action Sheet</b>		
<b>Step 1 – Activate and Notify</b>		
<input type="checkbox"/>	Receive Code Alert	
<b>Step 2 – Action Plan</b>		
<input type="checkbox"/>	Go to Code location	
<input type="checkbox"/>	Liaise with Department Lead of affected area; assume role of Incident Commander if required; don the IC vest	
<input type="checkbox"/>	Determine impact on patient care and operations if Code Green will be called – based on discussion with Security, Police and Code Team if suspicious package located	
<input type="checkbox"/>	Ensure check for suspicious package in location indicated by threat utilizing Department Search Checklist (Appendix R)	
<input type="checkbox"/>	If a device or package is located ensure that area is immediately evacuated; Refer to the "Distances" section in the STOPIED Poster (Appendix Q) for evacuation distances	
<input type="checkbox"/>	If a device or package is located, go directly to Code Black Suspicious Package Stage 3	
<input type="checkbox"/>	If a device or a package is NOT located, down-grade to a Code Black Bomb Threat Stage 2	
<input type="checkbox"/>	Update Director On-Call	
<input type="checkbox"/>	Ensure Department Leads provide results of Department Search Checklist (Appendix R) to EOC Hotline ext. 45555	
<b>Step 3 – All Clear</b>		
<input type="checkbox"/>	Receive information from Code Team and Police that the Code has been resolved	
<input type="checkbox"/>	Once the Code has been resolved notify the Director On-call	
<input type="checkbox"/>	Receive Code Alert: All Clear	
<b>Step 4 – Post Incident</b>		
<input type="checkbox"/>	Assist as required	

**Code Black – Bomb Threat****Code Black – Suspicious Package – Stage 1 – Manager On-Call Job Action Sheet****Step 1 – Activate and Notify** N/A**Step 2 – Action Plan** No action required**Step 3 – All Clear** N/A**Step 4 – Post Incident** No action required**Code Black – Suspicious Package – Stage 2 – Manager On-Call Job Action Sheet****Step 1 – Activate and Notify** Receive Code Alert Liaise with Department Lead and determine steps taken so far If not already done so, utilize the Code Black Initial Assessment Checklist (Appendix A) to determine Code Stage (1, 2, 3) Ensure that Switchboard / Resource Centre ext. 55555 has been advised**Step 2 – Action Plan** Upon arrival, assume role of Incident Commander; don the IC vest Clear immediate area of personnel Refer to the "Distances" section in the STOPIED Poster (Appendix Q) for evacuation distances If not already done so, determine safe Incident Command Post location utilizing distance and shielding to protect from the package Contact Director On-Call and advise of situation Assist with the Code Green as required Notify Police via Switchboard / Resource Centre ext. 55555 of exact location of package, safe route in for responding Police, and Incident Command Post location Police will perform render-safe procedures on the package and will advise when "All Clear"**Step 3 – All Clear** Receive notification of All Clear status from Police/Code Team Relay to the Director On-Call that the Code has been resolved Receive Code Alert: All Clear**Step 4 – Post Incident** Assist as required Complete documentation as required**Code Black – Suspicious Package – Stage 3 – Manager On-Call Job Action Sheet****Step 1 – Activate and Notify** Receive Code Alert Liaise with Department Lead and determine steps taken so far If not already done so, utilize the Code Black Initial Assessment Checklist (Appendix A) to determine Code Stage (1, 2, 3) Ensure that Switchboard / Resource Centre ext. 55555 has been advised**Step 2 – Action Plan** Upon arrival, assume role of Incident Commander; don the IC vest Clear immediate area of personnel Refer to the "Distances" section in the STOPIED Poster (Appendix Q) for evacuation distances If not already done so, determine safe Incident Command Post location utilizing distance and shielding to protect from the package Contact Director On-Call and advise of situation



**Code Black – Bomb Threat**

<input type="checkbox"/>	Assist with the Code Green as required
<input type="checkbox"/>	Notify Police via Switchboard / Resource Centre ext. 55555 of exact location of package, safe route in for responding Police, and Incident Command Post location
<input type="checkbox"/>	Police will perform render-safe procedures on the package and will advise when "All Clear"
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive notification of All Clear status from Police/Code Team
<input type="checkbox"/>	Relay to the Director On-Call that the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete documentation as required

**Code Black – Bomb Threat**

<b>Code Black – Suspicious Vehicle – Stage 1 – Manager On-Call Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	N/A
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

<b>Code Black – Suspicious Vehicle – Stage 2 – Manager On-Call Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Liaise with Department Lead and determine steps taken so far
<input type="checkbox"/>	If not already done so, utilize the Code Black Initial Assessment Checklist (Appendix A) to determine Code Stage (1, 2, 3)
<input type="checkbox"/>	Ensure that Switchboard / Resource Centre ext. 55555 has been advised
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Take over as Incident Commander as required; don the IC Vest; liaise with Code Team and Police
<input type="checkbox"/>	In consultation with Code Team, determine safe Incident Command Post location utilizing distance and shielding to protect from the vehicle. Refer to the "Distances" section in the STOPIED Poster (Appendix Q) for evacuation distances
<input type="checkbox"/>	Receive Code Green status updates
<input type="checkbox"/>	Assist with the Code Green as required
<input type="checkbox"/>	Update Director On-Call as required
<input type="checkbox"/>	Police will perform render-safe procedures on the package and will advise when "All Clear"
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive notification of All Clear status from Police/Code Team
<input type="checkbox"/>	Advise Director On-Call that the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete documentation as required

<b>Code Black – Suspicious Vehicle – Stage 3 – Manager On-Call Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Liaise with Department Lead and determine steps taken so far
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post location utilizing distance and shielding to protect from the vehicle and assume role of Incident Commander; don the IC Vest
<input type="checkbox"/>	Clear immediate area of personnel
<input type="checkbox"/>	Refer to the "Distances" section in the STOPIED Poster (Appendix Q)
<input type="checkbox"/>	Direct Security to cordon area
<input type="checkbox"/>	Receive Code Green status updates
<input type="checkbox"/>	Assist with the Code Green as required
<input type="checkbox"/>	Update Director On-Call
<input type="checkbox"/>	Police will perform render-safe procedures on the package and will advise when "All Clear"

**Code Black – Bomb Threat**

<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Police/Code Team regarding Code resolution
<input type="checkbox"/>	Advise Director On-Call that the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete documentation as required

**Code Black – Bomb Threat****Code Black – Suspicious Substance – Stage 1 – Manager On-Call Job Action Sheet**

<b>Definition</b>	There is no Stage 1 – <b>Go to Stage 3</b>
-------------------	--

**Code Black – Suspicious Substance – Stage 2 – Manager On-Call Job Action Sheet**

<b>Definition</b>	There is no Stage 2 – <b>Go to Stage 3</b>
-------------------	--

**Code Black – Suspicious Substance – Stage 3 – Manager On-Call Job Action Sheet**

<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Liaise with Department Lead from a safe location (Cold Zone) and take over role of Incident Commander; don vest
<input type="checkbox"/>	Determine areas and operations affected; contact affected departments and advise of Code; advise Director On-Call
<input type="checkbox"/>	Consider EMS redirect; advise Niagara EMS and receiving facilities
<input type="checkbox"/>	Liaise with emergency responders
<input type="checkbox"/>	Ensure that names of potentially contaminated/exposed persons are tracked
<input type="checkbox"/>	Speak via phone to Department Lead/Code Team for updates and status reports
<input type="checkbox"/>	Consider calling CBRNE Vendor, discuss with Department Lead/Code Team
<input type="checkbox"/>	Establish the number of people affected
<input type="checkbox"/>	Update Director On-Call
<input type="checkbox"/>	Staff in Cold Zone can continue to work or be sent home (advise Director On-Call accordingly)
<input type="checkbox"/>	Advise Director On-Call of status of incoming shifts
<input type="checkbox"/>	Receive the Code Update Email from Switchboard / Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Police/Code Team regarding Code resolution
<input type="checkbox"/>	Advise Director On-Call that the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete documentation as required

## Appendix I – Director On-Call Job Action Sheet / Checklist

Director On-Call Job Action Sheets	Refer to:
Bomb Threat	<a href="#">Bomb Threat Job Action Sheets</a>
Suspicious Package	<a href="#">Suspicious Package Job Action Sheets</a>
Suspicious Vehicle	<a href="#">Suspicious Vehicle Job Action Sheets</a>
Suspicious Substance	<a href="#">Suspicious Substance Job Action Sheets</a>

Code Black – Bomb Threat – Stage 1 – Director On-Call Job Action Sheet	
<b>Definition</b>	There is no Stage 1 – <b>Go to Stage 2 or 3</b>

Code Black – Bomb Threat – Stage 2 – Director On-Call Job Action Sheet	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Ensure an Incident Commander has been appointed
<input type="checkbox"/>	Liaise with Incident Commander to determine impact on operations
<input type="checkbox"/>	Contact the VP On-Call and advise of the threat and impact on operations
<input type="checkbox"/>	Establish EOC Teleconference Conference Call
<input type="checkbox"/>	Ensure Department Leads conduct checks of departments
<input type="checkbox"/>	Determine impact on operations and consider COOP activation (see Appendix L)
<input type="checkbox"/>	Discuss communication needs with VP On-Call
<input type="checkbox"/>	If package or device found, incident will be upgraded to a Code Black Suspicious Package Stage 3
<input type="checkbox"/>	If package or device NOT found, police will advise on follow up action
<input type="checkbox"/>	EOC Hotline ext. 45555 will receive Department Search Checklists (Appendix R); follow up with Hotline regularly for status of searches
<input type="checkbox"/>	Discuss the results of the search with police and determine follow up actions
<input type="checkbox"/>	Continue to update VP On-Call
<input type="checkbox"/>	Receive Code Update Email from Switchboard / Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	If nothing found upon conclusion of the search, then the incident can be stood down as per Police
<input type="checkbox"/>	Receive notification from Incident Commander that Police have advised All Clear
<input type="checkbox"/>	Advise Switchboard / Resource Centre ext. 55555 of the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Post Incident Debrief as required

Code Black – Bomb Threat – Stage 3 – Director On-Call Job Action Sheet	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Ensure an Incident Commander has been appointed
<input type="checkbox"/>	Liaise with Incident Commander to determine impact on operations
<input type="checkbox"/>	Determine impact on operations and consider COOP activation (see Appendix L)
<input type="checkbox"/>	Contact the VP On-Call and advise of the threat and impact on operations
<input type="checkbox"/>	Continue to liaise with Incident Commander to assess expected course of the Code
<input type="checkbox"/>	Establish EOC Teleconference Conference Call

**Code Black – Bomb Threat**

<input type="checkbox"/>	Ensure Department Leads conduct checks of departments
<input type="checkbox"/>	Update VP On-Call
<input type="checkbox"/>	Discuss communication needs with VP On-Call
<input type="checkbox"/>	Receive Code Update Email from Switchboard / Resource Centre
<b>If device or suspicious package found:</b>	
<input type="checkbox"/>	Ensure that immediate area is cleared of personnel, patients, and visitors; Refer to the "Distances" section in the STOPIED Poster (Appendix Q) for evacuation distances (do not delay evacuation of immediate area around package)
<input type="checkbox"/>	Go to Code Black Suspicious Package Stage 3
<b>If NO device/suspicious package found:</b>	
<input type="checkbox"/>	Discuss the need to search other departments for suspicious packages with Police
<input type="checkbox"/>	Down-grade to Code Black Bomb Threat Stage 2 and initiate checks
<input type="checkbox"/>	Consider partial activation of Emergency Operations Centre if the event appears to be prolonged
<input type="checkbox"/>	EOC Hotline ext. 45555 will receive Department Search Checklists (Appendix R); follow up with Hotline regularly for status of searches
<input type="checkbox"/>	Discuss the results of the search with police and determine follow up actions
<input type="checkbox"/>	Update VP On-Call and discuss next actions
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	If nothing found upon conclusion of the search, then the incident can be stood down as per Police
<input type="checkbox"/>	Receive notification from Incident Commander that Police have advised All Clear
<input type="checkbox"/>	Once operations can be returned to normal, advise VP On-Call of the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Post Incident Debrief Report

**Code Black – Suspicious Package – Stage 1 – Director On-Call Job Action Sheet****Step 1 – Activate and Notify** N/A**Step 2 – Action Plan** No action required**Step 3 – All Clear** N/A**Step 4 – Post Incident** No action required**Code Black – Suspicious Package – Stage 2 – Director On-Call Job Action Sheet****Step 1 – Activate and Notify** Receive Code Alert**Step 2 – Action Plan** Ensure an Incident Commander has been appointed Ensure that immediate area is cleared of personnel, patients, and visitors; Refer to the "Distances" section in the STOPIED Poster (Appendix Q) for evacuation distances (do not delay evacuation of immediate area around package) Ensure Police have been contacted Liaise with Incident Commander to determine impact on operations Brief Incident Commander on the activation of Code Green Liaise with Incident Commander to determine impact on operations Contact VP On-Call and discuss evacuation distances and need for Code Green Ensure evacuation distances are adequate as per Police Determine impact on operations and consider COOP activation (see Appendix L) Establish EOC Teleconference Conference Call Discuss communication needs with VP On-Call If Emergency Department is affected, determine need to redirect incoming EMS patients If it is determined if patient redirect will occur, contact Niagara EMS and receiving facilities and advise Continue to update VP On-Call Receive Code Update Email from Switchboard / Resource Centre**Step 3 – All Clear** Receive notification from Incident Commander that Police have advised All Clear Advise Switchboard / Resource Centre ext. 55555 of the All Clear Receive Code Alert: All Clear Contact EMS and other facilities and advise re: patient redirect is discontinued**Step 4 – Post Incident** Complete Post Incident Debrief**Code Black – Suspicious Package – Stage 3 – Director On-Call Job Action Sheet****Step 1 – Activate and Notify** Receive Code Alert**Step 2 – Action Plan** Ensure an Incident Commander has been appointed Activate and attend EOC (consider location) Ensure that immediate area is cleared of personnel, patients, and visitors; Refer to the "Distances" section in the STOPIED Poster (Appendix Q) for evacuation distances (do not delay evacuation of immediate area around package)

**Code Black – Bomb Threat**

<input type="checkbox"/>	Contact VP On-Call and discuss evacuation distances and need for Code Green (a partial evacuation of area around the package should have already occurred)
<input type="checkbox"/>	Brief Incident Commander on the activation of Code Green
<input type="checkbox"/>	Liaise with Incident Commander to determine impact on operations
<input type="checkbox"/>	Determine impact on operations and consider COOP activation (see Appendix L)
<input type="checkbox"/>	Update VP On-Call
<input type="checkbox"/>	Continue to liaise with Incident Commander to assess expected course of the Code
<input type="checkbox"/>	Ensure Incident Commander is coordinating check of location as indicated in the Bomb Threat
<input type="checkbox"/>	Discuss communication needs with VP On-Call
<input type="checkbox"/>	If Emergency Department is affected, determine need to redirect incoming EMS patients
<input type="checkbox"/>	If it is determined if patient redirect will occur, contact Niagara EMS and receiving facilities and advise
<input type="checkbox"/>	Receive the Code Update Email from Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Incident Commander will advise when Police have determined All Clear status
<input type="checkbox"/>	Once operations can be returned to normal, advise VP On-Call of the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Contact EMS and other facilities and advise re: patient redirect is discontinued
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Post Incident Debrief



**Code Black – Bomb Threat**

<b>Code Black – Suspicious Vehicle – Stage 1 – Director On-Call Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	N/A
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

<b>Code Black – Suspicious Vehicle – Stage 2 – Director On-Call Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Ensure an Incident Commander has been appointed
<input type="checkbox"/>	Ensure that immediate area is cleared of personnel, patients, and visitors; Refer to the "Distances" section in the STOPIED Poster (Appendix Q) for evacuation distances (do not delay evacuation of immediate area around vehicle)
<input type="checkbox"/>	Establish EOC Teleconference Meeting
<input type="checkbox"/>	Contact VP On-Call and discuss evacuation distances and need for Code Green (a partial evacuation of area around the vehicle should have already occurred)
<input type="checkbox"/>	Brief Incident Commander on the activation of Code Green
<input type="checkbox"/>	If changes to evacuation distances area required, ensure Switchboard / Resource Centre ext. 55555 is advised to send PA and email update
<input type="checkbox"/>	Liaise with Incident Commander to determine impact on operations
<input type="checkbox"/>	Determine impact on operations and consider COOP activation (see Appendix L)
<input type="checkbox"/>	Update VP On-Call
<input type="checkbox"/>	Discuss communication needs with VP On-Call
<input type="checkbox"/>	If Emergency Department is affected, determine need to redirect incoming EMS patients
<input type="checkbox"/>	If it is determined if patient redirect will occur, contact Niagara EMS and receiving facilities and advise
<input type="checkbox"/>	Receive the Code Update Email from Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Incident Commander will advise when Police have determined All Clear
<input type="checkbox"/>	Contact Switchboard / Resource Centre ext. 55555 and advise the Code has been resolved
<input type="checkbox"/>	Contact EMS and other facilities and advise patient redirect is discontinued
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Post Incident Debrief

<b>Code Black – Suspicious Vehicle – Stage 3 – Director On-Call Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Ensure an Incident Commander has been appointed
<input type="checkbox"/>	Ensure that immediate area is cleared of personnel, patients, and visitors; Refer to the "Distances" section in the STOPIED Poster (Appendix Q) for evacuation distances (do not delay evacuation of immediate area around vehicle)
<input type="checkbox"/>	Activate and attend EOC (consider location); contact VP On-Call and advise

**Code Black – Bomb Threat**

<input type="checkbox"/>	Contact VP On-Call and discuss evacuation distances and need for Code Green (a partial evacuation of area around the vehicle should have already occurred)
<input type="checkbox"/>	Brief Incident Commander on the activation of Code Green
<input type="checkbox"/>	Liaise with Incident Commander to determine impact on operations
<input type="checkbox"/>	Determine impact on operations and consider COOP activation (see Appendix L)
<input type="checkbox"/>	Update VP On-Call
<input type="checkbox"/>	If changes to evacuation distances area required, ensure Switchboard / Resource Centre ext. 55555 is advised to send PA and email update
<input type="checkbox"/>	Discuss communication needs with VP On-Call
<input type="checkbox"/>	If Emergency Department is affected, determine need to redirect incoming EMS patients
<input type="checkbox"/>	If it is determined if patient redirect will occur, contact Niagara EMS and receiving facilities and advise
<input type="checkbox"/>	Receive the Code Update Email from Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Incident Commander will advise when Police have determined All Clear
<input type="checkbox"/>	Contact VP On-Call and advise All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Contact EMS and other facilities and advise patient redirect is discontinued
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Post Incident Debrief

**Code Black – Bomb Threat****Code Black – Suspicious Substance – Stage 1 – Director On-Call Job Action Sheet**

<b>Definition</b>	There is no Stage 1 – <b>Go to Stage 3</b>
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**Code Black – Suspicious Substance – Stage 2 – Director On-Call Job Action Sheet**

<b>Definition</b>	There is no Stage 2 – <b>Go to Stage 3</b>
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**Code Black – Suspicious Substance – Stage 3 – Director On-Call Job Action Sheet**

<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Ensure an Incident Commander has been appointed
<input type="checkbox"/>	Establish EOC Teleconference Meeting or activate and attend EOC (consider location); contact VP On-Call and advise
<input type="checkbox"/>	Receive update from Incident Commander; determine areas and operations affected
<input type="checkbox"/>	Discuss incident with Police/Fire/EMS Officials
<input type="checkbox"/>	Consider Code Green; initiate as directed by Police
<input type="checkbox"/>	Determine impact on operations and consider COOP activation (see Appendix L)
<input type="checkbox"/>	Update VP On-Call
<input type="checkbox"/>	Develop communications and media plan (to be coordinated with Police)
<input type="checkbox"/>	Discuss with Manager of Occupational Health; ensure names of potentially contaminated/exposed persons are tracked
<input type="checkbox"/>	If substance is confirmed noxious and biologically based, ensure that Public Health is contacted (this may be done by Police)
<input type="checkbox"/>	If substance is confirmed noxious and chemically based, assist Police with follow up with Centre for Forensic Sciences
<input type="checkbox"/>	Receive updates from Incident Commander
<input type="checkbox"/>	Establish the number of people affected and expected length of time for code resolution
<input type="checkbox"/>	Consider if staff can continue to work or be sent home; consider status of incoming shifts
<input type="checkbox"/>	Discuss with VP On-Call the need to send staff home, delay incoming shift
<input type="checkbox"/>	Receive Code Update Email from Switchboard / Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Police will determine when All Clear; receive update of All Clear status from Incident Commander
<input type="checkbox"/>	Advise VP On-Call of All Clear status
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete Post Incident Debrief

## Appendix J - VP On-Call Job Action Sheet and Checklist

Vice President On-Call Job Action Sheets	Refer to:
Bomb Threat	<a href="#">Bomb Threat Job Action Sheets</a>
Suspicious Package	<a href="#">Suspicious Package Job Action Sheets</a>
Suspicious Vehicle	<a href="#">Suspicious Vehicle Job Action Sheets</a>
Suspicious Substance	<a href="#">Suspicious Substance Job Action Sheets</a>

**Code Black – Bomb Threat – Stage 1 – Vice President On-Call Job Action Sheet**

<b>Definition</b>	There is no Stage 1 – Go to Stage 2 or 3
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**Code Black – Bomb Threat – Stage 2 – Vice President On-Call Job Action Sheet**

<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive situation report from Director On-Call
<input type="checkbox"/>	Join EOC Teleconference Conference Call
<input type="checkbox"/>	Discuss patient care impact with Director On-Call
<input type="checkbox"/>	Determine impact on operations and consider COOP activation (see Appendix L)
<input type="checkbox"/>	Consider Code Green
<input type="checkbox"/>	Discuss communication needs with Director On-Call
<input type="checkbox"/>	Update Executive Leadership Team and discuss action plan
<input type="checkbox"/>	Receive Code Update Email from Switchboard / Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Post Incident Debrief as required

**Code Black – Bomb Threat – Stage 3 – Vice President VP On-Call Job Action Sheet**

<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Liaise with Director On-Call to discuss impact on operations and consider COOP activation (see Appendix L)
<input type="checkbox"/>	Attend EOC
<input type="checkbox"/>	Approve Code Green as required
<input type="checkbox"/>	Develop communications plan with Director On-Call
<input type="checkbox"/>	Update Executive Leadership Team and discuss action plan
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	If no device has been found, consider an All Clear in consultation with Police and Director On-Call
<input type="checkbox"/>	Advise Switchboard / Resource Centre ext. 55555 of All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Post Incident Debrief

**Code Black – Bomb Threat**

<b>Code Black – Suspicious Package – Stage 1 – Vice President On-Call Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	N/A
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required
<b>Code Black – Suspicious Package – Stage 2 – Vice President On-Call Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive situation report from Director On-Call
<input type="checkbox"/>	Join EOC Teleconference Conference Call
<input type="checkbox"/>	Discuss patient care impact with Director On-Call
<input type="checkbox"/>	Determine impact on operations and consider COOP activation (see Appendix L)
<input type="checkbox"/>	Consider Code Green
<input type="checkbox"/>	Review and approve communications (all communications shall be coordinated with Police)
<input type="checkbox"/>	Update Executive Leadership Team and discuss action plan
<input type="checkbox"/>	Receive Code Update Email from Switchboard / Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Post Incident Debrief as required

<b>Code Black – Suspicious Package – Stage 3 – Vice President On-Call Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Attend the Emergency Operations Centre
<input type="checkbox"/>	Approve Code Green as required
<input type="checkbox"/>	Determine impact to patient care and other departments; develop an action plan with the Director On-Call
<input type="checkbox"/>	Determine impact on operations and consider COOP activation (see Appendix L)
<input type="checkbox"/>	Review and approve communications (all communications shall be coordinated with Police)
<input type="checkbox"/>	Update Executive Leadership Team and discuss action plan
<input type="checkbox"/>	Direct any Media communications
<input type="checkbox"/>	Discuss Code with Police, or community officials as required
<input type="checkbox"/>	Receive Code Update Email from Switchboard / Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call when the Code has been resolved
<input type="checkbox"/>	Advise Switchboard / Resource Centre ext. 55555 of All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Post Incident Debrief as required

**Code Black – Bomb Threat**

<b>Code Black – Suspicious Vehicle – Stage 1 – Vice President On-Call Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	N/A
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

<b>Code Black – Suspicious Vehicle – Stage 2 – Vice President On-Call Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive situation report from Director On-Call
<input type="checkbox"/>	Join EOC Teleconference Conference Call
<input type="checkbox"/>	Discuss patient care impact with Director On-Call
<input type="checkbox"/>	Determine impact on operations and consider COOP activation (see Appendix L)
<input type="checkbox"/>	Consider Code Green
<input type="checkbox"/>	Review and approve communications (all communications shall be coordinated with Police)
<input type="checkbox"/>	Update Executive Leadership Team and discuss action plan
<input type="checkbox"/>	Receive Code Update Email from Switchboard / Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Post Incident Debrief as required

<b>Code Black – Suspicious Vehicle – Stage 3 – Vice President On-Call Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Attend the Emergency Operations Centre
<input type="checkbox"/>	Consider and approve Code Green requirement in consultation with police (evacuation of the immediate area should have already occurred)
<input type="checkbox"/>	Determine impact to patient care and other departments; develop an action plan with the Director On-Call
<input type="checkbox"/>	Determine impact on operations and consider COOP activation (see Appendix L)
<input type="checkbox"/>	Review and approve communications (all communications shall be coordinated with Police)
<input type="checkbox"/>	Update Executive Leadership Team and discuss action plan
<input type="checkbox"/>	Direct any Media communications
<input type="checkbox"/>	Discuss Code with Police, Fire, or community officials as required
<input type="checkbox"/>	Receive Code Update Email from Switchboard / Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call when the Code has been resolved
<input type="checkbox"/>	Advise Switchboard / Resource Centre ext. 55555 of All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Post Incident Debrief as required

**Code Black – Bomb Threat****Code Black – Suspicious Substance – Stage 1 – Vice President On-Call Job Action Sheet**

<b>Definition</b>	There is no Stage 1 – <b>Go to Stage 3</b>
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**Code Black – Suspicious Substance – Stage 2 – Vice President On-Call Job Action Sheet**

<b>Definition</b>	There is no Stage 2 – <b>Go to Stage 3</b>
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**Code Black – Suspicious Substance – Stage 3 – Vice President On-Call Job Action Sheet****Step 1 – Activate and Notify**

<input type="checkbox"/>	Receive Code Alert
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**Step 2 – Action Plan**

<input type="checkbox"/>	Attend the Emergency Operations Centre or join the EOC Teleconference Meeting
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<input type="checkbox"/>	Approve Code Green as required
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<input type="checkbox"/>	Determine impact to patient care and other departments; develop an action plan with the Director On-Call
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<input type="checkbox"/>	Determine impact on operations and consider COOP activation (see Appendix L)
--------------------------	--

<input type="checkbox"/>	Review and approve communications (all communications shall be coordinated with Police)
--------------------------	---

<input type="checkbox"/>	Update Executive Leadership Team and discuss action plan
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<input type="checkbox"/>	Direct any Media communications
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<input type="checkbox"/>	Discuss Code with Police, Fire, EMS, community officials or vendor as required
--------------------------	--

<input type="checkbox"/>	Receive Code Update Email from Switchboard / Resource Centre
--------------------------	--

**Step 3 – All Clear**

<input type="checkbox"/>	Receive update from Director On-Call when the Code has been resolved
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<input type="checkbox"/>	Advise Switchboard / Resource Centre ext. 55555 of All Clear
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<input type="checkbox"/>	Receive Code Alert: All Clear
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**Step 4 – Post Incident**

<input type="checkbox"/>	Assist as required
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<input type="checkbox"/>	Complete Post Incident Debrief as required
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## Appendix K – Executive Leadership Team Lead Job Action Sheet / Checklist

ELT On-Call Job Action Sheets	Refer to:
Bomb Threat	<a href="#">Bomb Threat Job Action Sheets</a>
Suspicious Package	<a href="#">Suspicious Package Job Action Sheets</a>
Suspicious Vehicle	<a href="#">Suspicious Vehicle Job Action Sheets</a>
Suspicious Substance	<a href="#">Suspicious Substance Job Action Sheets</a>

Code Black – Bomb Threat – Stage 1 – Executive Leadership Team On-Call Job Action Sheet	
<b>Definition</b>	There is no Stage 1 – <b>Go to Stage 2 or 3</b>

Code Black – Bomb Threat – Stage 2 – Executive Leadership Team On-Call Job Action Sheet	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive situation report from VP On-Call
<input type="checkbox"/>	Review and approve communications
<input type="checkbox"/>	Contact hospital stakeholders as required
<input type="checkbox"/>	Receive Code Update Email from Switchboard / Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from VP On-Call when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Post Incident Debrief as required

Code Black – Bomb Threat – Stage 3 – Executive Leadership Team On-Call Job Action Sheet	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive situation report from VP On-Call
<input type="checkbox"/>	Receive Code Update Email from Switchboard / Resource Centre
<b>If a suspicious package is NOT found:</b>	
<input type="checkbox"/>	If a suspicious package is NOT found, GOTO Code Black Bomb Threat Stage 2
<b>If a suspicious package is found:</b>	
<input type="checkbox"/>	If a suspicious package IS found, GOTO Code Black Suspicious Package Stage 3
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Executive Leadership Team will declare the All Clear through the VP On-Call
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Post Incident Debrief



**Code Black – Suspicious Package – Stage 1 – Executive Leadership Team On-Call Job Action Sheet**

<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	N/A
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

**Code Black – Suspicious Package – Stage 2 – Executive Leadership Team On-Call Job Action Sheet**

<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive updates and discuss Code with VP On-Call
<input type="checkbox"/>	Discuss impact on hospital operations and affected departments
<input type="checkbox"/>	Review and communications as required
<input type="checkbox"/>	Assist with Media Communications and statements to the media; Ensure any media release is coordinated with Police prior to issuing
<input type="checkbox"/>	Receive Code Update Email from Switchboard / Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Post Incident Debrief as required

**Code Black – Suspicious Package – Stage 3 – Executive Leadership Team On-Call Job Action Sheet**

<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update and discuss Code with VP On-Call
<input type="checkbox"/>	Executive Leadership Team members will meet to discuss the Code (Executive Offices), although consider alternate location if SCS is affected)
<input type="checkbox"/>	If needed, President to approve decision to evacuate the hospital based on nature of incident (consult Police for assessment of the severity of the threat)
<input type="checkbox"/>	Determine impact to other departments, patient care, hospital operations, risk and reputation, site, length of time, etc.
<input type="checkbox"/>	Review and approve communications plan
<input type="checkbox"/>	Determine with Communications Department what must be prepared for both internal and external stakeholders
<input type="checkbox"/>	Direct any Media communications; Ensure any Media release is coordinated with Police prior to issuing
<input type="checkbox"/>	Approve Continuity of Operations (COOP) plan, approve AD Hoc Crisis Management Team to oversee COOP
<input type="checkbox"/>	Receive updates from VP On-Call
<input type="checkbox"/>	Receive Code Update Email from Switchboard / Resource Centre
<input type="checkbox"/>	Discuss Code with Police, Fire and EMS Officials, Community officials as required
<input type="checkbox"/>	Advise the Chief of Staff
<input type="checkbox"/>	Contact the Board of Directors, CEO, and LHIN

**Code Black – Bomb Threat**

<input type="checkbox"/>	Prepare plan to recovery and re-open hospital
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	ELT On-Call will issue the All Clear through the VP On-Call
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Post Incident Debrief as required

**Code Black – Suspicious Vehicle – Stage 1 – Executive Leadership Team On-Call Job Action Sheet****Step 1 – Activate and Notify** N/A**Step 2 – Action Plan** No action required**Step 3 – All Clear** N/A**Step 4 – Post Incident** No action required**Code Black – Suspicious Vehicle – Stage 2 – Executive Leadership Team On-Call Job Action Sheet****Step 1 – Activate and Notify** Receive Code Alert**Step 2 – Action Plan** Receive updates and discuss Code with VP On-Call Discuss impact on hospital operations and affected departments Review and communications as required Assist with Media Communications and statements to the media; Ensure any media release is coordinated with Police prior to issuing Receive Code Update Email from Switchboard / Resource Centre**Step 3 – All Clear** Receive update from VP On-Call when the Code has been resolved Receive Code Alert: All Clear**Step 4 – Post Incident** Complete Post Incident Debrief as required**Code Black – Suspicious Vehicle – Stage 3 – Executive Leadership Team On-Call Job Action Sheet****Step 1 – Activate and Notify** Receive Code Alert**Step 2 – Action Plan** Receive update and discuss Code with VP On-Call Executive Leadership Team members will meet to discuss the Code (Executive Offices), although consider alternate location if SCS is affected) If needed, President to approve decision to evacuate the hospital based on nature of incident (consult Police for assessment of the severity of the threat) Determine impact to other departments, patient care, hospital operations, risk and reputation, site, length of time, etc. Review and approve communications plan Determine with Communications Department what must be prepared for both internal and external stakeholders Direct any Media communications; Ensure any Media release is coordinated with Police prior to issuing Approve Continuity of Operations (COOP) plan, approve AD Hoc Crisis Management Team to oversee COOP Receive updates from VP On-Call Receive Code Update Email from Switchboard / Resource Centre Discuss Code with Police, Fire and EMS Officials, Community officials as required Advise the Chief of Staff Contact the Board of Directors, CEO, and LHIN

**Code Black – Bomb Threat**

<input type="checkbox"/>	Prepare plan to recovery and re-open hospital
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	ELT On-Call will issue the All Clear through the VP On-Call
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Post Incident Debrief as required

**Code Black – Bomb Threat****Code Black – Suspicious Substance – Stage 1 – Executive Leadership Team On-Call Job Action Sheet**

<b>Definition</b>	There is no Stage 1 – <b>Go to Stage 3</b>
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**Code Black – Suspicious Substance – Stage 2 – Executive Leadership Team On-Call Job Action Sheet**

<b>Definition</b>	There is no Stage 2 – <b>Go to Stage 3</b>
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**Code Black – Suspicious Substance – Stage 3 – Executive Leadership Team On-Call Job Action Sheet****Step 1 – Activate and Notify**

<input type="checkbox"/>	Receive Code Alert
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**Step 2 – Action Plan**

<input type="checkbox"/>	Receive update and discuss Code with VP On-Call
--------------------------	---

<input type="checkbox"/>	Executive Leadership Team members will meet to discuss the Code (Executive Offices), although consider alternate location if SCS is affected)
--------------------------	---

<input type="checkbox"/>	If needed, President to approve decision to evacuate the hospital based on nature of incident (consult Police for assessment of the severity of the threat)
--------------------------	---

<input type="checkbox"/>	Determine impact to other departments, patient care, hospital operations, risk and reputation, site, length of time, etc.
--------------------------	---

<input type="checkbox"/>	Review and approve communications plan
--------------------------	--

<input type="checkbox"/>	Determine with Communications Department what must be prepared for both internal and external stakeholders
--------------------------	--

<input type="checkbox"/>	Direct any Media communications; Ensure any Media release is coordinated with Police prior to issuing
--------------------------	---

<input type="checkbox"/>	Approve Continuity of Operations (COOP) plan, approve AD Hoc Crisis Management Team to oversee COOP
--------------------------	---

<input type="checkbox"/>	Receive updates from VP On-Call
--------------------------	---------------------------------

<input type="checkbox"/>	Receive Code Update Email from Switchboard / Resource Centre
--------------------------	--

<input type="checkbox"/>	Discuss Code with Police, Fire and EMS Officials, Community officials as required
--------------------------	---

<input type="checkbox"/>	Advise the Chief of Staff
--------------------------	---------------------------

<input type="checkbox"/>	Contact the Board of Directors, CEO, and LHIN
--------------------------	---

<input type="checkbox"/>	Prepare plan to recovery and re-open hospital
--------------------------	---

**Step 3 – All Clear**

<input type="checkbox"/>	ELT On-Call will issue the All Clear through the VP On-Call
--------------------------	---

<input type="checkbox"/>	Receive Code Alert: All Clear
--------------------------	-------------------------------

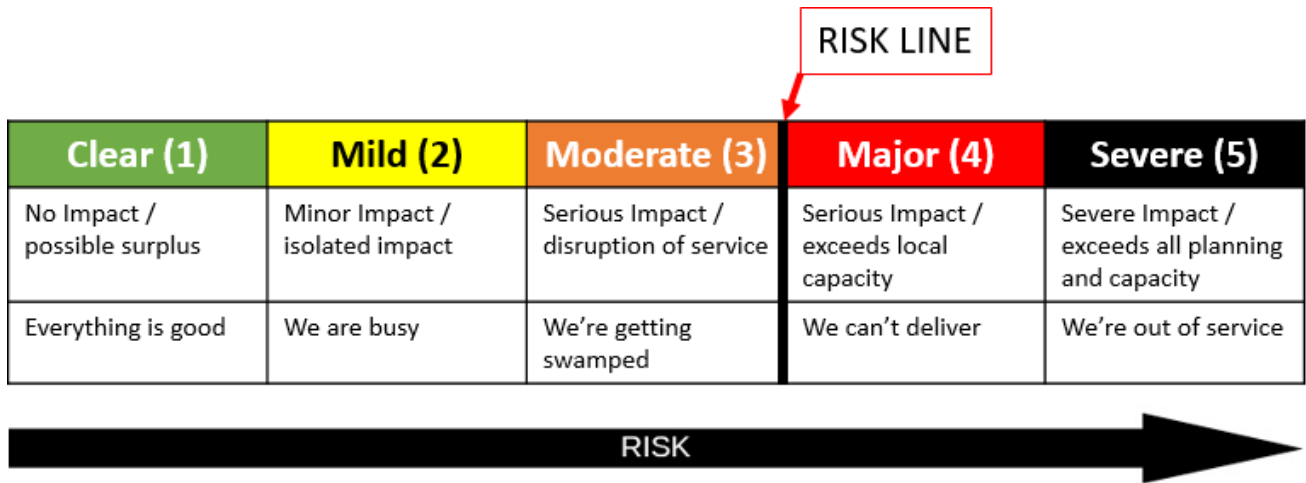
**Step 4 – Post Incident**

<input type="checkbox"/>	Complete Post Incident Debrief as required
--------------------------	--

**Appendix L  
COOP Activation**

It is the responsibility of the department’s Most Responsible Person (Charge Nurse/Technician, Manager, Manager On-Call) to determine the impact of the Code / incident on the department operations and the ability to provide services. Using the Immediate Impact Assessment Checklist, a standardized approach to evaluating department capabilities against the Major Risk Areas will be used. Departments registering at a Major or Severe Degree of Risk will require activation of the COOP Team.

The COOP Team will be then activated and monitored by the EOC until such time as the initial incident has been resolved, at which point the COOP Team will oversee the recovery directly and report to the Executive Leadership Team or program Vice President.



**Code Black – Bomb Threat**

### Appendix M Communications Table

Staff are not to speak with the media or respond to public inquiries. All public and media inquiries shall be directed to the communications department. Please refer to Emergency Management Policy Document.

Code Type	Sent by	Stage 1 – Minor	Stage 2 – Major	Stage 3 - Critical
Code Black – Bomb Threat	Resource Centre	N/A	Non-Specific Bomb Threat with no known location	Specific Bomb Threat – with a known location
Code Black – Suspicious Package	Resource Centre	Unattended Package	Unattended package; suspicious by analysis	It looks like a bomb
Code Black – Suspicious Vehicle	Resource Centre	Unattended vehicle	Unattended vehicle; suspicious by analysis	Bomb in the vehicle
Code Black – Suspicious Substance	Resource Centre	N/A	N/A	A criminal intention release of a CBRN agent on site
Code Membership		Security, Facilities Management, Risk & Police	Security, Facilities Management, Risk & Police	Security, Facilities Management, Risk & Police
All Clear Approved by	Resource Centre	Director On-Call (with Police if required)	Director On-Call (with Police if required)	VP On-Call (with Police if required)
Staff Code Update	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Patient Code Message	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Vendor Code Update	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Website	Communications	N/A	Director On-Call	VP On-Call / ELT Committee
FB	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Twitter	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>

## Appendix N Messaging Template

Staff are not to speak with the media or respond to public inquiries. All public and media inquiries shall be directed to the communications department. Please refer to Emergency Management Policy Document.

Messaging Templates	Refer to:
Bomb Threat	<a href="#">Bomb Threat Messaging</a>
Suspicious Package	<a href="#">Suspicious Package Messaging</a>
Suspicious Vehicle	<a href="#">Suspicious Vehicle Messaging</a>
Suspicious Substance	<a href="#">Suspicious Substance Messaging</a>

### Bomb Threat Email Templates for Communications Department use only

#### STAFF CODE MESSAGE

(DATE and TIME)

#### CODE BLACK – BOMB THREAT – STAGE 3 CRITICAL (specific bomb threat with known location)

(Police, Security) are on site investigating and have upgraded to STAGE 3 CRITICAL located in – Site, Location.

- As a result, the (area) has been safely evacuated until further notice.
- Patients, visitors, staff have been redirected to (area).
- Access to (other area) has also been impacted by this investigation.
- As a precaution (other areas) are also being evacuated to (details) and the entire (site) has been secured.
- Pedestrian and vehicular traffic are currently rerouted from the site.

Health and safety is always a top priority and we will continue to work with (Police, Security) to proactively monitor and manage this situation.

(Staff) will remain on stand-by to quickly address incidents that may arise. If you experience an emergency or injury while on site, please dial 55555 to receive aid ASAP.

As you may know, the emergency management program can be found ([link](#), [hard copy location](#)).

This Emergency Bulletin was sent by (NAME and TITLE), and will be updated every (X) hour(s), on the hour. If you have any questions or concerns, please contact (EXTENSION)

#### STAFF CODE MESSAGE UPDATE – FINAL

(DATE and TIME)

#### CODE BLACK – BOMB THREAT – ALL CLEAR

Please be advised that the (Police, Security) have confirmed the ALL CLEAR and that no emergency exists.

All areas have reopened and resumed regular operations.

We would like to thank everyone for their assistance in ensuring the health and safety of our staff, visitors and patients.

This Emergency Bulletin was sent by (NAME and TITLE). If you have any questions or concerns, please contact (EXTENSION)



**PATIENT CODE MESSAGE****(DATE and TIME)**

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that (**site entrance, clinic**) is temporarily closed.

If you have an appointment on (**date**), please do not make your way to the (**site**).

Please contact your referring (**doctor/clinic staff**) (**when?**) to reschedule your appointment. Please be assured that we will work with your doctor to ensure your appointment or procedure is rescheduled as quickly as possible.

We sincerely regret any inconvenience and thank you for your patience.

We will provide an update once this status has changed at (**website**)

Sent by (**NAME and TITLE**).

**FAMILIES AND VISITORS CODE MESSAGE****(DATE and TIME)**

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that access to (**access to site/area**) is temporarily closed. Please do not make your way to the hospital at this time.

If you are inquiring about the status of a patient at this time, please contact **xxxx**

We sincerely regret any inconvenience and thank you for your patience.

We will provide an update once this status has changed at (**website**).

Sent by (**NAME and TITLE**).

**(optional message)**

We are currently conducting an internal investigation and had to limit access to the area.

Please know that (**site**) has extensive proactive plans in place to manage a situation such as this.

We routinely conduct drills and all staff are trained to manage a quick and efficient response.

The health and safety of our patients, staff, visitors and community is always a top priority.

We sincerely regret any inconvenience and thank you for your patience.

Sent by (**NAME and TITLE**).

**CONTRACTORS, VENDORS, SUPPLIERS CODE MESSAGE****(DATE and TIME)**

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that access to (**site/area**) is temporarily closed.

**Code Black – Bomb Threat**

If you have an (meeting/delivery) on (dates), please do not make your way to the (site) at this time. Please do not make your way to the hospital at this time.

Please reach out to your main contact at the (site) to reschedule your meeting or delivery.

We sincerely regret any inconvenience and thank you for your patience.

We will provide an update once this status has changed at (website).

Sent by (NAME and TITLE).

**PATIENT, FAMILIES, VISITORS, VENDORS CODE MESSAGE – FINAL**

(DATE and TIME)

Please be advised that (site) has reopened and resumed regular operations.

We sincerely regret any inconvenience and thank you for your patience.

Sent by (NAME and TITLE).

**Suspicious Package Email Templates for Communications Department use only****STAFF CODE MESSAGE**

(DATE and TIME)

**CODE BLACK – SUSPICIOUS PACKAGE – STAGE 3 CRITICAL (looks like a bomb)**

Please be advised that a suspicious package has been identified (site, location) and is under investigation.

(Police, Security) are on site investigating and have upgraded to STAGE 3 CRITICAL located in – Site, Location.

- As a result, the (area) has been safely evacuated until further notice.
- Patients, visitors, staff have been redirected to (area).
- Access to (other area) has also been impacted by this investigation.
- As a precaution (other areas) are also being evacuated to (details) and the entire (site) has been secured.
- Pedestrian and vehicular traffic are currently rerouted from the site.

Health and safety is always a top priority and we will continue to work with (Police, Security) to proactively monitor and manage this situation.

(Staff) will remain on stand-by to quickly address incidents that may arise. If you experience an emergency or injury while on site, please dial 55555 to receive aid ASAP.

As you may know, the emergency management program can be found (link, hard copy location).

This Emergency Bulletin was sent by (NAME and TITLE), and will be updated every (X) hour(s), on the hour. If you have any questions or concerns, please contact (EXTENSION)

**STAFF CODE MESSAGE UPDATE – FINAL**

(DATE and TIME)

**CODE BLACK – SUSPICIOUS PACKAGE – ALL CLEAR**

Please be advised that the (Police, Security) have confirmed the ALL CLEAR and that no emergency exists.

All areas have reopened and resumed regular operations.

We would like to thank everyone for their assistance in ensuring the health and safety of our staff, visitors and patients.

This Emergency Bulletin was sent by (NAME and TITLE). If you have any questions or concerns, please contact (EXTENSION)

**PATIENT CODE MESSAGE**

(DATE and TIME)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that (site entrance, clinic) is temporarily closed.

If you have an appointment on (date), please do not make your way to the (site).

**Code Black – Bomb Threat**

Please contact your referring (**doctor/clinic staff**) (**when?**) to reschedule your appointment. Please be assured that we will work with your doctor to ensure your appointment or procedure is rescheduled as quickly as possible.

We sincerely regret any inconvenience and thank you for your patience.

We will provide an update once this status has changed at (**website**)

Sent by (**NAME and TITLE**).

**FAMILIES AND VISITORS CODE MESSAGE**

(**DATE and TIME**)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that access to (**access to site/area**) is temporarily closed. Please do not make your way to the hospital at this time.

If you are inquiring about the status of a patient at this time, please contact **xxxx**

We sincerely regret any inconvenience and thank you for your patience.

We will provide an update once this status has changed at (**website**).

Sent by (**NAME and TITLE**).

(**optional message**)

We are currently conducting an internal investigation and had to limit access to the area.

Please know that (**site**) has extensive proactive plans in place to manage a situation such as this.

We routinely conduct drills and all staff are trained to manage a quick and efficient response.

The health and safety of our patients, staff, visitors and community is always a top priority.

We sincerely regret any inconvenience and thank you for your patience.

Sent by (**NAME and TITLE**).

**CONTRACTORS, VENDORS, SUPPLIERS CODE MESSAGE**

(**DATE and TIME**)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that access to (**site/area**) is temporarily closed.

If you have an (**meeting/delivery**) on (**dates**), please do not make your way to the (**site**) at this time. Please do not make your way to the hospital at this time.

Please reach out to your main contact at the (**site**) to reschedule your meeting or delivery.

We sincerely regret any inconvenience and thank you for your patience.

We will provide an update once this status has changed at (**website**).

**Code Black – Bomb Threat**

Sent by (NAME and TITLE).

**PATIENT, FAMILIES, VISITORS, VENDORS CODE MESSAGE – FINAL**

(DATE and TIME)

Please be advised that (site) has reopened and resumed regular operations.

We sincerely regret any inconvenience and thank you for your patience.

Sent by (NAME and TITLE).

**Suspicious Vehicle Email Templates for Communications Department use only****STAFF CODE MESSAGE**

(DATE and TIME)

**CODE BLACK – SUSPICIOUS VEHICLE – STAGE 3 CRITICAL**

Please be advised that a suspicious vehicle with confirmed bomb has been identified (site, location).

(Police, Security) are on site investigating and have upgraded to STAGE 3 CRITICAL located in – Site, Location.

- As a result, the (area) has been safely evacuated until further notice.
- Patients, visitors, staff have been redirected to (area).
- Access to (other area) has also been impacted by this investigation.
- As a precaution (other areas) are also being evacuated to (details) and the entire (site) has been secured.
- Pedestrian and vehicular traffic are currently rerouted from the site.

Health and safety is always a top priority and we will continue to work with (Police, Security) to proactively monitor and manage this situation.

(Staff) will remain on stand-by to quickly address incidents that may arise. If you experience an emergency or injury while on site, please dial 55555 to receive aid ASAP.

As you may know, the emergency management program can be found (link, hard copy location).

This Emergency Bulletin was sent by (NAME and TITLE), and will be updated every (X) hour(s), on the hour. If you have any questions or concerns, please contact (EXTENSION)

**STAFF CODE MESSAGE UPDATE – FINAL**

(DATE and TIME)

**CODE BLACK – SUSPICIOUS VEHICLE – ALL CLEAR**

Please be advised that the (Police, Security) have confirmed the ALL CLEAR and that no emergency exists.

All areas have reopened and resumed regular operations.

We would like to thank everyone for their assistance in ensuring the health and safety of our staff, visitors and patients.

This Emergency Bulletin was sent by (NAME and TITLE). If you have any questions or concerns, please contact (EXTENSION)

**PATIENT CODE MESSAGE**

(DATE and TIME)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that (site entrance, clinic) is temporarily closed.

If you have an appointment on (date), please do not make your way to the (site).

**Code Black – Bomb Threat**

Please contact your referring (**doctor/clinic staff**) (**when?**) to reschedule your appointment. Please be assured that we will work with your doctor to ensure your appointment or procedure is rescheduled as quickly as possible.

We sincerely regret any inconvenience and thank you for your patience.

We will provide an update once this status has changed at (**website**)

Sent by (**NAME and TITLE**).

**FAMILIES AND VISITORS CODE MESSAGE**

(**DATE and TIME**)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that access to (**access to site/area**) is temporarily closed. Please do not make your way to the hospital at this time.

If you are inquiring about the status of a patient at this time, please contact **xxxx**

We sincerely regret any inconvenience and thank you for your patience.

We will provide an update once this status has changed at (**website**).

Sent by (**NAME and TITLE**).

(**optional message**)

We are currently conducting an internal investigation and had to limit access to the area.

Please know that (**site**) has extensive proactive plans in place to manage a situation such as this.

We routinely conduct drills and all staff are trained to manage a quick and efficient response.

The health and safety of our patients, staff, visitors and community is always a top priority.

We sincerely regret any inconvenience and thank you for your patience.

Sent by (**NAME and TITLE**).

**CONTRACTORS, VENDORS, SUPPLIERS CODE MESSAGE**

(**DATE and TIME**)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that access to (**site/area**) is temporarily closed.

If you have an (**meeting/delivery**) on (**dates**), please do not make your way to the (**site**) at this time. Please do not make your way to the hospital at this time.

Please reach out to your main contact at the (**site**) to reschedule your meeting or delivery.

We sincerely regret any inconvenience and thank you for your patience.

We will provide an update once this status has changed at (**website**).

**Code Black – Bomb Threat**

Sent by (NAME and TITLE).

**PATIENT, FAMILIES, VISITORS, VENDORS CODE MESSAGE – FINAL**

(DATE and TIME)

Please be advised that (site) has reopened and resumed regular operations.

We sincerely regret any inconvenience and thank you for your patience.

Sent by (NAME and TITLE).



**Suspicious Substance Email Templates for Communications Department use only****STAFF CODE MESSAGE**

(DATE and TIME)

**CODE BLACK – SUSPICIOUS SUBSTANCE – STAGE 3 CRITICAL**

(Police, Security) are on site investigating and have upgraded to STAGE 3 CRITICAL located in – Site, Location.

- As a result, the (area) has been safely evacuated until further notice.
- Patients, visitors, staff have been redirected to (area and status e.g. estimate time to complete evacuation)
- Incoming and day patients will be notified about rescheduling.
- The site is secured and visitors and vendors are being redirected.
- Pedestrian and vehicular traffic are being rerouted away from the site.

Health and safety is always a top priority and we will continue to work with (Police, Security) to proactively monitor and manage this situation.

(Staff) will remain on stand-by to quickly address incidents that may arise. If you experience an emergency or injury while on site, please dial 55555 to receive aid ASAP.

As you may know, the emergency management program can be found (link, hard copy location).

This Emergency Bulletin was sent by (NAME and TITLE), and will be updated every (X) hour(s), on the hour. If you have any questions or concerns, please contact (EXTENSION)

**STAFF CODE MESSAGE UPDATE – FINAL**

(DATE and TIME)

**CODE BLACK – SUSPICIOUS SUBSTANCE – ALL CLEAR**

Please be advised that the (Police, Security) have confirmed the ALL CLEAR and that no emergency exists.

All areas have reopened and resumed regular operations.

We would like to thank everyone for their assistance in ensuring the health and safety of our staff, visitors and patients.

This Emergency Bulletin was sent by (NAME and TITLE). If you have any questions or concerns, please contact (EXTENSION)

**PATIENT CODE MESSAGE**

(DATE and TIME)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that (site) is temporarily closed.

If you have an appointment on (date), please do not make your way to the (site).

Please contact your referring (doctor/clinic staff) (when?) to reschedule your appointment. Please be assured that we will work with your doctor to ensure your appointment or procedure is rescheduled as quickly as possible.

**Code Black – Bomb Threat**

We sincerely regret any inconvenience and thank you for your patience.

We will provide an update once this status has changed at ([website](#))

Sent by ([NAME and TITLE](#)).

**FAMILIES AND VISITORS CODE MESSAGE**

([DATE and TIME](#))

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that access to ([access to site/area](#)) is temporarily closed. Please do not make your way to the hospital at this time.

If you are inquiring about the status of a patient at this time, please contact [xxxx](#)

We sincerely regret any inconvenience and thank you for your patience.

We will provide an update once this status has changed at ([website](#)).

Sent by ([NAME and TITLE](#)).

**(optional message)**

We are currently conducting an internal investigation and had to limit access to the area.

Please know that ([site](#)) has extensive proactive plans in place to manage a situation such as this.

We routinely conduct drills and all staff are trained to manage a quick and efficient response.

The health and safety of our patients, staff, visitors and community is always a top priority.

We sincerely regret any inconvenience and thank you for your patience.

Sent by ([NAME and TITLE](#)).

**CONTRACTORS, VENDORS, SUPPLIERS CODE MESSAGE**

([DATE and TIME](#))

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that access to ([site/area](#)) is temporarily closed.

If you have an ([meeting/delivery](#)) on ([dates](#)), please do not make your way to the ([site](#)) at this time. Please do not make your way to the hospital at this time

Please reach out to your main contact at the ([site](#)) to reschedule your meeting or delivery.

We sincerely regret any inconvenience and thank you for your patience.

We will provide an update once this status has changed at ([website](#)).

Sent by ([NAME and TITLE](#)).

**PATIENT, FAMILIES, VISITORS, VENDORS CODE MESSAGE – FINAL**

**Code Black – Bomb Threat**

(DATE and TIME)

Please be advised that (site) has reopened and resumed regular operations.

We sincerely regret any inconvenience and thank you for your patience.

Sent by (NAME and TITLE).

## Code Black – Bomb Threat

Code Black Social Media – Facebook for Communications Department use only				
Criteria	Draft	Hashtags #	URLs / Links	Include Images
Initial post	<p><b>** TIME SENSITIVE UPDATE **</b></p> <p>The (site entrance, clinic) is temporarily closed.</p> <p>If you have an appointment, meeting or delivery, please DO NOT make your way to the (site).</p> <p>If you are inquiring about the status of a patient, please contact xxxx</p> <p>We sincerely regret any inconvenience and thank you for your patience.</p> <p>We will provide updates here or on our website when more details come to hand.</p>	Not required	(website)	No
Update 1	<p><b>Option 1 – Bomb Threat:</b> (site entrance, clinic) has received a bomb threat.</p> <p><b>Option 2 – Suspicious Package:</b> There is a suspicious package at (site entrance, clinic).</p> <p><b>Option 3 – Suspicious Vehicle:</b> There is a suspicious vehicle at (site entrance, clinic).</p> <p><b>Option 4 – Suspicious Substance:</b> We are currently conducting an internal investigation and have to limit access to (site entrance, clinic).</p> <p><b>PLUS:</b></p> <p>We would like to remind everyone that we are currently closed so please avoid the area.</p> <p>We will provide updates here or on our website when more details come to hand.</p>	#NHS #NHSlocation	(website)	No
Update 2	<p><b>Option 1 – Bomb Threat:</b> Police are currently on scene investigating a bomb threat at (site entrance, clinic).</p> <p><b>Option 2 – Suspicious Package:</b> Police are currently on scene investigating a suspicious package at (site entrance, clinic).</p> <p><b>Option 3 – Suspicious Vehicle:</b> Police are currently on scene investigating a suspicious vehicle at (site entrance, clinic).</p>	#NHS #NHSlocation	(website)	If there are images

## Code Black – Bomb Threat

	<p><b>Option 4 – Suspicious Substance:</b> Please know that (site entrance, clinic) has extensive proactive plans in place to manage a situation.</p> <p><b>PLUS:</b></p> <p>We are currently closed and will reopen once we have been given the all clear from authorities.</p> <p>We will provide updates here or on our (website) when more details come to hand.</p>			
Update 3 (If applicable)	<p>(site entrance, clinic) is currently closed and being evacuated by authorities.</p> <p>Please avoid the area and do not put yourself and others in danger.</p> <p>We will be evacuating patients to (location). If you are inquiring about the status of a patient, please contact xxxx</p> <p>We will provide here or on our (website) when more details come to hand.</p>	#NHS #NHSlocation	(website)	If there are images
Final post	<p>The (site) has reopened and we have resumed regular operations.</p> <p>We sincerely regret any inconvenience and thank you for your patience.</p> <p>We routinely conduct drills and all staff are trained to manage a quick and efficient response.</p> <p>The health and safety of our patients, staff, visitors and community is always a top priority.</p> <p>Please contact your doctor or staff to reschedule your appointment or meeting.</p>	<p><b>Option 1 – Bomb Threat:</b> #NHS #NHSlocation #bombthreat #focusonthoseweserve</p> <p><b>Option 2 – Suspicious Package:</b> #NHS #NHSlocation #whatwasinthepackage #focusonthoseweserve</p> <p><b>Option 3 – Suspicious Vehicle:</b> #NHS #NHSlocation #whatisinthecar #focusonthoseweserve</p> <p><b>Option 4 – Suspicious Substance:</b> #NHS #NHSlocation #focusonthoseweserve</p>	(website)	If there are images

## Code Black – Bomb Threat

Code Black Social Media – Twitter for Communications Department use only				
Criteria	Draft	Hashtags #	URLs / Links	Include Images
Initial post	(site entrance, clinic) is currently closed, even if you have an appointment. Contact xxx for status of a patient. Updates on (website)	Not required	(website)	No
Update 1	<p><b>Option 1 – Bomb Threat:</b> (site entrance, clinic) has received a bomb threat. We're currently closed so please avoid the area. We'll provide updates here or (website)</p> <p><b>Option 2 – Suspicious Package:</b> A suspicious package is at (site entrance, clinic). We're currently closed so please avoid the area. We'll provide updates here or (website)</p> <p><b>Option 3 – Suspicious Vehicle:</b> A suspicious vehicle is at (site entrance, clinic). We're currently closed so please avoid the area. We'll provide updates here or (website)</p> <p><b>Option 4 – Suspicious Substance:</b> We are currently conducting an internal investigation &amp; have to limit access to (site entrance, clinic). We'll provide updates here or (website)</p>	#NHS #NHSlocation	(website)	No
Update 2	<p><b>Option 1 – Bomb Threat:</b> Police are currently on scene investigating a bomb threat. We'll provide updates here or (website)</p> <p><b>Option 2 – Suspicious Package:</b> Police are currently on scene investigating a suspicious package. We'll provide updates here or (website)</p> <p><b>Option 3 – Suspicious Vehicle:</b> Police are currently on scene investigating a suspicious vehicle. We'll provide updates here or (website)</p> <p><b>Option 4 – Suspicious Substance:</b> Please know that (site entrance, clinic) has extensive proactive plans in place. We'll provide updates here or (website)</p>	#NHS #NHSlocation	(website)	If there are images
Update 3 (if applicable)	We're being evacuated by authorities. Avoid the area & don't put yourself & others in danger. Visit (website) for more details	#NHS #NHSlocation	(website)	If there are images
Final post	(site) has reopened and we have resumed regular operations. Please contact your	<b>Option 1 – Bomb Threat:</b> #NHS #NHSlocation #bombthreat	(website)	If there are images

**Code Black – Bomb Threat**

	<p>doctor or staff to reschedule your appointment or meeting.</p>	<p>#focusonthoseweserve</p> <p><b>Option 2 – Suspicious Package:</b> #NHS #NHSlocation #whatwasinthepackage #focusonthoseweserve</p> <p><b>Option 3 – Suspicious Vehicle:</b> #NHS #NHSlocation #whatisinthecar #focusonthoseweserve</p> <p><b>Option 4 – Suspicious Substance:</b> #NHS #NHSlocation #focusonthoseweserve</p>		
--	---	--	--	--

**Code Black – Bomb Threat**

### Appendix O

#### Bomb Threat Telephone Checklist

When a bomb threat is received, remain courteous and try to stay calm. Listen. Do not interrupt the caller, but obtain as much information as possible. Get the attention of a co-worker while the caller is on the line to call Switchboard / Resource Centre ext. 55555.

<b>Call Taker's Information</b>			
Name of person receiving call:			
Department:		Phone number or extension:	
Date call received:	Time call received:	Time call terminated:	
<b>Caller's Information</b>			
Callers voice: <input type="checkbox"/> Male <input type="checkbox"/> Female	Approximate age:	Tape recording: <input type="checkbox"/> yes <input type="checkbox"/> no	
<b>Voice Characteristics:</b>		<b>Speech</b>	
Loud	Soft	Fast	Slow
Normal	Raspy	Normal	Excited
Deep	High Pitched	Stutter	Nasal
Intoxicated	Cracking	Slurred	Lisp
Familiar	Disguised	Deep Breathing	Ragged
Other (Describe)		Other (Describe)	
<b>Language</b>		<b>Accent</b>	
Foul	Well Spoken (educated)	French	British
Taped message played	Message read by caller	English	American
Other (Describe)		Canadian	Other (Describe)
<b>Manner:</b>		<b>Background Noise:</b>	
Calm	Angry	Factory Machines	Animals
Rational	Irrational	Office Machines	Voices / Crowds
Coherent	Incoherent / Confused	Street Traffic	Quiet
Deliberate	Emotional	Music (What kind)	Airplane
Righteous	Laughing	Television	Party Atmosphere
Callers instructions:			
Exact wording of the threat:			
Record of Call Display information:			
<b>Bomb Facts</b>			
<b>Attempt to ask the following questions</b>			
When is it going to explode?	Exact Time? Time Remaining?		
Where is the bomb located?	Site? Department? Inside or outside?		
What does it look like?			
That type of bomb is it?			
Is there a second bomb?			
What is your name?			
Why did you set the bomb?			
<b>Once the call has ended immediately call Switchboard / Resource Centre ext. 55555 for help and provide update</b>			
<b>Notes:</b>			



**Appendix P**  
**STOPIED Suspicious Package Threat Indicator Checklist**

This assessment document is critical when contacting police and in making decisions to evacuate or not.

**Suspicious Package Indicators**

<b>STAMP</b>	<b>Suspicious?</b>	<b>Notes</b>
Excessive stamps	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Metered stamps	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Post office stamped	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Location mailed from compared to return address	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Identify city the package was mailed from	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Country of origin on stamps	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
<b>TO / FROM</b>	<b>Suspicious?</b>	<b>Notes</b>
Address is incomplete	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Misspelled words	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Return address is incomplete	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Inconsistent postal marks	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Name and position of person to receive mail	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
<b>OBSERVE</b>	<b>Suspicious?</b>	<b>Notes</b>
Package is out of place	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Unknown package or no owner	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Lopsided or uneven weight	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Excessive taping	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Wires	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Stains	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Instructions	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Covered up (hidden)	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Secondary device	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
<b>POSTAL MARKS</b>	<b>Suspicious?</b>	<b>Notes</b>
Open only / specific person to receive package	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Sent to a position e.g. 'President' or 'Chief'	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Extra labels (air mail, Special Delivery etc.)	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Postal Codes don't match address	<input type="checkbox"/> Yes or <input type="checkbox"/> No	

**Code Black – Bomb Threat**
**Specific Threat Information? Time incident started: \_\_\_\_\_**

<b>INFORMATION</b>	<b>Suspicious?</b>	<b>Notes</b>
Bomb threat received	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Known threat from Police or Security	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Risk level	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
News / media	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Insurance	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Secondary device suspected	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
<b>SPECIFIC INFORMATION</b>	<b>Suspicious?</b>	<b>Notes</b>
Organization name used	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Address given	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Location on site	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Inside or outside	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Building, floor, Description of device room	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Reason for threat	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Detonation time	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Any secondary devices	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Staff person identified	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
No Specific reason	<input type="checkbox"/> Yes or <input type="checkbox"/> No	
Other	<input type="checkbox"/> Yes or <input type="checkbox"/> No	

Comments:	
Safe Stand-of distance based on whether the device is outside or indoors (See STOPIED Distance):	
Instructions from Police:	
Person who spoke to Police:	Date & Time:

Code Black – Bomb Threat

Appendix Q  
STOPIED Poster

**STOPIED**<sup>TM</sup>  
The safe and easy way to analyze a package

Stamp	To/From	Observe	Post Marks	Information	Evacuate	Distances
<ul style="list-style-type: none"> <li>Excessive stamps</li> <li>Metered stamps</li> <li>Post office stamped</li> <li>Location mailed from compared to Return address</li> <li>Identify city the package was mailed from</li> <li>Country of origin on stamps</li> </ul>	<ul style="list-style-type: none"> <li>Address is proper &amp; complete</li> <li>Name &amp; position person to receive mail</li> <li>Mispelled words</li> <li>Return address is complete</li> <li>Matches mailed from postal marks</li> </ul>	<ul style="list-style-type: none"> <li>Package is out of place</li> <li>Unknown package or no owner</li> <li>Lopsided or uneven weight</li> <li>Excessive Taping</li> <li>Wires</li> <li>Visible stains</li> <li>Instructions</li> <li>Covered up</li> <li>Secondary device</li> </ul>	<ul style="list-style-type: none"> <li>Open only "specific person" to receive package</li> <li>Sent to a position or title (i.e. President or Director)</li> <li>Extra Labels (i.e. air mail, Special Delivery etc.)</li> <li>Postal Codes do not match address</li> </ul>	<ul style="list-style-type: none"> <li>Bomb threat received</li> <li>Known threat from police or security</li> <li>Risk level</li> <li>News/Media</li> <li>Insurance</li> <li>Secondary device suspected</li> </ul>	<ul style="list-style-type: none"> <li>Create hot zone</li> <li>Warm zone</li> <li>Cold zone</li> <li>Perimeters</li> <li>Access/egress</li> <li>Get to a safe distance</li> <li>Confirmed safe area, no secondary device</li> </ul>	<p><b>BOMB SIZE</b></p> <ul style="list-style-type: none"> <li>Distance from building</li> <li>Distance from bomb (outside)</li> <li>1 lb. letter: 40 ft. or 900 ft.</li> <li>5 lb. pipe: 70 ft. or 1,200 ft.</li> <li>10 lb. parcel: 90 ft. or 1,000 ft.</li> <li>25 lb. backpack: 150 ft. or 1,800 ft.</li> <li>500 lb. car: 350 ft. or 1,900 ft.</li> </ul>

**Unaltered**  
Unknown package

Unusual, doesn't belong

Frititious or no return address

Mailed from a foreign country

Excessive postage

Rigid or bulky

Mispelled words

Addressed to title only

Restrictive markings or special endorsements

No return address

Excessive Postage

Protruding wires

Lopsided or uneven

Excessive Wrapping Tape or String

Oily stains, discoloration, or crystallization on wrapping

Strange odour



www.getreadyonline.com





**Code Black – Bomb Threat**

**Appendix S**  
**Site Search Checklist (Template)**

### Niagara Falls Site

Site	Level (Floor)	Department	Checked	Evacuated	Missing Person	Code Black	Lockdown	Shelter-in-Place
NFS	Ground Floor	Unit F						
NFS	Ground Floor	Unit D						
NFS	Ground Floor	Unit C						
NFS	Ground Floor	Unit B						
NFS	Ground Floor	Unit B						
NFS	Ground Floor	vacant						
NFS	Ground Floor	Physio						
NFS	Ground Floor	EVS						
NFS	Ground Floor	Pharmacy						
NFS	Ground Floor	MDR						
NFS	Ground Floor	Cafeteria						
NFS	Ground Floor	Kitchen						
NFS	Ground Floor	Engineering						
NFS	Ground Floor	Biomed						
NFS	Ground Floor	Health Records						
NFS	2nd Floor	vacant						
NFS	2nd Floor	Radiology						
NFS	2nd Floor	ICU						
NFS	2nd Floor	X-Ray						
NFS	2nd Floor	Endoscopy						
NFS	2nd Floor	Lab/Ultrasound						
NFS	2nd Floor	Day Surgery						
NFS	2nd Floor	OR						
NFS	2nd Floor	Medical Day Treatment						
NFS	2nd Floor	Pharmacy						
NFS	2nd Floor	Gift Shop						
NFS	2nd Floor	Emergency						
NFS	2nd Floor	Admin						
NFS	3rd Floor	In-patient Medical Brock						
NFS	3rd Floor	In-Patient Physio						

**Code Black – Bomb Threat****Port Colbourne Site**

Site	Level (Floor)	Department	Checked	Evacuated	Missing Person	Code Black	Lockdown	Shelter-in-Place
PCS	1st Floor	Out-patient unit						
PCS	1st Floor	vacant						
PCS	1st Floor	vacant						
PCS	1st Floor	Human Resources						
PCS	1st Floor	Health & Safety Office						
PCS	1st Floor	Meals on Wheels						
PCS	1st Floor	Speech Pathology Office						
PCS	1st Floor	vacant						
PCS	1st Floor	Gift Shop						
PCS	1st Floor	Kitchen						
PCS	1st Floor	Hospitality and Food Services						
PCS	2nd Floor	2-West In-patient Medical Unit						
PCS	2nd Floor	2-South In-patient Medical Unit						
PCS	2nd Floor	2-East In-patient Medical Unit (CCC)						
PCS	3rd Floor	Engineering						
PCS	3rd Floor	Educator						
PCS	3rd Floor	Vacant/Storage						
PCS	Basement	Urgent Care						
PCS	Basement	vacant						
PCS	Basement	vacant						
PCS	Basement	Physio						
PCS	Basement	Receiving						
PCS	Basement	Engineering						
PCS	Basement	Vacant/Storage						

## St Catherines Site

Site	Level (Floor)	Department	Checked	Evacuated	Missing Person	Code Black	Lockdown	Shelter-in-Place
SCS	Level 0	Food Services						
SCS	Level 0	Bio-medical						
SCS	Level 0	Environmental Services						
SCS	Level 0	Medical Device Reprocessing						
SCS	Level 0	Materials Management						
SCS	Level 0	Morgue						
SCS	Level 0	Loading Docks						
SCS	Level 1	Specialized Mental Health						
SCS	Level 1	Acute Mental Health						
SCS	Level 1	Psychiatric ICU						
SCS	Level 1	Main Elevator Bank						
SCS	Level 1	Cardiology Diagnostics						
SCS	Level 1	Psychiatric Emergency						
SCS	Level 1	Diagnostic Imaging						
SCS	Level 1	Emergency						
SCS	Level 1	Registration						
SCS	Level 1	Food Court						
SCS	Level 1	Radiation Therapy						
SCS	Level 1	Walker Family Cancer Centre						
SCS	Level 1	Volunteers						
SCS	Level 1	Outpatient Mental Health						
SCS	Level 1	Spiritual Centre						
SCS	Level 2	2B Critical Care (ICU/PCU)						
SCS	Level 2	Respiratory Services						
SCS	Level 2	On Call Rooms						
SCS	Level 2	OR Prep & Recovery						
SCS	Level 2	Operating Rooms						
SCS	Level 2	Heart Investigation Unit						
SCS	Level 2	Chemotherapy						



## Code Black – Bomb Threat

SCS	Level 2	Administration					
SCS	Level 2	Academic Activities					
SCS	Level 2	DeGroot Satellite Education Centre					
SCS	Level 2	Community Leaders Auditorium					
SCS	Level 2	2A Medical/Telemetry					
SCS	Level 3	3B Medical/Palliative Care					
SCS	Level 3	Pharmacy					
SCS	Level 3	Hospitalists					
SCS	Level 3	Physician Facilities					
SCS	Level 3	Medical Records					
SCS	Level 3	Site Administration	3C26.127				
SCS	Level 3	Washroom	3C26.135				
SCS	Level 3	Washroom	3A15.025				
SCS	Level 3	Washroom	3C26.124				
SCS	Level 3	Utilization / Discharge Planning / HNHB LHIN	3C26.142				
SCS	Level 3	Finance	3C26.075				
SCS	Level 3	Rooftop Patio	-				
SCS	Level 3	Meeting Room	3C26.085				
SCS	Level 3	Quality, Patient Safety & Risk	3C26.113				
SCS	Level 3	Occupational Health					
SCS	Level 3	Human Resources	3C26.157				
SCS	Level 3	Patient Relations – two locations					
SCS	Level 3	Research Department					
SCS	Level 3	Chronic Kidney Disease					
SCS	Level 3	Niagara Diabetes Centre					
SCS	Level 3	IT Services					
SCS	Level 3	Laboratory Medicine					
SCS	Level 3	Clinical Nutrition					
SCS	Level 3	3A Medical/Kidney Disease					
SCS	Level 4	4A Medical/Surgical					
SCS	Level 4	4B Children's Health					
SCS	Level 4	Gift Shop					

**Code Black – Bomb Threat**

SCS	Level 4	Women and Babies						
SCS	Level 4	Endoscopy/Cystoscopy						
SCS	Level 4	Outpatient Clinics						
SCS	Level 4	Special Care Nursery						
SCS	Level 4	ICU Research Department						
SCS	Level 5	5A General Surgery						
SCS	Level 5	5B General and Orthopedic Surgery						
SCS	Level 5	Rehab						
SCS	Other	Penthouse (both towers)						
SCS	Other	All stairwells						
SCS	Other	All Public Washrooms						
SCS	Other	All Conference Rooms						
SCS	Other	Roof						


<b>Welland Site</b>								
Site	Level (Floor)	Department	Checked	Evacuated	Missing Person	Code Black	Lockdown	Shelter-in-Place
WS	1st Floor	Medical Records						
WS	1st Floor	Cashier						
WS	1st Floor	Gift Shop						
WS	1st Floor	Ambulatory Care						
WS	1st Floor	OBSP						
WS	1st Floor	Emergency						
WS	1st Floor	Lab/Biomed						
WS	1st Floor	Engineering						
WS	1st Floor	Laundry						
WS	1st Floor	Boiler room						
WS	1st Floor	Morgue						
WS	1st Floor	Purchasing Receiving						
WS	1st Floor	Kitchen						
WS	1st Floor	Admin						
WS	1st Floor	Diabetic Clinic						
WS	1st Floor	Dialysis						
WS	1st Floor	Pharmacy						
WS	1st Floor	Woolcott Wing						
WS	1st Floor	Physio						
WS	1st Floor	ECU						
WS	1st Floor	ILTC						
WS	2nd Floor	Vacant						
WS	2nd Floor	MDR						
WS	2nd Floor	Vacant						
WS	2nd Floor	Various Offices						
WS	2nd Floor	ICT						
WS	3rd Floor	OR						
WS	3rd Floor	Day Surgery						
WS	3rd Floor	Ophthalmology						
WS	3rd Floor	Vacant						
WS	3rd Floor	Telemetry						
WS	4th Floor	In-Patient Physiotherapy						
WS	4th Floor	Surgical In-patient Unit						

WS	5th Floor	Cataract Pre-Op						
WS	5th Floor	Mech. Room	<b>Code Black - Bomb Threat</b>					
WS	5th Floor	Floor Human Resources						
WS	6th Floor	In-Patient Medical Unit						

**Code Black – Bomb Threat**

<b>Fort Erie Site</b>								
Site	Level (Floor)	Department	Checked	Evacuated	Missing Person	Code Black	Lockdown	Shelter-in-Place
FES	First Floor	Palliative Care						
FES	First Floor	In-Patient Medical						
FES	First Floor	Admin						
FES	First Floor	Diagnostic Imaging						
FES	First Floor	Methadone Clinic						
FES	First Floor	Gift Shop						
FES	First Floor	Health Records						
FES	Second Floor	Human Resources						
FES	Second Floor	Storage						
FES	Second Floor	Office Space						
FES	Second Floor	Physio						
FES	Second Floor	<i>Vacant</i>						
FES	Second Floor	<i>Vacant</i>						
FES	Second Floor	<i>Vacant</i>						
FES	Ground Floor	Urgent Care						
FES	Ground Floor	Housekeeping						
FES	Ground Floor	<i>Vacant</i>						
FES	Ground Floor	Storage Equipment						
FES	Ground Floor	Pharmacy						
FES	Ground Floor	Kitchen						
FES	Ground Floor	<i>Vacant</i>						
FES	Ground Floor	<i>Vacant</i>						
FES	Ground Floor	Storage Equipment						

**Code Black – Bomb Threat**

 Extraordinary Caring. Every Person. Every Time.		<b>NAME: Code Brown – Hazardous Spill</b>	
CLASSIFICATION:	Emergency Preparedness	DOCUMENT TYPE:	<b>POLICY and PROCEDURE</b>
SECTION:	Emergency Response Codes – Code Brown	EFFECTIVE DATE: (DD/MM/YY)	01/06/21
APPROVED BY:	Director, Quality, Patient Safety, Risk and Patient Relations	END DATE: (DD/MM/YY)	01/06/24
		DOCUMENT ID:	N/A

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### 1.0 Purpose

To provide overall guidance and instruction for a controlled and coordinated response to a hazardous chemical or biohazard spill by providing a safe work atmosphere for those affected by an event within Niagara Health.

### 2.0 Background

A Code Brown is declared upon discovery of a hazardous spill or leak of the type or magnitude that it cannot be safely cleaned up by the available staff and resources in the location of the spill.

### 3.0 Scope

Applies to all employees, persons with practicing privileges (physicians, dentists, midwives and RNs in the Extended Class), volunteers, students/learners, independent and external contract workers at each hospital site of Niagara Health.

### 4.0 Policy

4.1 A Code Brown can be activated by any member of staff who has discovered a hazardous spill or leak that is of the type or magnitude that it cannot be safely cleaned up by the available staff and resources in the location of the spill.

- 4.2 In the event that the spill renders all or part of a building uninhabitable, a Code Green will be called and the building will be partially or totally evacuated.
- 4.3 A Code Brown is comprised of three Stages:  
 Stage 1: Minor – Department staff are able to clean up a known hazardous material.  
 Stage 2: Major – **A Vendor is required to clean up the spill. The Code Team will respond and coordinate.**  
 Stage 3: Critical – **A Vendor is required to clean up the spill. The spill has resulted in injury or contamination to person(s). The Code Team will respond and coordinate.**
- 4.4 Hazardous materials may poses a higher degree of risk to those in the immediate vicinity of a spill; therefore, staff must protect themselves PRIOR to attempting remediation. Fumes/vapours from hazardous materials can incapacitate the staff's ability to function. Failure to protect one's self can result in serious injury, including death, as a result of unprotected contact with certain hazardous agents
- 4.5 **Activation of Code Brown**  
 Any staff member, who witnesses, discovers or suspects an internal hazardous release of a known or unknown origin must immediately perform the following actions:
- Notify all parties in the immediate area to evacuate.
  - Isolate the area by closing all doors in the area.
  - Head to a safe location that does not pose a threat to health and safety.
  - Call Resource Centre at ext. 55555 and provide them with the following information:
    - The site spill location (unit/area and room number, if available).
    - Name of product or substance spilled (if known) and quantity spilled.
    - Their name(s) and extension of a safe location where they can be reached at.
- 4.6 **Code Team Membership**
- There is no Code Team for a Code Brown Stage 1.
  - The Code Brown team for a Stage 2 or 3 consists of the following staff:
    - Facilities Management / Engineering Services
    - Environmental Services Manager
    - Environmental Services
    - Niagara Health Radiation Safety Officer (to be called for advice during the initial assessment if radiation is suspected).

## 5.0 Materials

- 5.1 To ensure a controlled and coordinated response to Code Brown, each unit within Niagara Health will maintain emergency response supplies.
- Code Brown - Inventory Maintenance:**
    - The Department Manager in each department where the risk of chemical spill exists (e.g. Lab, Engineering etc.) must maintain an adequate supply of Chemical spills response kits containing all the necessary equipment and supplies for the safe containment and clean-up of chemical spills.
    - This inventory shall be checked monthly as part of the regular Department inspection.
  - Payment for External Spills Response Company and Spills Kit Supplies**
    - The department responsible for the cause of the spill is accountable for all costs associated with the clean-up, including both the costs of an external spill response company attending and the replenishing of all spills kit supplies used in the cleanup.

## 6.0 Procedure

- 6.1 **Initial Discovery and Immediate Actions**
- Determine if there are any injuries or exposures that need to be managed
  - Notify Department Lead and co-workers
  - Call Resource Centre ext. 55555 to report the Code
  - Keep a safe distance; stay out of the immediate room or area of the spill (Hot Zone)



- e) Attempt to create a perimeter around Hot Zone and prevent others from going near the spill
- f) Isolate any persons who have been contaminated or exposed

## 6.2 Activation of Code Brown

Any staff member, who witnesses, discovers or suspects an internal hazardous release of a known or unknown origin must immediately perform the following actions:

- a) Notify all parties in the immediate area to evacuate.
- b) Isolate the area by closing all doors in the area.
- c) Head to a safe location that does not pose a threat to health and safety.
- d) Call Resource Centre at ext. 55555 and provide them with the following information:
  - a) The site spill location (unit/area and room number, if available).
  - b) Name of product or substance spilled (if known) and quantity spilled.
  - c) Their name(s) and extension of a safe location where they can be reached at.
- e) Provide instruction or direction to staff regarding measures that should be taken in the department to minimize risk to staff, patients or visitors.
- f) Meet with the Engineering Services Manager/Designate and provide departmental assistance.
- g) If a Staff member suffers minor exposure to a hazardous substance, ensure the staff member flushes the affected area for a minimum of 15 minutes (Please refer to the specific SDS – Material Safety Data Sheet).
- h) Ensure that any person contaminated or exposed have been isolated in a room nearby the spill; DO NOT move person through facility.
- i) If the exposed or contaminated persons require medical assistance, contact the Resources Centre at ext. 55555 and declare a Code One.

## 6.3 Deactivation of Code Brown

- a) After consulting with the external spills response company the Engineering Services Manager/Designate may deactivate the Code Brown when it is safe to do so.
- b) To deactivate the Code Brown, the Engineering Services Manager/Designate will have Switchboard/Resource Centre announce via overhead paging: "All Clear Code Brown + site location".

## 6.4 Safe Handling Procedures for In-house Remediation of Known Products

- a) If the Staff have the experience, training and PPE (Personal Protective Equipment) designated for remediation of the specific product they may precede with the process.
- b) Review all sections of the SDS to ensure the proper PPE and safe handling tools are available.
- c) Review data provided by CANUTEC.
- d) Don the appropriate PPE based on the SDS requirements.
- e) Use the proper remediation techniques as described in the SDS.
- f) Package all waste in a "UN" approved Container.
- g) Ensure the area is thoroughly inspected after remediation.
- h) Remove PPE in a manner that does not contaminate skin and place the PPE in a Clear Plastic Poly bag and seal the bag.
- i) Please refer to the transportation of dangerous good act for the proper information to fill out waste labels.
- j) Use the appropriate hazardous waste labels and proper waste class sticker are affixed to the container on the right side of the label.
- k) Contact Engineering to have the container removed to the appropriate site waste storage area.

## 6.5 Roles and Responsibilities

Upon activation of a Code Brown, in accordance to their role, staff are to follow the established processes as set out in the Job Action Sheets attached as appendices and/or in Atlas, which is accessible through SourceNet or on a mobile phone.

Responsibilities at all NH Sites	Refer to
Initial Checklist	<a href="#">Appendix A</a>
Resource Centre/Switchboard	<a href="#">Appendix C</a>
Code Team	<a href="#">Appendix F</a>
Staff	<a href="#">Appendix D</a>
Security	<a href="#">Appendix E</a>
Department Lead	<a href="#">Appendix G</a>
Manager On-Call	<a href="#">Appendix H</a>
Director On-Call	<a href="#">Appendix I</a>
Vice President	<a href="#">Appendix J</a>
Executive Leadership	<a href="#">Appendix K</a>

## 7.0 Definitions

**Activation** – The status of an individual or team when required to perform designated actions. All Clear – The incident has been resolved.

**Code Alert** – An email sent from Switchboard with Code Alert as the sender. The message provides information regarding the status of an incident and usually includes colour code, incident stage level, location and department.

**Code Brown** – an emergency situation involving a hazardous spill or leak of the type or magnitude that it cannot be safely cleaned up by the available staff and resources in the location of the spill.

### Code Brown

Stage 1: Minor – Department staff are able to clean up a known hazardous material.

Stage 2: Major – A Vendor is required to clean up the spill. The Code Team will respond and coordinate.

Stage 3: Critical – A Vendor is required to clean up the spill. The spill has resulted in injury or contamination to person(s). The Code Team will respond and coordinate.

### Code Green

Stage 1: Minor – A horizontal evacuation from an impacted area to another safe area / department on the same floor, well beyond a fire door.

Stage 2: Major – A vertical evacuation of all areas of the impacted floor to another safe floor. This type of evacuation is normally conducted downward. Requires activation of the Incident Management Team.

Stage 3: Critical – A hospital block or site-wide evacuation of all floors to another building or to designated assembly points outside the hospital site. Requires full activation of the Emergency Response Team, Incident Management Team and Senior Leadership Committee.

**EAP** - Employee Assistance Program

**Emergency Operations Center (EOC)** – the meeting location for the Incident Management Team.

**Evacuation** - Is defined as the movement of hospital occupants due to a hazardous or potentially hazardous situation to a location that eliminates the risk of injury or illness created by the situation (e.g. internal fire, impending explosion or internal/external airborne gas).

**Hot Zone** – The immediate area surrounding the spill

**Incident** – is a naturally occurring or man-made event that may negatively impact our hospital. The incident may impact our people, business, data or our reputation.

**Incident Commander** – The Lead person taking overall control of Operations during a Code Green event.

**Incident Management System (IMS)** – is the system that our hospital is using to respond to an incident. By using the structure of the Emergency Response Team reporting to the Incident.

**Incident Management Team (IMT)** – the operational team that consists of manager and director level staff. This Team has an IMT Lead group (On-Call). Members of the IMT will generally operate in the EOC.

**Job Action Sheet (JAS)** – The Job action sheet is a one-page document that describes the specific procedures for an incident responder at stage 1, 2 and 3.

**Notification** – A message from the Resource Centre through a Code Alert email for information only but with no action necessary.

**PPE** - Personal Protective Equipment

**Release** - Any spill of a known hazardous product/substance or an unknown origin that presents or has the ability to present a threat to the health and/or safety of an individual or group of staff/clients/visitors and/or causes an adverse environmental impact or can cause property damage.

**Resource Centre** – Is the effective dispatch and communication hub during an incident, responsible for receiving emergency 55555 calls, sending out overhead announcements, Email Code Alerts, and Pager activations. Has access to contact lists (internal and external stakeholders) for the hospital

**SDS/MSDS** – Safety Data Sheet / Material Safety Data Sheet

## 8.0 Education/Communications

- 8.1 All staff will be required to participate and review the Code Brown Policy as a part of the global emergency management “Code of the Month” program.
- 8.2 Any changes to this document will be communicated to all staff by internal media forums. Any changes to individual response team members will be communicated to those team members by the Emergency Management Committee.

## 9.0 Appendices

- [Appendix A – Code Brown Initial Assessment Checklist](#)
- [Appendix B – Job Action Sheet Summary \(All Roles\)](#)
- [Appendix C – Switchboard/Resource Centre Job Action Sheet and Checklist](#)
- [Appendix D – Staff Job Action Sheet and Checklist](#)
- [Appendix E – Security Job Action Sheet and Checklist](#)
- [Appendix F – Code Team Job Action Sheet and Checklist](#)
- [Appendix G – Department Lead Job Action Sheet and Checklist](#)
- [Appendix H – Manager On-Call Lead Job Action Sheet and Checklist](#)
- [Appendix I – Director On-Call Job Action Sheet and Checklist](#)
- [Appendix J – Vice President On-Call Job Action Sheet and Checklist](#)
- [Appendix K – Executive Leadership Team Job Action Sheet and Checklist](#)
- [Appendix L – COOP Activation](#)
- [Appendix M – Communications Table](#)
- [Appendix N– Messaging Templates](#)
- [Appendix O – Code Red Incident Form](#)
- [Appendix P – Fire Evacuation Procedures](#)

## 10.0 Related Documents

- Code CBRNE -- Policy and Procedure
- Code Green -- Policy and Procedure
- Code Grey -- Policy and Procedure
- Code Update Email
- Continuity of Operations Plan

Family Support Centre  
Fire Safety Plans for each Niagara Health site  
Guide to Canadian Health Care Facilities  
Internal Facilities and Monitoring Equipment for Temporary Relocation of Patients  
Media Centre Guide

**11.0 Related Forms**

Post Incident Debrief  
Code IRS (RL6)

**12.0 References**

- 12.1 Ministry of the Environment and Climate Change - Environmental Protection Act and Regulations.
- 12.2 Ministry of Labour, Training and Skills Development - Occupational Health and Safety Act.
- 12.3 Ministry of Labour, Training and Skills Development - Industrial Establishments Regulation 851.
- 12.4 Ontario Hospital Association Emergency Management Toolkit, 2011.
- 12.5 Ontario Occupational Health and Safety Act, Ontario Regulation 67/93 Regulation for Health Care and Residential Facilities.
- 12.6 SDS Online Listed on SourceNet.

### Appendix A Code Brown Initial Assessment Checklist and Code Team

The Code Initial Assessment Checklist is used to determine a Stage 1, 2, or 3 for Code Brown. The Department Lead or Code Team can make the stage determination, and declare a concurrent Code Black, Code CBRNE, Code Grey, or Code Green. The Executive Leadership Team, will determine the need to go to Code Green Stage 3.

#### Code Team Membership

There is no Code Team for a Code Brown Stage 1.

The Code Brown team for a Stage 2 or 3 consists of the following staff:

- a) Facilities Management / Engineering Services
- b) Environmental Services Manager
- c) Environmental Services
- d) Niagara Health Radiation Safety Officer (to be called for advice during the initial assessment if radiation is suspected)

Assessment Criteria for Code Brown – Initial Assessment	
<input type="checkbox"/>	Review SDS available on Source Net and/or call CANUTEC 1-888-226-8832 or Cell *666 for more information on the SDS, if the substance is known
<input type="checkbox"/>	Check patient records for record of internal radiation therapy or brachytherapy within seven days, and if so, contact Niagara Health Radiation Safety Officer to assist with cleanup and decontamination assessment
<input type="checkbox"/>	If the material is considered explosive, go to Code Black – Suspicious Package
<input type="checkbox"/>	If the substance has been released from a suspicious package, Go To Code CBRNE
Assessment Criteria for Code Brown - Stage 1 Minor	
<input type="checkbox"/>	It is a known substance
<input type="checkbox"/>	Department personnel are qualified and capable of cleaning up the spill (if chemical qualities and quantities permit)
<input type="checkbox"/>	Respirator NOT required for cleanup (check with MSDS/SDS)
<input type="checkbox"/>	Amount is less than approximately 1 litre, check for cytotoxic medication administration in the past 7 days - call the Walker Family Cancer Clinic
<input type="checkbox"/>	No personal exposure or contamination to substance
<input type="checkbox"/>	There is NOT an environmental impact
<input type="checkbox"/>	Patient is NOT receiving treatment with cytotoxic medication or radiation
<input type="checkbox"/>	If Patient is receiving treatment with cytotoxic medication or radiation, personnel are present that are qualified in cleanup procedures
<input type="checkbox"/>	If answered "yes" to all of the above questions then it is a Stage 1 - Minor Spill
<input type="checkbox"/>	Contact Resource Centre ext. 55555 and advise Code Brown Stage 1 - Site & Location
<input type="checkbox"/>	Go to corresponding Stage 1 Job Action Sheet
Assessment Criteria for Code Brown - Stage 2 Major	
<input type="checkbox"/>	Spilled material is unknown
<input type="checkbox"/>	The amount spilled is not manageable by staff
<input type="checkbox"/>	Hazardous Material contaminated in multiple areas or departments
<input type="checkbox"/>	Review Stage 3 criteria to confirm this is a Stage 2 spill
<input type="checkbox"/>	If answered "yes" to any of the above questions, and "no" to all of the Stage 3 questions, it is a Stage 2 Code Brown
<input type="checkbox"/>	Contact Resource Center ext. 55555 to advise of a Code Brown - Stage 2 - Site - Location
<input type="checkbox"/>	Go to corresponding Stage 2 Job Action Sheet

<b>Assessment Criteria for Code Brown - Stage 3 Critical</b>	
<input type="checkbox"/>	Stage 2 Spill criteria met, plus one or more of the following criteria:
<input type="checkbox"/>	Is it an unknown substance or a mixture of more than 1 substance
<input type="checkbox"/>	People are contaminated and/or injured
<input type="checkbox"/>	There a requirement for utility shutdown (i.e. HVAC)
<input type="checkbox"/>	There is more than one substance
<input type="checkbox"/>	A reportable spill has occurred
<input type="checkbox"/>	Consider Code Green to evacuate
<input type="checkbox"/>	A technical decontamination of personnel, equipment, and/or facility will be required
<input type="checkbox"/>	The amount is greater than approximately 4 litres
<input type="checkbox"/>	A vendor is required for clean up
<input type="checkbox"/>	Consider complicating factors such as; fire, multiple patients, building evacuation, impact on business operations > 3 hours
<input type="checkbox"/>	If answered "yes" to any of the above questions then it is a Stage 3 - Critical Spill
<input type="checkbox"/>	Contact Resource Center ext. 55555 to advise of a Code Brown - Stage 3 - Site - Location
<input type="checkbox"/>	Go to corresponding Stage 3 Job Action Sheet

### Appendix B Job Action Sheet Summary (All Roles)

This summary page provides a quick reference of the key points with the various Job Action Sheets for each Role.

Chain of Command			
Group	Stage 1	Stage 2	Stage 3
<b>Executive Leadership Team (ELT) / VP On-Call</b>	<ul style="list-style-type: none"> <li>No action required</li> </ul>	<b>VP On-Call:</b> <ul style="list-style-type: none"> <li>Join EOC Conference Call</li> <li>Determine impact on operations and consider COOP activation</li> <li>Approve Code Green</li> <li>Review and approve Communications</li> <li>Update ELT</li> </ul>	<b>VP On-Call:</b> <ul style="list-style-type: none"> <li>Attend EOC</li> <li>Determine impact on operations and consider COOP activation</li> <li>Approve Code Green as required</li> <li>Review and approve Communications Plan with ELT</li> <li>Update ELT</li> <li>Issue All Clear</li> </ul> <b>ELT:</b> <ul style="list-style-type: none"> <li>Establish ELT meeting</li> <li>Approve communications</li> <li>Approve COOP</li> <li>Advise stakeholders as required</li> </ul>
<b>EOC / Director On-Call</b>	<ul style="list-style-type: none"> <li>No action required</li> </ul>	<ul style="list-style-type: none"> <li>Determine requirement for EOC Conference Call</li> <li>Discuss with Incident Commander and VP On-Call</li> <li>Determine impact on operations and consider COOP activation</li> <li>Consider Code Green, Code Grey – External Air Exclusion</li> <li>Consider communications requirements</li> <li>Issue All Clear</li> </ul>	<ul style="list-style-type: none"> <li>Establish EOC; develop Code Action Plan</li> <li>Discuss with Incident Commander and VP On-Call</li> <li>Determine impact on operations and consider COOP activation</li> <li>Consider Code Green, Code Grey – External Air Exclusion</li> <li>Develop communications plan</li> </ul>
<b>Incident Command Post (ICP)</b>	<b>Staff:</b> <ul style="list-style-type: none"> <li>Ensure staff and patients are moved from spill area; create perimeter as required</li> <li>Discuss clean-up with Department Lead</li> <li>Review SDS/CANUTEC 1-888-226-8832</li> <li>Determine appropriate decon method</li> </ul>	<b>Staff:</b> <ul style="list-style-type: none"> <li>Ensure staff and patient safety; assist with perimeter as required</li> <li>Assist Code Team and Vendor as required</li> <li>Avoid contaminated areas until decon conducted by Vendor</li> </ul> <b>Department Lead / Manager On-Call:</b>	<b>Staff:</b> <ul style="list-style-type: none"> <li>Ensure staff and patient safety; assist with perimeter as required</li> <li>Direct contaminated person to isolate in nearby room (preferably with water source)</li> <li>Assist Code Team and Vendor as required</li> <li>Avoid contaminated areas until decon conducted by Vendor</li> </ul>

	<ul style="list-style-type: none"> <li>• If experienced, trained and have appropriate PPE for specific product, proceed with clean-up</li> <li>• Refer to 'Hazardous Spill Cleanup Form' (See Appendix P)</li> </ul> <p><b>Department Lead / Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>• Assume role of Incident Commander</li> <li>• Ensure staff and patient safety; create perimeter as required</li> <li>• Contact Vendor for decon procedures</li> <li>• Ensure staff have the experience, training and PPE required to proceed with clean-up; if not, escalate to Stage 2</li> <li>• Complete 'Hazardous Spill Cleanup Form' (See Appendix P)</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• No action required</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>• No action required</li> </ul>	<ul style="list-style-type: none"> <li>• Assume role of Incident Commander</li> <li>• Initiate Code Green as required</li> <li>• Contact and liaise with Vendor</li> <li>• Provide information to Resource Centre for Code Update Email</li> <li>• Ensure contaminated areas are decontaminated by Vendor</li> <li>• Report hazardous spills to appropriate authorities as required</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• Establish and maintain perimeter until decon is complete</li> <li>• Escort responding Vendor to ICP</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>• Ensure Vendor has been contacted</li> <li>• Ensure safety of staff and patients; ensure perimeter has been established</li> <li>• Review SDS/CANUTEC information</li> <li>• Consider HVAC requirements</li> <li>• Ensure all potentially contaminated areas have been decontaminated</li> <li>• Complete Hazardous Spill Cleanup Form' (See Appendix P)</li> <li>• Assist Vendor as required</li> </ul>	<p><b>Department Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>• Assume role of Incident Commander</li> <li>• Initiate Code Green as required</li> <li>• Contact and liaise with Vendor</li> <li>• Ensure patient is triaged and treated once decontaminated by Vendor</li> <li>• Provide information to Resource Centre for Code Update Email</li> <li>• Ensure contaminated areas are decontaminated by Vendor</li> <li>• Report hazardous spills to appropriate authorities as required</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• If contaminated person, isolate and secure in nearby room</li> <li>• Establish and maintain perimeter until decon is complete</li> <li>• Escort responding Vendor to ICP</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>• Ensure Vendor has been contacted</li> <li>• Ensure safety of staff and patients; ensure perimeter has been established</li> <li>• Ensure contaminated personnel have been isolated in near-by room</li> <li>• Review SDS/CANUTEC information</li> <li>• Consider HVAC requirements</li> <li>• Ensure all potentially contaminated areas have been decontaminated</li> <li>• Complete Hazardous Spill Cleanup Form' (See Appendix P)</li> <li>• Assist Vendor as required</li> </ul>
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<b>Communications</b>			
<b>Resource Centre</b>	<ul style="list-style-type: none"> <li>• No action required</li> </ul>	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone Code Team, Manager On-Call, Director On-Call</li> <li>• Send NHS Emergency Management group email</li> <li>• Send out All Clear PA, email</li> </ul>	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone Code Team, Manager On-Call, Director On-Call</li> <li>• Send NHS Emergency Management group email</li> <li>• Send out All Clear PA, email</li> </ul>

**Appendix C**  
**Switchboard / Resource Centre Job Action Sheet and Checklist**

Code Brown - Stage 1 Minor - Switchboard / Resource Centre Job Action Sheet		
<b>Definition</b>	No action for Resource Centre required	
Code Brown - Stage 2 Major - Switchboard / Resource Centre Job Action Sheet		
<b>Definition</b>	<b>Hazardous Spill. Vendor to clean-up</b>	
1. SENDING ALERTS		
<b>PA Announcement (3 times)</b>	Code Brown – Stage 2 – [location]	
<b>Phone/Contact Responders</b>	<b>SCS, NFS, WS Sites</b>	<ul style="list-style-type: none"> <li>• Security</li> <li>• Facilities Management / Engineering Services On-Call</li> <li>• EVS</li> <li>• Niagara Health Radiation Safety Officer (if spill / exposure involves cytotoxin or radiation)</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (After Hours)</li> </ul>
	<b>FES and PCS Sites</b>	<ul style="list-style-type: none"> <li>• Security</li> <li>• Facilities Management / Engineering Services On-Call</li> <li>• EVS</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (After Hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Brown – Stage 2 – [Site]
	Email Body (cut and paste, update location)	A major spill has occurred within [location]. A Vendor is responding to clean up the spill. Security are maintaining a perimeter.
2. EOC Activation		
<b>A. Call the Director On-Call</b> (according to schedule) <b>1. Confirm the Director On-Call is aware of the Code and has spoken with the Dept. Lead or Manager On-Call</b>	Mon-Fri: 0830-1630  (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>

<b>2. Confirm the Director On-Call wants to activate the EOC Teleconference Meeting</b>	After-hours	Refer to Director On-call schedule
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<b>B. Establish 'Teleconference Meeting' as per Director On-Call</b>	1. Teleconference Meeting invitation subject line ( <b>cut and paste, update location</b> )	EOC Conference Call – Code Brown – Stage 2 – [location]
	1. Send Teleconference Meeting invitation via email to leadership list <ol style="list-style-type: none"> <li>1. Set start time to begin immediately</li> </ol> 2. Call Leadership list to advise of Teleconference Meeting invitation	<ul style="list-style-type: none"> <li>• Manager of affected department</li> <li>• Manager of Risk or designate</li> <li>• Director of affected department</li> <li>• Executive Site Lead</li> <li>• Manager of OCC Health</li> <li>• OCC Health Safety Officer</li> <li>• Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>• Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>• Communications</li> <li>• VP On-Call</li> </ul>
	After-hours	<ul style="list-style-type: none"> <li>• Manager On-Call</li> <li>• Risk On-Call</li> <li>• Director On-Call</li> <li>• Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>• Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>• Communications</li> <li>• Manager of Occ. Health</li> <li>• VP On-Call</li> </ul>
<b>3. CODE UPDATE EMAIL</b>		
<ul style="list-style-type: none"> <li>• Receive information from Dept. Lead</li> <li>• Send Code Update Email</li> </ul>	Email distribution groups:	NHS Emergency Management
	Subject Line ( <b>cut and paste, update site</b> )	Code Update Email: Code Green – Stage 1 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents
<b>4. ADDITIONAL DUTIES AS REQUIRED</b>		
<b>Complete documentation</b>	N/A	
<b>Media Inquiries</b>	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Dept.</li> </ul>	
<b>Patient Inquiries</b>	N/A	
<b>ED Closure Notifications – as directed</b>	N/A	
<b>EOC Hotline</b>	N/A	
<b>5. ALL CLEAR</b>		
<b>Authority to give the "All Clear"</b>	Director On-call	
<b>PA Announcement (once)</b>	All Clear Code Brown	
<b>Group Emails</b>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Brown – Stage 2 – [Site] – All Clear
<b>5. POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log	

<b>Code Brown - Stage 3 Critical Spill or Release - Switchboard / Resource Centre Job Action Sheet</b>		
<b>Definition</b>	Hazardous spill; contaminated person; vendor response required	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	Code Brown – Stage 3 - [location]	
<b>Phone/Contact Responders</b>	<b>SCS, NFS, WS Sites</b>	<ul style="list-style-type: none"> <li>• Security</li> <li>• Facilities Management / Engineering Services On-Call</li> <li>• EVS</li> <li>• Niagara Health Radiation Safety Officer (if spill / exposure involves cytotoxin or radiation)</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (After Hours)</li> </ul>
	<b>DMH &amp; PCS Site</b>	<ul style="list-style-type: none"> <li>• Security</li> <li>• Facilities Management / Engineering Services On-Call</li> <li>• EVS</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>• OCC Health Safety Officer (0830-1630 hours Mon. through Fri.), or Manager of OCC Health (after hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul>
	Subject Line ( <b>cut and paste, update site</b> )	Code Alert: Code Brown – Stage 3 – [Site]
	Email Body ( <b>cut and paste, update location</b> )	<p>A major spill has occurred within [location]. A Vendor is responding to clean up the spill. Security are maintaining a perimeter.</p> <p>A Code Update we be sent as more information comes available</p>
<b>2. EOC ACTIVATION</b>		
<b>A. Call the Director On-Call</b> (according to schedule)  1. Confirm the Director On-Call is aware of the Code and has spoken with the Department Lead or Manager On-Call 2. Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri: 0830-1630 (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
	After-hours	Refer to Director On-call schedule

**NAME: Code Brown – Hazardous Spill**

<b>B. Establish 'Teleconference Meeting' as per Director On-Call</b>	1. Teleconference Meeting invitation subject line ( <b>cut and paste, update site</b> )	EOC Conference Call – Code Brown – Stage 3 – [Site]
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	<p>1. Send Teleconference Meeting invitation via email to leadership list</p> <p>1. Set start time to begin immediately</p> <p>2. Phone Leadership list to advise of Teleconference Meeting invitation</p>	<ul style="list-style-type: none"> <li>• Manager of affected department</li> <li>• Manager of Risk or designate</li> <li>• Director of affected department</li> <li>• Director QPSR</li> <li>• Executive Site Lead</li> <li>• Manager of OCC Health</li> <li>• OCC Health Safety Officer</li> <li>• Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>• Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>• Communications</li> <li>• VP On-Call</li> </ul>
	After-hours	<ul style="list-style-type: none"> <li>• Manager On-Call</li> <li>• Risk On-Call</li> <li>• Director On-Call</li> <li>• Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>• Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>• Communications</li> <li>• Manager of Occ. Health</li> <li>• VP On-Call</li> </ul>
<b>3. CODE UPDATE EMAIL</b>		
<ul style="list-style-type: none"> <li>• Receive information from Department Lead</li> <li>• Send Code Update Email</li> </ul>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul>
	Subject Line ( <b>cut and paste, update site</b> )	Code Update Email: Code Brown – Stage 3 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents
<b>4. ADDITIONAL DUTIES AS REQUIRED</b>		
<b>Complete documentation</b>	N/A	
<b>Media Inquiries</b>	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Department</li> </ul>	
<b>Patient Inquiries</b>	<ul style="list-style-type: none"> <li>• Transfer call to unaffected Depts.</li> <li>• For affected depts. Advise caller there is an emergency code in effect and to please call back in 30 minutes</li> </ul>	
<b>ED Closure Notifications – as directed</b>	<ul style="list-style-type: none"> <li>• Notify NEMS of any ED closures</li> <li>• Notify other Niagara Health sites of ED closure</li> </ul>	
<b>EOC Hotline</b>	N/A	
<b>5. ALL CLEAR</b>		
Authority to give the “All Clear”	VP On-call	
PA Announcement (once)	All Clear Code Brown	
<b>Group Emails</b>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> <li>• All Regional Chiefs</li> </ul>
	Subject Line ( <b>cut and paste, update site</b> )	Code Alert: Code Brown – Stage 3 – [Site] – All Clear
<b>6. POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log	

<b>Code Brown - Stage 3 Critical</b>	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone / Contact Responders
<input type="checkbox"/>	Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Send Email the Teleconference Meeting Call Group
<input type="checkbox"/>	Phone the Teleconference Meeting Group
<input type="checkbox"/>	Send <a href="#">CODE UPDATE EMAIL</a> as per Department Lead
<input type="checkbox"/>	Complete Section 4. Additional Duties as required
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Receive All Clear from VP On-Call
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log



### Appendix D Staff Job Action Sheet and Checklist

Code Brown - Stage 1 Minor	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Notify people in the area of the spill and exit the spill area
<input type="checkbox"/>	Contact Department Lead and advise of spill
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Ensure staff and patients are moved clear of the spill; create perimeter as required
<input type="checkbox"/>	Discuss the cleanup with the Department Lead
<input type="checkbox"/>	Determine if the decontamination method is within the capabilities of the Department Staff; if not, upgrade to Stage 2
<input type="checkbox"/>	Review SDS (MSDS) and/or call CANUTEC 1-888-226-8832 or Cell *666 for more information
<input type="checkbox"/>	For specific spill cleanup procedure based on actual spilled material Refer to 'Hazardous Spill Cleanup Form' (see Appendix P)
<input type="checkbox"/>	Prepare decontamination area prior to entering cleanup area
<input type="checkbox"/>	Select and don required PPE and perform remediation activities
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Department Lead will determine "All Clear" status
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

Code Brown - Stage 2 Major	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Notify people in the area of the spill and exit the spill area
<input type="checkbox"/>	Contact Department Lead and advise of spill
<input type="checkbox"/>	If Department Lead is not immediately available, contact Resource Centre ext. 55555 and complete ' Initial Assessment Checklist' (see Appendix A)
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Notify people in the area of the spill and exit the spill area
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Ensure safety of staff and patients; assist with perimeter as required
<input type="checkbox"/>	Discuss the cleanup with the Department Lead and Code Brown Team
<input type="checkbox"/>	Provide information and SDS to Code Brown Team, if available
<input type="checkbox"/>	Assist Code Brown Team and Vendor as required
<input type="checkbox"/>	Avoid contaminated areas until decon conducted by Vendor
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Brown - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Notify people in the area of the spill and exit the spill area
<input type="checkbox"/>	Contact Dept. Lead and advise of the spill
<input type="checkbox"/>	Call Resource Centre ext. 55555 and advise of Code Brown – Stage 3 – Site - Location
<input type="checkbox"/>	Report any exposure or contamination of personnel to Resource Centre
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Ensure staff and patient safety; assist with perimeter as required
<input type="checkbox"/>	If person contaminated, direct person to isolate in near-by room (preferably with water source)
<input type="checkbox"/>	Discuss the cleanup with Incident Commander and Code Brown Team
<input type="checkbox"/>	Provide information and SDS to Code Brown Team
<input type="checkbox"/>	Assist Code Brown Team and Vendor as required
<input type="checkbox"/>	Avoid contaminated areas until decon conducted by Vendor
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Report any injuries and potential or actual exposures to Occupational Health
<input type="checkbox"/>	Assist as required

**Appendix E**  
**Security Job Action Sheet and Checklist**

<b>Code Brown - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	N/A
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

<b>Code Brown - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Advise Security Command upon arrival
<input type="checkbox"/>	Receive update from Incident Commander
<input type="checkbox"/>	Assist with establishing, and maintaining, a perimeter/cordon as required
<input type="checkbox"/>	Assign Security Guard to liaise with responding vendor and have escorted to Incident Command Post
<input type="checkbox"/>	Contact and update Security Command via radio
<input type="checkbox"/>	Maintain perimeter and support while spill is cleaned up
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Confirm with Incident Commander when spill has been cleaned up, remove perimeter barriers
<input type="checkbox"/>	Advise Security Command when the code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements

<b>Code Brown - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Respond to code location and liaise with Incident Commander
<input type="checkbox"/>	Advise Security Command upon arrival
<input type="checkbox"/>	Assign Security Guard to liaise with responding vendor and have escorted to Incident Command Post
<input type="checkbox"/>	Assist Vendor with access to hospital and spill area
<input type="checkbox"/>	Assist with establishing, and maintaining, a perimeter/cordon as required
<input type="checkbox"/>	If contamination of patient or personnel has occurred, isolate person and secure in a near-by room (preferably with water source)
<input type="checkbox"/>	Contact and update security Command via radio
<input type="checkbox"/>	Maintain perimeter and support while spill is cleaned up
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Confirm with Incident Commander when spill has been cleaned up, remove perimeter barriers
<input type="checkbox"/>	Advise Security Command when the code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements

## Appendix F - Code Team Job Action Sheet and Checklist

Code Brown - Stage 1 Minor	
<b>The Code Team is not required for a Code Brown - Stage 1</b>	
Code Brown - Stage 2 Major	
Step 1 – Activate and Notify	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Respond to code location
<input type="checkbox"/>	If anyone has been contaminated or exposed, isolate that person nearby and go to Stage 3
<input type="checkbox"/>	Complete 'Initial Assessment Checklist' (see Appendix A); contact Resource Centre ext. 55555 of Code Stage
Step 2 – Action Plan	
<input type="checkbox"/>	Receive update from Incident Commander
<input type="checkbox"/>	Direct Security to set up a perimeter/cordon to prevent entry into the spill area
<input type="checkbox"/>	Review SDS and/or call CANUTEC 1-888-226-8832 or Cell *666 for more information
<input type="checkbox"/>	Contact Vendor to conduct clean up; note response time, estimated clean up time, and responding vendor team's contact information
<input type="checkbox"/>	Consider HVAC requirements; turn off if safe to do so
<input type="checkbox"/>	Update Incident Commander
<input type="checkbox"/>	Complete 'Hazardous Spill Cleanup Form' (see Appendix P)
<input type="checkbox"/>	Assist vendor as required
Step 3 – All Clear	
<input type="checkbox"/>	Receive All Clear from Vendor
<input type="checkbox"/>	Confirm spill, room, and equipment have been decontaminated and advise Incident Commander
<input type="checkbox"/>	Receive Code Alert: All Clear
Step 4 – Post Incident	
<input type="checkbox"/>	Assist as required
Code Brown - Stage 3 Critical	
Step 1 – Activate and Notify	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Respond to code location
<input type="checkbox"/>	Complete 'Initial Assessment Checklist' (see Appendix A); contact Resource Centre ext. 55555 of Code Stage
Step 2 – Action Plan	
<input type="checkbox"/>	Receive update from Incident Commander
<input type="checkbox"/>	Contact Vendor to conduct clean up; note response time, estimated clean up time, and responding vendor team's contact information
<input type="checkbox"/>	Direct Security to set up a perimeter/cordon to prevent entry into the spill area
<input type="checkbox"/>	Ensure that any person contaminated or exposed have been isolated in a room nearby the spill; DO NOT move person through facility
<input type="checkbox"/>	Review SDS and/or call CANUTEC 1-888-226-8832 or Cell *666 for more information
<input type="checkbox"/>	Complete 'Hazardous Spill Cleanup Form' (see Appendix P)
<input type="checkbox"/>	Assist vendor as required
Step 3 – All Clear	
<input type="checkbox"/>	Receive All Clear from vendor; advise Incident Commander
<input type="checkbox"/>	Receive Code Alert: All Clear
Step 4 – Post Incident	
<input type="checkbox"/>	Assist as required

### Appendix G – Department Lead Job Action Sheet and Checklist

Code Brown - Stage 1 Minor	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive notification from staff that a spill has occurred
<input type="checkbox"/>	If anyone has been contaminated or exposed, isolate that person nearby and go to Stage 3
<input type="checkbox"/>	Complete 'Initial Assessment Checklist' (see Appendix A) and determine Stage 1, 2, or 3
<input type="checkbox"/>	If assistance is required with the 'Initial Assessment Checklist' (see Appendix A) contact the Resource Centre Ext. 55555 to have the Code Brown Team respond
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post location and assume role of Incident Commander; don IC vest
<input type="checkbox"/>	Ensure staff and patient safety; create perimeter as required
<input type="checkbox"/>	Complete 'Hazardous Spill Cleanup Form' (see Appendix P)
<input type="checkbox"/>	Discuss the cleanup with Staff
<input type="checkbox"/>	Contact Department Manager or Manager On-Call and advise of spill and discuss any impact on department if required
<input type="checkbox"/>	Review SDS (MSDS) and confirm data with Vendor
<input type="checkbox"/>	Determine compatibility with current PPE; if PPE is deemed non-compatible, upgrade to Code Brown Stage 2
<input type="checkbox"/>	Determine appropriate remediation technique as described in the SDS (MSDS) and Vendor
<input type="checkbox"/>	Determine the appropriate equipment decontamination method
<input type="checkbox"/>	Determine if the decontamination method is with the capabilities of the Staff; if not, upgrade to Code Brown Stage 2
<input type="checkbox"/>	If the Staff have the experience, training, and PPE for the remediation of the specific product, proceed with cleanup
<input type="checkbox"/>	Refer to 'Hazardous Spill Cleanup Form' (see Appendix P) for specific spill cleanup procedure based on actual spilled material
<input type="checkbox"/>	Ensure decontamination area is set up prior to entering cleanup area
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive notification from Staff that the spill, room, and equipment have been decontaminated
<input type="checkbox"/>	Advise Department Manager or Manager On-Call once spill has been cleaned up as required
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Advise patients and visitors that the Code has been resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete Code IRS
Code Brown - Stage 2 Major	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive notification from staff that a spill has occurred
<input type="checkbox"/>	If anyone has been contaminated or exposed, isolate that person nearby and go to Stage 3
<input type="checkbox"/>	Complete 'Initial Assessment Checklist' (see Appendix A) and determine Stage 1, 2, or 3
<input type="checkbox"/>	If assistance is required with the 'Initial Assessment Checklist' (see Appendix A) contact the Resource Centre Ext. 55555 to have the Code Brown Team respond
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Ensure staff and patient safety; create perimeter as required
<input type="checkbox"/>	Establish Incident Command Post location and assume role of Incident Commander; don IC vest
<input type="checkbox"/>	Contact Vendor for response
<input type="checkbox"/>	Notify other impacted Department Leads

<input type="checkbox"/>	Advise Resource Centre ext. 55555 of Code Team arrival
<input type="checkbox"/>	Give an update to the arriving Code Brown Team
<input type="checkbox"/>	Consider and initiate Code Green as required
<input type="checkbox"/>	Update Department Manger or Manager On-Call
<input type="checkbox"/>	Liaise with responding Vendor
<input type="checkbox"/>	Assist in completing the 'Hazardous Spill Cleanup Form' (see Appendix ?) with the Code Brown Team
<input type="checkbox"/>	Contact Resource Centre ext. 55555 to provide information for Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive notification from Code Brown Team that the spill, room, and equipment have been decontaminated
<input type="checkbox"/>	Advise Department Manager or Manager On-Call and advise of All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete Code IRS

**Code Brown - Stage 3 Critical****Step 1 – Activate and Notify**

<input type="checkbox"/>	Receive notification from staff that a spill has occurred
<input type="checkbox"/>	If anyone has been contaminated or exposed, isolate that person nearby and go to Stage 3
<input type="checkbox"/>	Complete 'Initial Assessment Checklist' (see Appendix A) and determine Stage 1, 2, or 3
<input type="checkbox"/>	If assistance is required with the 'Initial Assessment Checklist' (see Appendix A) contact the Resource Centre Ext. 55555 to have the Code Brown Team respond
<input type="checkbox"/>	Receive Code Alert

**Step 2 – Action Plan**

<input type="checkbox"/>	Ensure staff and patient safety; create perimeter as required
<input type="checkbox"/>	Establish Incident Command Post location and assume role of Incident Commander; don IC vest
<input type="checkbox"/>	Contact Vendor for response
<input type="checkbox"/>	Notify other impacted Department Leads
<input type="checkbox"/>	Advise Resource Centre ext. 55555 of Code Team arrival
<input type="checkbox"/>	Give an update to the arriving Code Brown Team
<input type="checkbox"/>	Consider and initiate Code Green as required
<input type="checkbox"/>	Update Department Manger or Manager On-Call
<input type="checkbox"/>	Liaise with responding Vendor
<input type="checkbox"/>	Assist in completing the 'Hazardous Spill Cleanup Form' (see Appendix ?) with the Code Brown Team
<input type="checkbox"/>	Contact Resource Centre ext. 55555 to provide information for Code Update Email

**Step 3 – All Clear**

<input type="checkbox"/>	Receive notification from Code Brown Team that the spill, room, and equipment have been decontaminated
<input type="checkbox"/>	Advise Department Manager or Manager On-Call and advise of All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear

**Step 4 – Post Incident**

<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete Code IRS

## Appendix H – Manager On-Call Job Action Sheet and Checklist

Code Brown - Stage 1 Minor	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	N/A
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive updates from Dept. Lead
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

Code Brown - Stage 2 Major	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	IF ANY PERSON HAS BEEN CONTAMINATED OR EXPOSED, ENSURE THAT PERSON HAS BEEN ISOLATED AND GO DIRECTLY TO <a href="#">STAGE 3</a>
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Liaise with Dept. Lead and determine impact on department
<input type="checkbox"/>	Take over role as Incident Commander if required
<input type="checkbox"/>	Receive Code update from Code Team
<input type="checkbox"/>	Ensure there are no injuries or safety issues
<input type="checkbox"/>	Determine if <a href="#">CODE GREEN</a> is required and to what extent; initiate as required
<input type="checkbox"/>	Update Director On-Call
<input type="checkbox"/>	Report all hazardous spills to the appropriate authority as required (e.g. Ministry of the Environment and Climate Change, Public Health Ontario)
<input type="checkbox"/>	Determine if there are any operational interruptions and report to Director On-Call
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive notification from Code Team/Dept. Lead that the spill, room, and equipment have been decontaminated
<input type="checkbox"/>	Advise Director On-Call of All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Investigate and document to determine the root cause
<input type="checkbox"/>	Facilitate investigation with external agencies (e.g. Ministry of Labour, Training and Skills Development, Workplace Safety Insurance Board, Ministry of the Environment and Climate Change, etc.) as required

Code Brown - Stage 3 Critical	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	IF ANY PERSON HAS BEEN CONTAMINATED OR EXPOSED, ENSURE THAT PERSON HAS BEEN ISOLATED
<b>Step 2 – Action Plan</b>	

<input type="checkbox"/>	Liaise with Dept. Lead and determine impact on department
<input type="checkbox"/>	Take over role as Incident Commander as required
<input type="checkbox"/>	Receive Code update from Code Team
<input type="checkbox"/>	Ensure there are no injuries or safety issues
<input type="checkbox"/>	Determine if <a href="#">CODE GREEN</a> is required and to what extent (pass details to Director On-Call and await approval for Code)
<input type="checkbox"/>	Update Director On-Call
<input type="checkbox"/>	Report all hazardous spills to the appropriate authority as required (e.g. Ministry of the Environment and Climate Change, Public Health Ontario)
<input type="checkbox"/>	Determine if there are any operational interruptions and report to Director On-Call
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive All Clear from Code Team
<input type="checkbox"/>	Advise Director On-Call that the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Investigate and document to determine the root cause
<input type="checkbox"/>	Facilitate investigation with external agencies (e.g. Ministry of Labour, Training and Skills Development, Workplace Safety Insurance Board) as required



## Appendix I – Director On-Call Job Action Sheet and Checklist

Code Brown - Stage 1 Minor	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	N/A
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required
Code Brown - Stage 2 Major	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from Incident Commander
<input type="checkbox"/>	Determine requirement to establish EOC Teleconference Meeting
<input type="checkbox"/>	Determine potential interruption to immediate department or impact on other departments (consider <a href="#">CODE GREEN</a> , <a href="#">CODE GREY - EXTERNAL AIR EXCLUSION</a> etc.)
<input type="checkbox"/>	Determine impact on operations and consider <a href="#">COOP activation</a>
<input type="checkbox"/>	Update VP On-Call
<input type="checkbox"/>	Consider communication requirements
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive All Clear from Incident Commander
<input type="checkbox"/>	Advise Resource Centre Ext. 55555 of All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Conduct Post Incident Debrief as required
Code Brown - Stage 3 Critical	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from Incident Commander
<input type="checkbox"/>	Establish Emergency Operations Centre; develop action plan
<input type="checkbox"/>	Determine potential interruption to immediate department or impact on other departments (consider <a href="#">CODE GREEN</a> , <a href="#">CODE GREY - EXTERNAL AIR EXCLUSION</a> , etc.)
<input type="checkbox"/>	Determine impact on operations and consider <a href="#">COOP activation</a>
<input type="checkbox"/>	Update VP On-Call
<input type="checkbox"/>	Develop communications plan
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive updates and All Clear from Incident Commander when the spill has been cleaned up
<input type="checkbox"/>	Notify VP On-Call of All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Conduct Post Incident Debrief

## Appendix J – Vice President On-Call Job Action Sheet and Checklist

Code Brown - Stage 1 Minor	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	N/A
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

Code Brown - Stage 2 Major	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive situation report from Director On-Call
<input type="checkbox"/>	Join EOC Teleconference Meeting as required
<input type="checkbox"/>	Determine impact on operations and consider <a href="#">COOP activation</a>
<input type="checkbox"/>	Consider and approve <a href="#">Code Green</a>
<input type="checkbox"/>	Review and approve communications
<input type="checkbox"/>	Update Executive Leadership Team as required
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist with Post Incident Debrief as required

Code Brown - Stage 3 Critical	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Attend the Emergency Operations Centre
<input type="checkbox"/>	Discuss patient care impact with the Director On-Call
<input type="checkbox"/>	Approve Code Green as required
<input type="checkbox"/>	Determine impact on operations and consider <a href="#">COOP activation</a>
<input type="checkbox"/>	Review and approve with communications plan with ELT
<input type="checkbox"/>	Direct any Media communications
<input type="checkbox"/>	Discuss Code with Vendor, Fire Dept. or Community Officials as required
<input type="checkbox"/>	Update ELT
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call when the incident has been resolved
<input type="checkbox"/>	Contact the Resource Centre Ext. 55555 to advise All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – support as required

### Appendix K – Executive Leadership Team Job Action Sheet and Checklist

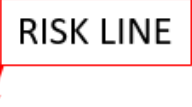
<b>Code Brown - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	N/A
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required
<b>Code Brown - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive updates and discuss Code with VP On-Call as required
<input type="checkbox"/>	Discuss impact on hospital operations and affected departments
<input type="checkbox"/>	Review communications as required
<input type="checkbox"/>	Assist with Media Communications
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from VP On-Call when the code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist with Post Incident Debrief as required
<b>Code Brown - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Discuss the incident with the VP On-Call
<input type="checkbox"/>	ELT members will meet to discuss the Code as required
<input type="checkbox"/>	Determine impact to other Depts., patient care, hospital operations, risk and reputation, site, length of time, etc.
<input type="checkbox"/>	Review and approve Communications plan
<input type="checkbox"/>	Direct any Media communications
<input type="checkbox"/>	Receive updates from VP On-Call
<input type="checkbox"/>	Approve Continuity of Operations (COOP) plan, approve AD Hoc Crisis Management Team to oversee COOP
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<input type="checkbox"/>	Advise hospital stakeholders as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	ELT will call the All Clear through the VP On-Call
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – support as required


### Appendix L COOP Activation

It is the responsibility of the department's Most Responsible Person (Charge Nurse/Technician, Manager, Manager On-Call) to determine the impact of the Code / incident on the department operations and the ability to provide services. Using the Immediate Impact Assessment Checklist, a standardized approach to evaluating department capabilities against the Major Risk Areas will be used. Departments registering at a Major or Severe Degree of Risk will require activation of the COOP Team.

The COOP Team will be then activated and monitored by the EOC until such time as the initial incident has been resolved, at which point the COOP Team will oversee the recovery directly and report to the Executive Leadership Team or program Vice President.

Clear (1)	Mild (2)	Moderate (3)	Major (4)	Severe (5)
No Impact / possible surplus	Minor Impact / isolated impact	Serious Impact / disruption of service	Serious Impact / exceeds local capacity	Severe Impact / exceeds all planning and capacity
Everything is good	We are busy	We're getting swamped	We can't deliver	We're out of service





### Appendix M Communications Table

Staff are not to speak with the media or respond to public inquiries. All public and media inquiries shall be directed to the communications department. Please refer to Emergency Management Policy Document.

<b>Code Type</b>	<b>Sent by</b>	<b>Stage 1 - Minor</b>	<b>Stage 2 - Major</b>	<b>Stage 3 - Critical</b>
Code Brown - Hazardous Spill		Department Staff clean up	Vendor to clean up	Vendor to clean up
Code Membership		Dept. Staff	EVS Facilities Management Vendor	EVS Facilities Management Vendor
All Clear Approved by		Dept. Lead	Director On-Call	VP On-Call
Internal Memo	Communications	N/A	Director On-Call	VP On-Call / ELT Committee
External Memo	Communications	N/A	Director On-Call	VP On-Call / ELT Committee
Vendor Code Message	Communications	N/A	Director On-Call	VP On-Call / ELT Committee
Website	Communications	N/A	Director On-Call	VP On-Call / ELT Committee
FB	Communications	N/A	Director On-Call	VP On-Call / ELT Committee

**Appendix N - Messaging Template**

Staff are not to speak with the media or respond to public inquiries. All public and media inquiries shall be directed to the communications department. Please refer to Emergency Management Policy Document.

**Email Templates for Communications Department use only****CODE ALERT: CODE BROWN – STAGE 3 – (Site, Location)****STAFF CODE MESSAGE:**

(DATE and TIME)

(Experts, e.g. Police, EMS, Fire, Security) are on site investigating and have upgraded (description) to STAGE 3 CRITICAL located in (site, location).

As a result:

- the (site) must be safely evacuated until further notice.
- patients are being relocated to (describe location and status e.g. estimate time to complete evacuation)
- incoming and day patients will be notified about rescheduling.
- the site is secured and visitors and vendors are being redirected.
- Pedestrian and vehicular traffic are being rerouted away from the site.

Health and safety is always a top priority and we will continue to work with (experts: e.g. Police, EMS, Fire, Security) to proactively monitor and manage this situation as efficiently as possible.

(Staff) will remain on stand-by to quickly address incidents that may arise. If you experience an emergency or injury while on site, please dial 55555 to receive aid ASAP.

As you may know, the emergency management program can be found (link, hard copy location).

This Emergency Bulletin was sent by (NAME and TITLE), and will be updated every (X) hour(s), on the hour. If you have any questions or concerns, please contact (EXTENSION)

**STAFF CODE MESSAGE UPDATE: FINAL**

(DATE and TIME)

Please be advised that the (experts, e.g. Police, EMS, Fire, Security) have confirmed the ALL CLEAR.

All areas have reopened and resumed regular operations.

We would like to thank everyone for their assistance in ensuring the health and safety of our staff, visitors and patients.

This Emergency Bulletin was sent by (NAME and TITLE). If you have any questions or concerns, please contact (EXTENSION)

**CODE ALERT: CODE BROWN – STAGE 3 – (Site, Location)****PATIENT CODE MESSAGE**

(DATE and TIME)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that as a result of (describe the event), (site) is temporarily closed.

If you have an appointment on (date), please do not make your way to the (site).

Please contact your referring (doctor/clinic staff) to reschedule your appointment.

Please be assured that we will work with your doctor to ensure your appointment or procedure is rescheduled as quickly as possible.

Health and safety is a top priority and we are working proactively to resolve this situation as quickly as possible.

We will provide an update once this status has changed at (website)

We sincerely regret any inconvenience and thank you for your patience.

Sent by (NAME and TITLE).

#### **PATIENT CODE MESSAGE UPDATE – FINAL**

(DATE and TIME)

Please be advised that (site) has reopened and resumed regular operations.

We sincerely regret any inconvenience and thank you for your patience.

Sent by (NAME and TITLE).

#### **VISITOR CODE MESSAGE**

(DATE and TIME)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that access to (site) is temporarily closed.

Please do not make your way to the hospital at this time.

We expect the area to reopen shortly.

We will provide regular updates at (website).

If you are inquiring about the status of a patient at this time, please contact xxxx sometime after xxxx.

(option)

Please know that (site) has extensive proactive plans in place to manage a situation such as this.

We routinely conduct drills and all staff are trained to manage a quick and efficient response.

The health and safety of our patients, staff, visitors and community is always a top priority.

We sincerely regret any inconvenience and thank you for your patience.

The health and safety of our patients, staff, visitors and community is always a top priority.

We sincerely regret any inconvenience and thank you for your patience.

Sent by (NAME and TITLE).

**VISITOR CODE MESSAGE UPDATE – FINAL**

(DATE and TIME)

Please be advised that (site) has reopened and resumed regular operations.

We sincerely regret any inconvenience and thank you for your patience.

Sent by (NAME and TITLE).

**VENDOR CODE MESSAGE**

(DATE and TIME)

**\*\*\* TIME SENSITIVE UPDATE \*\*\***

Please be advised that access to (site/area) is temporarily closed.

Please do not make your way to the hospital at this time.

Please reach out to your main contact at the (site) to reschedule your meeting or delivery.

We sincerely regret any inconvenience and thank you for your patience.

We will provide an update once this status has changed at (website).

Sent by (NAME and TITLE).

**VENDOR CODE MESSAGE UPDATE – FINAL**

(DATE and TIME)

Please be advised that (site) has reopened and resumed regular operations.

We sincerely regret any inconvenience and thank you for your patience.

Sent by (NAME and TITLE).

**Social Media – Facebook for Communications Department use only**

Criteria	Draft	Hashtags #	URLs / Links	Include Images
Initial post	<p>Please be advised that access to (site) is temporarily closed. Please do not make your way to the hospital at this time.</p> <p>The (site) experienced (describe issue).</p> <p>If you are inquiring about the status of a patient at this time, please contact xxxx sometime after xxxx.</p> <p>We will provide regular updates at (website).</p>	Not required	(website)	No
Update 1	<p>We would like to remind everyone that (site entrance, clinic) is currently closed so please avoid the area.</p> <p>We will provide updates here or on our (website) when more details come to hand.</p>	#NHS #NHSlocation	(website)	No



Update 2	<p>Patients will be safely relocated to (location).</p> <p>We expect to complete this by (time).</p> <p>If you are inquiring about the status of a patient at this time, please contact xxxx sometime after xxxx.</p> <p>We will provide updates here or on our (website) when more details come to hand.</p>	#NHS #NHSlocation	(website)	If there are images
Update 3 (If applicable)	<p>The (site entrance, clinic) experienced (describe issue) and is temporarily closed.</p> <p>If you have an urgent, but non-life threatening problem, please get help at your nearest Walk-in Clinic, Urgent Care Facility or call your Family Health Team if you are enrolled in one. These centres can help with problems like eye injuries, wounds, broken limbs, X-rays and laboratory tests. You don't need an appointment.</p> <p>To find the nearest centre, please visit: <a href="http://Ontario.ca/locations/health">Ontario.ca/locations/health</a></p> <p>We will provide here or on our (website) when more details come to hand.</p>	#NHS #NHSlocation	(website)	If there are images
Final post	<p>The (site) has reopened and we have resumed regular operations.</p> <p>We sincerely regret any inconvenience and thank you for your patience.</p> <p>Please contact your doctor or staff to reschedule your appointment or meeting.</p>	#NHS #NHSlocation #focusonthoseweserve	(website)	If there are images









**Social Media – Twitter for Communications Department use only**

Criteria	Draft	Hashtags #	URLs / Links	Include Images
Initial post	(site entrance, clinic) is currently closed, even if you have an appointment. Contact xxxx for status of a patient. Updates on (website)	Not required	(website)	No
Update 1	We would like to remind everyone that (site entrance, clinic) is currently closed so please avoid the area. More info and updates (website)	#NHS #NHSlocation	(website)	No
Update 2	If you are inquiring about the status of a patient at this time, please contact xxxx sometime after xxxx. More info and updates (website)	#NHS #NHSlocation	(website)	If there are images
Update 3 (if applicable)	If you have a life-threatening medical emergency, go to a hospital emergency room or call 9-1-1 immediately. Visit (website) for more details	#NHS #NHSlocation	(website)	If there are images

Final post	(site) has reopened and we have resumed regular operations. Please contact your doctor or staff to reschedule your appointment or meeting.	#NHS #NHSlocation #focusonthoseweserve	(website)	If there are images
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### Appendix O Waste Disposal Form

After completing the form, contact EVS to request a waste pick-up. Attach the original form on the waste.

General Information							
Contact name:							
Department:		Extension:					
Pick-up location:		Pick-up date:					
Biomedical / Nuclear / Radiative and Product-related Waste							
Material	Container type and size	Amount (e.g. 2 totes, etc.)					
Chemical Waste							
Material	Container type and size	Amount (e.g. 20L, 5kg, etc.)					
Sharps Waste							
Material	Container type and size	Amount (e.g. 3 containers)					
Special warning signs: Workplace Hazardous Material Information System (WHMIS)							
Check only box(es) that are the major hazard(s)							
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
							
Flammable	Corrosive	Oxidizer	Poisonous	Toxic	Reactive	Biohazard	Compressed Gas

## Appendix P - Hazardous Spill Cleanup Form

## Hazardous Spill Cleanup Form


Stage		Step 1 <input type="checkbox"/>	Time
<input type="checkbox"/> 1 - Minor	Time	Step 2 <input type="checkbox"/>	Time
<input type="checkbox"/> 2 - Major	Time	Step 3 <input type="checkbox"/>	Time
<input type="checkbox"/> 3 - Critical	Time	Step 4 <input type="checkbox"/>	Time

Part A - Incident Demographics				
dd/mm/yy	Time:	Site/Building:	Level:	Room:
Hazardous Material:		Amount:	MSDS reviewed: <input type="checkbox"/> yes <input type="checkbox"/> no	WHIMS Label <input type="checkbox"/> yes <input type="checkbox"/> no
CAS#		Chemical: <input type="checkbox"/> Yes	Biological <input type="checkbox"/> Yes	Radiological <input type="checkbox"/> Yes
FPA 704 Level (insert #)	Health	Flammability	Instability	Special Hazard
Description of Substance				
Confined Space: <input type="checkbox"/> yes <input type="checkbox"/> no	Exposures: <input type="checkbox"/> yes <input type="checkbox"/> no	Rescue: <input type="checkbox"/> yes <input type="checkbox"/> no	Evacuation Required: <input type="checkbox"/> yes <input type="checkbox"/> no	
Part A - Site Management				
OHS Dept.	Dept. Lead		Number of Spill Team Needed	
Staging Area:	Code Team	Fire/EMS	Vendor	
Considerations: <input type="checkbox"/> inside / <input type="checkbox"/> outside, <input type="checkbox"/> contained, <input type="checkbox"/> not contained, <input type="checkbox"/> enclosed area, ventilation available: <input type="checkbox"/> yes, <input type="checkbox"/> no				
Outside: wind direction _____ <input type="checkbox"/> slope <input type="checkbox"/> temperature _____ C		Inside: <input type="checkbox"/> floors <input type="checkbox"/> area size _____ sq. ft		
Part A - Zoning				
Considerations: <input type="checkbox"/> contained bio safety cabinet, <input type="checkbox"/> lab / production area, <input type="checkbox"/> flammable, <input type="checkbox"/> aerosol or airborne, <input type="checkbox"/> HVAC, <input type="checkbox"/> drain covers, <input type="checkbox"/> confined space, <input type="checkbox"/> outdoors, <input type="checkbox"/> pavement, <input type="checkbox"/> ground, <input type="checkbox"/> access to sewers, <input type="checkbox"/> other				
Perimeter established <input type="checkbox"/> yes <input type="checkbox"/> no, Describe:				
Hot Zone	Warm Zone		Cold Zone	
Access/Egress description				
Staging area for staff evacuation				
Determine Incident Stage: <input type="checkbox"/> S-1 , <input type="checkbox"/> S-2, <input type="checkbox"/> S-3, Call Security and inform them of the Incident Stage- Time:				
Part A - PPE, Clean-up and Disposal				
Respiratory Protocol <input type="checkbox"/> yes <input type="checkbox"/> no, if no, no mask required		Filter Type: <input type="checkbox"/> HEPA <input type="checkbox"/> Defender + HEPA, <input type="checkbox"/> OV/AG, <input type="checkbox"/> OV, <input type="checkbox"/> AG, <input type="checkbox"/> Ammonia <input type="checkbox"/> P100 (respirator N95 level)	Eye protection: <input type="checkbox"/> goggles, <input type="checkbox"/> safety glasses, <input type="checkbox"/> Hair Net , <input type="checkbox"/> beard net Gloves: <input type="checkbox"/> nitrile, <input type="checkbox"/> nitrile 8mm, <input type="checkbox"/> chem gloves (green) Boots: <input type="checkbox"/> Shoe covers, <input type="checkbox"/> over boots, <input type="checkbox"/> chem boots Clothing: <input type="checkbox"/> Lab coat, <input type="checkbox"/> Tyvex, <input type="checkbox"/> TyChem,	
Patient treatment required: <input type="checkbox"/> yes <input type="checkbox"/> no Describe:		Vendor: MOE: 1-800-268-6060 Upak: 1-800-463-9691 Other:	Time: Time: Time: Time:	
CANUTEK (613-996-6666 or *666)	Time Called:	Vendor	Time Called:	
Comments				

<b>Part B - Spill Cleanup Team</b>	
OHS	Safety Officer
Entry	Entry
Support	Support
<b>Part B - Safety Officer Responsibilities</b>	
<input type="checkbox"/>	Review Action Plan and assessment form with OHS
<input type="checkbox"/>	Responsible for safety of all personnel
<input type="checkbox"/>	Monitors and assesses safety hazards, unsafe situations and developing measures for ensuring personnel safety
<input type="checkbox"/>	Has authority to terminate any unsafe actions or operations within scope of ops
<input type="checkbox"/>	Ensures that safe and accepted practices and procedures are followed throughout the course of the incident
<input type="checkbox"/>	Ensures Code Team members are prepared for a rescue of Spill/decon team members
<input type="checkbox"/>	Ensures Warm, cold zone areas have a Code Team member as required
<input type="checkbox"/>	Advise on all health and safety/work and rest and rehydration cycles for the entry team
<input type="checkbox"/>	Ensure health exposure logs and records are maintained
<b>Part B – Clean-up Procedures</b>	
<b>Chemical Spill – less than 4 litres</b>	
<input type="checkbox"/>	Contain the material and stop the source
<input type="checkbox"/>	Seal drains where appropriate
<input type="checkbox"/>	If using ATTAK PAK UNIVERSAL KIT by pressing pillow (DO NOT WIPE) into spill to absorb liquid
<input type="checkbox"/>	Use one pillow for each litre spilled
<input type="checkbox"/>	If using COMMERCIAL SPILL KIT (only to be used for specific chemicals), follow manufacturer's directions on label
<input type="checkbox"/>	Bag towels and proceed with Disposal instructions below
<b>Biological Spills</b>	
<input type="checkbox"/>	Dilute bleach to 1:5 - ie 1% bleach solution
<input type="checkbox"/>	Cover the spilled material with paper towels
<input type="checkbox"/>	Gently pour disinfectant onto the paper towels, working in a circular motion from the outside to the center
<input type="checkbox"/>	Lay additional towels to capture the added disinfectant liquid
<input type="checkbox"/>	Wait 15-20 minutes
<input type="checkbox"/>	Bag saturated towels and proceed to Disposal instructions below
<b>Broken Tubes/Spill in Centrifuge</b>	
<input type="checkbox"/>	Turn off centrifuge
<input type="checkbox"/>	If in sealed buckets, remove sealed bucket to biological safety cabinet if available. If tubes are broken proceed with the following:
<input type="checkbox"/>	Slowly open centrifuge lid, remove all broken tubes, buckets, rotors etc. to a basin of non-corrosive disinfectant
<input type="checkbox"/>	Let stand 60 minutes
<input type="checkbox"/>	Place any unbroken capped specimens in non-corrosive disinfectant
<input type="checkbox"/>	Let stand 60 minutes
<input type="checkbox"/>	Wipe down bowl of centrifuge with disinfectant and rinse. Repeat
<input type="checkbox"/>	Refer to disposal procedures below

<b>Small Formalin Spill less than 50ml</b>	
	Liaise with Facilities and Maintenance for ventilation of area to the outside if possible
	Utilize appropriate respiratory protection for cleanup in addition to PPE as stated in SDS (MSDS)
	Apply enough Fan Pads or Polyform F to contain spill
	If using Polyform F, create a dyke around spill first before applying more Polyform F to center of spill
	Wait 15-20 minutes
	Place Fan Pads or (scoop) Polyform F into plastic bag and seal shut
	Place bag in regular garbage
	Wash spill area several times with hot soapy water and rinse several times with clean hot water
	Refer to disposal procedures below
<b>Large Formalin Spill (&gt;50ml but &lt;4L, anything more than 4L requires vendor cleanup)</b>	
	Liaise with Facilities and Maintenance for ventilation of area to the outside if possible
	Utilize appropriate respiratory protection for cleanup in addition to PPE as stated in SDS (MSDS)
	Contain spill by creating a dyke around spill using Polyform F. An inert dyke sock(s) may also be used to surround spill
	Apply enough Fan Pads or Polyform F to contain spill
	Wait 15-20 minutes
	Place dyke socks in plastic bag and seal
	Using a dust pan, scoop up neutralizing formalin and place in plastic bag. Seal shut
	Wash spill area several times with hot soapy water and rinse several times with clean hot water
	Continue to ventilate area
	Refer to disposal procedures below
<b>Antineoplastic Drugs/Cytotoxic Drugs</b>	
	Utilize Spill Kit, instructions, display sign, PPE, and fit tested respirator mask <input type="checkbox"/> <input type="checkbox"/>
	Gently cover liquid spill with absorbent sheets or Chemosorb pads to prevent spread. Use enough to absorb all liquid
	For powder spills, use the same as above but soak pads with water prior to covering spill
	Remove any glass fragments and place in sharps container
	Place all sheets, chemosorb pads, and all other contaminated material into red cytotoxic bag
	Wash the spill area three times with absorbent cloths using a detergent solution (ie Chlorhexidine 0.05%) followed by a water rinse
	Clean the spill area with Sodium Hypochlorite 2% (Surface Safe Towelette #1) and allow the area to dry for 30 seconds
	Repeat with Sodium Thiosulfate 1% (Surface Save Towelette #2) and allow to dry
	Place all sheets, chemosorb pads, and all other contaminated material into red cytotoxic bag.
	Refer to disposal procedures below
<b>Disposal</b>	
	Ensure all waste is packaged in a "UN/TDG" approved container
	Ensure decon procedures are performed as determined
	Ensure decontamination of the packaged waste products and packaged cleaning supplies occurs
	Consult with Transportation of Dangerous Goods Act to determine appropriate labelling procedure
	Contact Engineering to have the container removed to the appropriate site waste storage area

<b>Part B - Final Check Off</b>		
	Decon complete: <input type="checkbox"/> yes <input type="checkbox"/> no	
	Clean-up complete: <input type="checkbox"/> yes <input type="checkbox"/> no	
	Disposal arranged: <input type="checkbox"/> yes <input type="checkbox"/> no	
	Re-stock equipment: <input type="checkbox"/> yes <input type="checkbox"/> no	
<b>Part C - All Clear</b>		
All Clear <input type="checkbox"/> Yes, Call Resource Centre and inform them of the incident level - Time:		
<b>Signatures</b>		
Code Team - print	OHS – print	Other -print
Signature	Signature	Signature

 Extraordinary Caring. Every Person. Every Time.		<b>NAME: Code CBRNE – Hazardous Materials (Chemical, Biological, Radiological, Nuclear and Explosive)</b>	
CLASSIFICATION:	Emergency Preparedness	DOCUMENT TYPE:	<b>POLICY and PROCEDURE</b>
SECTION:	Emergency Response Codes – Code CBRNE	EFFECTIVE DATE: (DD/MM/YY)	01/06/21
APPROVED BY:		END DATE: (DD/MM/YY)	01/06/24
Director, Quality, Patient Safety, Risk and Patient Relations		DOCUMENT ID:	N/A

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### 1.0 Purpose

To provide overall guidance and instruction for a controlled and coordinated response to individuals presenting to a Niagara Health Emergency Department or Urgent Care Centre who have been exposed to a Chemical, Biological, Radiological, Nuclear or Explosive (CBRNE) hazardous material requiring decontamination.

### 2.0 Background

A Code CBRNE may be declared in response to an individual or mass casualty event involving Chemical, Biological, Radiological, Nuclear or Explosive (CBRNE) hazardous materials. A Code CBRNE may be declared in conjunction with a Code Orange – Mass Casualty Incident.

### 3.0 Scope

Applies to all employees, persons with practicing privileges (physicians, dentists, midwives and RNs in the Extended Class), volunteers, students/learners, independent and external contract workers at each hospital site of Niagara Health.

### 4.0 Policy

4.1 A Code CBRNE will be activated when an individual or individuals present to a Niagara Health facility who have been exposed to a Chemical, Biological, Radiological, Nuclear or Explosive



material requiring decontamination. (CBRNE) hazardous.

- 4.2 A Code CBRNE is comprised of three Stages:  
**Stage 1:** Minor – A known hazardous material; decontamination directed by Niagara Health staff. Not applicable for PCS and DMH.  
**Stage 2:** Major – A known/unknown hazardous material; no more than 2 patients; Vendor or Fire Department required for decontamination.  
**Stage 3:** Critical – Release of a CBRNE substance with multiple patients; Vendor or Fire Department required for decontamination.
- 4.3 The contaminated casualty poses a higher degree of risk to the Emergency Department or Urgent Care Centre staff, patients, and visitors; therefore, staff must protect themselves PRIOR to treating casualties. Fumes/vapours from contaminated patients can incapacitate the staff's ability to function. Failure to protect one's self can result in serious injury, including death, as a result of unprotected contact with certain CBRNE agents.
- 4.4 **Personal Protective Equipment**  
PPE is designed to protect employees from the hazards of agents and controlled products. It is the duty and legal/moral obligation of the NHS to provide all workers with sufficient PPE to protect them from occupational injury and illness. It is a mandatory requirement and condition of employment for all staff to wear the required PPE. Failure to wear the appropriate PPE or wear the PPE incorrectly can result in serious health implications and even death. All staff that wear respiratory protective equipment are required to have a medical exam scheduled by OHS prior to participating in CBRN training and operations. If the OHS Physician grants clearance, the staff member will have Fit Testing scheduled.
- 4.5 Contaminated casualties ARE NOT allowed in the Emergency Department or Urgent Care Centre beyond the Decontamination Shower rooms until fully decontaminated.
- 4.6 Contaminated casualties refusing decontamination will not be permitted to enter any Niagara Health location.
- 4.7 The normal patient entrance to the Emergency Department or Urgent Care Centre may be closed off during a CBRNE incident.
- 4.8 **Activation of Code CBRNE**  
The Emergency Department Charge Nurse or Designate or member of the CBRNE Code Team is authorized to declare a Code CBRNE. The most responsible person with use the Initial Assessment Checklist (see Appendix A) to determine which stage is to be declared.
- 4.9 **Code Team Membership**
- a) Code CBRNE teams consist of the following staff at the **SCS, GNG and WHS sites:**
    - i) Emergency Department Staff
    - ii) Emergency Department Lead
    - iii) Emergency Department Manager or Manager On-Call (depending on time of day)
    - iv) Security
    - v) Facilities Management / Engineering Services
    - vi) Manager of Occupational Health
    - vii) Supported by:
      - I) Fire Department,
      - II) EMS, and
      - III) Vendor for decontamination.
  - b) Code CBRNE teams consist of the following staff at the **DMH and PCG sites:**
    - i) Urgent Care Centre Staff
    - ii) Urgent Care Centre Lead
    - iii) Emergency Department Manager or Manager On-Call (depending on time of day)

- iv) Security
- v) Facilities Management / Engineering Services
- vi) Manager of Occupational Health
- vii) Supported by:
  - I) Fire Department,
  - II) EMS and
  - III) Vendor for decontamination.

## 5.0 Materials

To ensure a controlled and coordinated decontamination, Niagara Health maintains a supply of emergency response equipment specific to CBRNE response.

## 6.0 Procedure

### 6.1 Immediate recognition of a CBRNE event:

- a) A Code CBRNE must be activated if an event occurs which involves any casualty or casualties who present (with or without notification) to the Emergency Department or Urgent Care Centre.
- b) The contaminated patient poses a higher degree of risk to the Emergency Department or Urgent Care Centre staff, patients, and visitors, therefore the determination must be made if the patient(s):
  - i) Has a respiratory tract exposure; or,
  - ii) If the patient has direct skin contact with a product or an agent that can result in cross contamination between staff or other patients.

### 6.2 Authority to Activate Code CBRNE

- a) The Emergency Department Charge Nurse or Designate or member of the CBRNE Code Team is authorized to declare a Code CBRNE. The most responsible person will use the Initial Assessment Checklist (see Appendix A) to determine which stage is to be declared.
- b) Any staff member who witnesses, discovers or suspects a CBRNE event or contaminated / suspected contaminated patient **within** a Niagara Health site must declare a Code Brown – Hazardous Materials Spill.
- c) The Charge Nurse or Designate will provide instruction or direction to staff regarding measures that should be taken in the department to minimize risk to staff, patients or visitors.

### 6.3 Walk In Contaminated Patients - General Staff Roles and Responsibilities

A patient walks into the waiting room and there is suspect of contamination or a patient informs staff that they have been in direct contact with a hazardous substance or agent. Decontamination must take place prior to treatment:

- a) Code CBRNE must be initiated.
- b) Direct the patient to wait outside of the Emergency Department/Urgent Care Centre.
- c) Notify Resource Centre at ext. 55555 of a CBRNE event.
- d) Isolate the area by closing all doors in the area.
- e) Direct other patients that in the waiting area or room to move to a safe location.
- f) Move to a safe area designated by the Emergency Department Charge Nurse.
- g) Take direction from the Emergency Department Charge Nurse on measures to follow during a CBRNE event.
- h) “All Clear on Code CBRNE” will be announced by Resource Centre when the situation is resolved.

### 6.4 Staff Roles and Responsibilities during a Code CBRNE

In accordance to their role, staff are to follow the established processes as set out in the Job Action Sheets attached as appendices and/or in Atlas, which is accessible through SourceNet or on a mobile phone.

Responsibilities at all NH Sites	Refer to
Resource Centre/Switchboard	<a href="#">Appendix C</a>
Code Team	<a href="#">Appendix F</a>
Staff	<a href="#">Appendix D</a>
Security	<a href="#">Appendix E</a>
Department Lead	<a href="#">Appendix G</a>
Manager On-Call	<a href="#">Appendix H</a>
Director On-Call	<a href="#">Appendix I</a>
Vice President	<a href="#">Appendix J</a>
Executive Leadership	<a href="#">Appendix K</a>

### 6.5 Transported Contaminated Patients

- a) Niagara EMS is under directive not to transport a patient that has not been fully decontaminated to protect their staff from harm. EMS is required to demonstrate to Niagara Health that the patient is decontaminated prior to transport to a Niagara Health facility (see point 6.7 below). In the event that EMS or another organization has transported a contaminated patient to a Niagara Health facility, Decontamination must take place prior to treatment.
- b) If an external organization has transported a patient to an NHS Facility without proper decontamination the following steps must take place prior to treatment:
  - i) If a patient is transported to the Emergency Department by Niagara EMS or another organization and they have not been decontaminated Niagara Health staff will refuse entry to EMS.
  - ii) EMS staff and patient must go through Decontamination prior to entering the hospital after coming in contact with the patient.
  - iii) Code CBRNE must be initiated.
  - iv) Direct the EMS staff to wait outside of the building and not to exit their vehicle.
  - v) Call Resource Centre at ext. 55555 and provide them with information related to the event as directed by the Charge Nurse/Designate.
  - vi) Isolate the area by closing all doors in the area.
  - vii) Direct other patients in the waiting area or room to a safe location.
  - viii) Move to a safe area designated by the Emergency Department Charge Nurse.
  - ix) Take direction from the Emergency Department Charge Nurse on measures to follow during a CBRNE event.
  - x) Refrain from making non-urgent phone calls (including internal calls) for the duration of the Code CBRNE.
  - xi) "All Clear on Code CBRNE" will be announced by Switchboard when the situation is resolved.

### 6.6 Suspect Patients that have not been fully decontaminated

- a) Niagara EMS is under directive not to transport a patient that has not been fully decontaminated to protect their staff from harm. Decontamination must take place prior to treatment.
- b) Signs of Improper Decontamination:
  - i) The patient produces an unknown odour.
  - ii) The patient is wearing personal clothing (clothing is generally removed during decontamination process).
  - iii) The patient has an unknown liquid or solid on skin.
  - iv) EMS staff present an unknown odour.
  - v) EMS staff show signs or symptoms of exposure.

### 6.7 General Staff Roles and Responsibilities:

In the event that EMS or another organization has transported a patient to a Niagara Health facility

and staff determine that improper or insufficient decontamination has been performed, the following procedures will apply:

- a) If a patient is transported to the Emergency Department by Niagara EMS or another organization and they have not been decontaminated Niagara Health staff will refuse entry to EMS.
- b) EMS staff and patient must go through Decontamination prior to entering the hospital after coming in contact with the patient.
- c) Code CBRNE must be initiated.
- d) Direct the EMS staff to wait outside of the building and not to exit their vehicle.
- e) Call Resource Centre at ext. 55555 and provide with information related to the event as directed by the Charge Nurse/Designate.
- f) Isolate the area by closing all doors in the area.
- g) Direct other patients in the waiting area or room to a safe location.
- h) Move to a safe area designated by the Emergency Department Charge Nurse.
- i) Take direction from the Emergency Department Charge Nurse on measures to follow during a CBRNE event.
- j) Refrain from making non-urgent phone calls (including internal calls) for the duration of the Code CBRNE.
- k) "All Clear on Code CBRNE" will be announced by Resource Centre when the situation is resolved.

#### 6.8 Fully Decontaminated Patients

If EMS or another organization has transported a patient to a Niagara Health facility that has been exposed to a product or agent and has been fully decontaminated prior to treatment the Charge Nurse/Designate must:

- a) Get verbal confirmation directly from the EMS staff on scene that has witnessed the Decon process for the patient.
- b) Be provided with the name and technical data of agent/product such as an SDS if possible.
- c) Perform a full body survey of the patient and look for Signs of Improper Decontamination (see point 6.6.b above.)
- d) Inform Niagara Health staff that it is safe to treat the individual.

#### 6.9 Immediate contacts made by Resource Centre during a CBRNE event (under direction of the Charge Nurse)

- a) Immediate External Contacts:
  - i) Vendor
  - ii) Regional CBRN and/or Municipal Fire/HAZMAT – 911
  - iii) EMS (direct line)
  - iv) Poison Control (Toronto – 1-800-268-9017)
  - v) CANUTEC – Emergency: 613-996-6666 / Non-Emergency: 1-613-992-4624
  - vi) Niagara Regional Police – 9-911

#### 6.10 Immediate Internal Contacts: (\*utilize '911' with page\*)

- a) Emergency Department Physician
- b) Engineering via Resource Centre – ext. 33500
- c) CBRNE site team via overhead paging
- d) Emergency Department Site Chief, Site Chief of Staff, Regional Emergency Department Chief, and Chief of Staff
- e) Emergency Department Manager and Manager On-Call, Clinical Managers, if after hours
- f) Site Vice President, Site Health Program Director, Emergency Services Health Program Director.

#### 6.11 Other Internal Contacts ASAP:

- a) Emergency Department Physician / Physician backup (contact through ED ward clerk)
- b) Respiratory Therapist
- c) Medical Imaging

- d) Laboratory
- e) Pharmacy

**6.12 Other Internal Contacts as required:**

- a) Emergency Department Fan Out List (contact through ED ward clerk)
- b) Utilization/Discharge Planning
- c) Social / Crisis Worker
- d) Occupational Health and Safety Manager and/or Occupational Health Nurse
- e) Employee Assistance Program (1-888-521-8300)
- f) Security Leadership
- g) Infection Control Personnel (ICP)
- h) Pharmacy Leadership / Director of Pharmacy
- i) LHIN
- j) Regional Coroner

**6.13 Other Contacts as required:**

- a) Regional Medical Officer of Health: 905-688-3762 ext. 7366, page: 905-322-5640, cell: 289-407-1461.
- b) Ministry of the Environment and Climate Change – 24 hour spill reporting: 1-800-268-6060, Ministry of Health and Long Term Care – 24 hour Health Care Providers Hotline: 1-866-212-2272.
- c) Implementation of Niagara Health notification of code status and fan out list roll out as required.
- d) Command Centre set up (administration conference room) as required.

**6.14 Health Program Director Emergency Department**

- a) Notification of Regional Emergency Departments.
- b) Notification of Vice President Patient Services for the Emergency Program.

**7.0 Definitions**

**Activation** – The status of an individual or team when required to perform designated actions. All Clear – The incident has been resolved.

**CBRNE** – Chemical, Biological, Radiological, Nuclear, and Explosive.

**Chemical Agent** – This may take the form of a vapour; aerosol or liquid and can range from colourless and odourless to pungent and oily. The chemical can be either a casualty/toxic agent or an incapacitating agent.

**Code Alert** – An email sent from Switchboard with Code Alert as the sender. The message provides information regarding the status of an incident and usually includes colour code, incident stage level, location and department.

**Code CBRNE:**

Stage 1: Minor – A known hazardous material; decontamination directed by Niagara Health staff. Not applicable for PCS and DMH.

Stage 2: Major – A known/unknown hazardous material; no more than 2 patients; Vendor or Fire Department required for decontamination.

Stage 3: Critical – Release of a CBRNE substance with multiple patients; Vendor or Fire Department required for decontamination

**Code Orange** - Multiple Casualty Incident is defined as being the number of casualties that can be handled dependent on the severity of their injuries and the status of hospital occupancy (number of empty beds).

**Contamination Agent** – This may be a chemical, biological, radiological or nuclear agent. It may take the form of a vapor; aerosol or liquid and can range from colourless and odourless to pungent and/or oily.

The contaminating agent can be either a casual/toxic agent or an incapacitating agent.

**Contaminated Patient** – This is a patient that has been directly exposed to a product or a CBRN agent and as a result can spread contamination.

**Cross Contamination** – Occurs when an uncontaminated (“clean”) person or thing comes into direct contact with a contaminated (“dirty”) person, animal or object.

**Dangerous goods** – Also called hazardous materials or HAZMAT, are solids, liquids, or gases that can harm people, other living organisms, property, or the environment.

**Decontamination** – Removal of hazardous substances (bacteria, chemicals, radioactive material) from employees' bodies, clothing, equipment, tools, and/or sites to the extent necessary to prevent the occurrence of adverse health and/or environmental effects. Decontamination is performed by the external Vendor prior to allowing entry into a Niagara Health facility by a contaminated patient or member of external organizations.

**Emergency Operations Center (EOC)** – the meeting location for the Incident Management Team (IMT).

**EMS** – Emergency Medical Services

**Incident** – is a naturally occurring or man-made event that may negatively impact our hospital. The incident may impact our people, business, data or our reputation.

**Incident Commander** – The Lead person taking overall control of Operations during a CBRNE event.

**Incident Management System (IMS)** – is the system that our hospital is using to respond to an incident. By using the structure of the Emergency Response Team reporting to the Incident.

**Incident Management Team (IMT)** – the operational team that consists of manager and director level staff. This Team has an IMT Lead group (On-Call). Members of the IMT will generally operate in the EOC.

**Job Action Sheet (JAS)** – The Job action sheet is a one-page document that describes the specific procedures for an incident responder at stage Level 1, 2 and 3 (see below).

**Notification** – A message from the Resource Centre through a Code Alert email for information only but with no action necessary.

**PPE**- Personal Protective Equipment utilized to create a barrier between the responder and the hazard.  
Resource Centre – Is the effective dispatch and communication hub during an incident, responsible for receiving emergency 55555 calls, sending out overhead announcements, Email Code Alerts, and Pager activations. Has access to contact lists (internal and external stakeholders) for the hospital.

**SDS/MSDS** – Information provided by the manufacturer indicating the hazards and precautions for a substance. SDS/MSDS are available in electronic format through SourceNet.

## 8.0 Education/Communications

8.1 All staff will be required to participate and review the Code CBRNE Policy as a part of the global emergency management “Code of the Month” program.

8.2 Any changes to this document will be communicated to all staff by internal media forums. Any changes to individual response team members will be communicated to those team members by the Emergency Management Committee.

## 9.0 Appendices

- [Appendix A – Code CBRNE Initial Assessment Checklist](#)
- [Appendix B – Job Action Sheet Summary \(All Roles\)](#)
- [Appendix C – Switchboard/Resource Centre Job Action Sheet and Checklist](#)
- [Appendix D – Staff Job Action Sheet and Checklist](#)
- [Appendix E – Security Job Action Sheet and Checklist](#)
- [Appendix F – Code Team Job Action Sheet and Checklist](#)
- [Appendix G – Department Lead Job Action Sheet and Checklist](#)
- [Appendix H – Manager On-Call Lead Job Action Sheet and Checklist](#)
- [Appendix I – Director On-Call Job Action Sheet and Checklist](#)
- [Appendix J – Vice President On-Call Job Action Sheet and Checklist](#)
- [Appendix K – Executive Leadership Team Job Action Sheet and Checklist](#)
- [Appendix L – COOP Activation](#)
- [Appendix M – Family Support Centre Guide](#)
- [Appendix N – Media Centre Guide](#)
- [Appendix O – Communications Table](#)
- [Appendix P – Messaging Templates](#)
- [Appendix Q – Site Specific CBRNE Process Maps](#)

## 10.0 Related Documents

- CBRNE Back Track Post Exposure Form
- Code Orange – Mass Casualty Incident Policy and Response Plans
- Code Update Email
- Continuity of Operations Plan
- Family Support Centre Guide
- Media Centre Guide
- WSIB Worker Exposure Incident Form

## 11.0 Related Forms

- Post Incident Debrief
- Back Track Post Exposure Form
- Code IRS (RL6)
- Worker Exposure Incident Form (WSIB form 3958A)

## 12.0 References

- 12.1 Ontario Hospital Association Emergency Management Toolkit, 2011.
- 12.2 Ontario Occupational Health and Safety Act, Ontario Regulation 67/93 Regulation for Health Care and Residential Facilities.
- 12.3 Canadian Nuclear Safety Commission - Radionuclide Information Booklet.

### Appendix A Code CBRNE Initial Assessment Checklist and Code Team

The Code Initial Assessment Checklist used to determine a Stage 1, 2 or 3 for Code CBRNE. The Emergency Department Lead or Code Team can make the stage determination.

If multiple patients have been exposed to a CBRNE agent, consider declaring a concurrent Code Orange.

#### Code Team Membership

Code CBRNE teams consist of the following staff at the **SCS, NFS and WS sites**:

- a) Emergency Department Staff
- b) Emergency Department Lead
- c) Emergency Department Manager or Manager On-Call (depending on time of day)
- d) Security
- e) Facilities Management / Engineering Services
- f) Manager of Occupational Health
- g) Supported by:
  - i. Fire Department,
  - ii. EMS, and
  - iii. Vendor for decontamination.

Code CBRNE teams consist of the following staff at the **FES and PCS sites**:

- a) Urgent Care Centre Staff
- b) Urgent Care Centre Lead
- c) Emergency Department Manager or Manager On-Call (depending on time of day)
- d) Security
- e) Facilities Management / Engineering Services
- f) Manager of Occupational Health
- g) Supported by:
  - i. Fire Department,
  - ii. EMS and
  - iii. Vendor for decontamination.

Initial Code Assessment	
<input type="checkbox"/>	Charge Nurse to contact Vendor via Resource Centre to respond to the Code
<input type="checkbox"/>	Call CANUTEC 1-888-226-8832 or (613) 996-6666 or cell *666 (Canada) for information on the SDS if the substance is known
<input type="checkbox"/>	Call Poison Control 1-800-813-5900 for additional information on the SDS if the substance is known
Assessment Criteria for Code CBRNE - Stage 1 Minor	
<input type="checkbox"/>	NOTE: If Code is occurring at WHS, DMH or PCS, go directly to Stage 2/3 assessments



<input type="checkbox"/>	One or two patients presenting only
<input type="checkbox"/>	Contaminated patient is ambulatory and able to self-decontaminate with instructions from staff
<input type="checkbox"/>	Contaminate is a known substance (call CANUTEC for additional information on SDS as required) / Review SDS / Discuss the Code with Quantum Murray upon their arrival
<input type="checkbox"/>	Substance is surface contamination only (i.e.: patient is NOT off-gassing chemical through respiration or body secretions; salivation, lacrimation, urination, defecation, gastrointestinal upset, emesis, miosis (SLUDGEM))
<input type="checkbox"/>	If answered "yes" to all of the above questions, and "no" to all questions below, then it is a STAGE 1. Contact Resource Centre Ext. 55555 and advise Code CBRN - Stage 1 - Site - location
<input type="checkbox"/>	Go to corresponding Stage 1 Job Action Sheet
<b>Assessment Criteria for Code CBRNE - Stage 2 Major</b>	
<input type="checkbox"/>	One or two patients presenting only
<input type="checkbox"/>	Patient(s) are non-ambulatory and/or are not capable of performing self-decontamination with instruction
<input type="checkbox"/>	Contamination agent is unknown
<input type="checkbox"/>	Patient has the potential to be off-gassing through respirations or body secretions
<input type="checkbox"/>	Vendor required to provide technical decontamination to the patient
<input type="checkbox"/>	If answered "yes" to two or more questions in Stage 2 Assessment, then it is a STAGE 2. Contact Resource Centre Ext. 55555 and advise of Code CBRN - Stage 2 - Site - location
<input type="checkbox"/>	Go to corresponding Stage 2 Job Action Sheet
<b>Assessment Criteria for Code CBRNE - Stage 3 Critical</b>	
<input type="checkbox"/>	More than two patients presenting
<input type="checkbox"/>	Contamination caused by the intentional release of a CBRN agent
<input type="checkbox"/>	Contaminate is a controlled or weaponized agent (as informed by Police, Public Health, etc.)
<input type="checkbox"/>	If answered "yes" to any of the questions in Stage 3 Assessment, then it is a STAGE 3. Contact Resource Centre Ext. 55555 and advise of Code CBRN - Stage 3 - Site - location
<input type="checkbox"/>	Go to corresponding Stage 3 Job Action Sheet

**Appendix B**  
**Job Action Sheet Summary (All Roles)**

This summary page provides a quick reference of the key points with the various JAS for each Role.

<b>Chain of Command</b>			
<b>Group</b>	<b>Stage 1</b>	<b>Stage 2</b>	<b>Stage 3</b>
<b>Executive Leadership Team (ELT) / VP On-Call</b>	<ul style="list-style-type: none"> <li>No action required</li> </ul>	<b>VP On-Call:</b> <ul style="list-style-type: none"> <li>Join EOC Conference Call</li> <li>Determine impact on operations and consider COOP activation</li> <li>Review Communications Plan</li> <li>Update ELT</li> </ul> <b>ELT:</b> <ul style="list-style-type: none"> <li>Approve COOP Plan</li> <li>Approve Communications Plan</li> </ul>	<b>VP On-Call:</b> <ul style="list-style-type: none"> <li>Attend EOC</li> <li>Determine impact on operations and consider COOP activation</li> <li>Consider activation of Code Orange</li> <li>Review and approve Communications Plan with ELT</li> <li>Update ELT</li> <li>Issue All Clear</li> </ul> <b>ELT:</b> <ul style="list-style-type: none"> <li>Establish ELT meeting</li> <li>Provide support to Family Support Centre and Media Centre as required</li> <li>Approve COOP</li> <li>Advise stakeholders</li> </ul>
<b>EOC / Director On-Call</b>	<ul style="list-style-type: none"> <li>No action required</li> </ul>	<ul style="list-style-type: none"> <li>Lead EOC Conference Call; develop Code Action Plan</li> <li>Discuss with Incident Commander and VP On-Call</li> <li>Determine impact on operations and consider COOP activation</li> <li>Consider communications requirements</li> <li>Issue All Clear</li> </ul>	<ul style="list-style-type: none"> <li>Establish EOC; develop Code Action Plan</li> <li>Discuss with Incident Commander and VP On-Call</li> <li>Determine impact on operations and consider COOP activation</li> <li>Consider activation of Code Orange; advise other sites</li> <li>Develop communications plan</li> <li>Consider activation of Family Support Centre, Media Centre</li> </ul>
<b>Incident Command Post (ICP)</b>	<b>Staff:</b> <ul style="list-style-type: none"> <li>Do not approach person who are potentially contaminated</li> <li>Direct patient to external door of CBRN shower room</li> <li>Relocate other patients/staff away from contaminated areas</li> <li>Direct patient to remove all clothing and personal</li> </ul>	<b>Staff:</b> <ul style="list-style-type: none"> <li>Do not approach contaminated person(s)</li> <li>Isolate patient by created a perimeter</li> <li>Relocate other patients/staff away from contaminated area</li> <li>Await the arrival of Vendor to provide decontamination of patient</li> </ul>	<b>Staff:</b> <ul style="list-style-type: none"> <li>Do not approach contaminated person(s)</li> <li>Isolate patient by created a perimeter</li> <li>Relocate other patients/staff away from contaminated area</li> <li>Await the arrival of Vendor to provide decontamination of patient</li> </ul>

	<p>affects; fully shower for at least 20 minutes</p> <ul style="list-style-type: none"> <li>• Observe patient continuously from Anteroom</li> <li>• Prepare foot bath for patient to step into before entering Anteroom</li> <li>• Prepare towels, scrubs for patient</li> <li>• Triage and treat patient once decontaminated</li> <li>• Do not enter CBRN shower room until decontaminated by vendor</li> </ul> <p><b>Department Lead / Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>• Contact Vendor via Resource Centre for decontamination procedures and immediate response</li> <li>• Contact CANUTEC 1-888-226-8832 for technical treatment information</li> <li>• Assume role of Incident Commander</li> <li>• Clear admitted patients from ED to create capacity</li> <li>• Redirect EMS as required</li> <li>• Ensure patient is continuously being observed</li> <li>• Update ED Physician, ED Manager and Manager On-Call as required</li> <li>• Liaise with Vendor and emergency responders</li> <li>• Ensure triage and treatment of patient once decontaminated</li> <li>• Provide information to Resource Centre for Code Update Email</li> <li>• Ensure contaminated areas are decontaminated by Vendor</li> <li>• Issue All Clear</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• Ensure external door to CBRN shower room is opened; direct patient into room from a safe distance</li> </ul>	<ul style="list-style-type: none"> <li>• Begin triage and treatment once patient has been decontaminated by Vendor</li> <li>• Avoid contaminated areas until decon conducted by Vendor</li> </ul> <p><b>Department Lead / Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>• Contact Vendor via Resource Centre for decontamination procedures and immediate response</li> <li>• Contact CANUTEC 1-888-226-8832 for technical treatment information</li> <li>• Assume role of Incident Commander</li> <li>• Clear admitted patients from ED to create capacity</li> <li>• Redirect EMS as required</li> <li>• Ensure patient is continuously being observed</li> <li>• Update ED Physician, ED Manager and Manager On-Call as required</li> <li>• Liaise with Vendor and emergency responders</li> <li>• Ensure triage and treatment of patient once decontaminated</li> <li>• Provide information to Resource Centre for Code Update Email</li> <li>• Ensure contaminated areas are decontaminated by Vendor</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• Ensure external door to CBRN shower room is opened; direct patient into room from a safe distance</li> <li>• Establish and maintain perimeter of Hot Zone; redirect people to</li> </ul>	<ul style="list-style-type: none"> <li>• Begin triage and treatment once patient has been decontaminated by Vendor</li> <li>• Avoid contaminated areas until decon conducted by Vendor</li> </ul> <p><b>Department Lead / Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>• Contact Vendor via Resource Centre for decontamination procedures and immediate response</li> <li>• Contact CANUTEC 1-888-226-8832 for technical treatment information</li> <li>• Assume role of Incident Commander</li> <li>• Clear admitted patients from ED to create capacity</li> <li>• Redirect EMS as required</li> <li>• Ensure patient is continuously being observed</li> <li>• Update ED Physician and Manager On-Call as required</li> <li>• Liaise with Vendor and emergency responders</li> <li>• Consider use of decontamination tents</li> <li>• Ensure triage and treatment of patient once decontaminated</li> <li>• Provide information to Resource Centre for Code Update Email</li> <li>• Ensure contaminated areas are decontaminated by Vendor</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• Ensure external door to CBRN shower room is opened; direct patient into room from a safe distance</li> <li>• Establish and maintain perimeter of Hot Zone; redirect people to</li> </ul>
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**NAME: Code CBRNE – Hazardous Materials**  
**(Chemical, Biological, Radiological, Nuclear and Explosive)**

	<ul style="list-style-type: none"> <li>Establish and maintain perimeter of Hot Zone; redirect people to alternate entrance as required</li> <li>Cordon staging area for arriving response agencies</li> <li>Escort responding agencies and Vendor to ICP</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Ensure Vendor has been contacted</li> <li>Ensure safety of staff and patients; relocate patients as required</li> <li>Ensure isolation of Hot Zone is maintained</li> <li>Ensure decon room and utilities are operational</li> <li>Ensure decon containment tank levels are adequate</li> <li>Consider HVAC requirements</li> <li>Ensure all potentially contaminated areas have been decontaminated</li> </ul>	<p>alternate entrance as required</p> <ul style="list-style-type: none"> <li>Cordon staging area for arriving response agencies</li> <li>Escort responding agencies and Vendor to ICP</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Ensure Vendor has been contacted</li> <li>Ensure safety of staff and patients; relocate patients as required</li> <li>Ensure isolation of Hot Zone is maintained</li> <li>Ensure decon room and utilities are operational</li> <li>Ensure decon containment tank levels are adequate</li> <li>Consider HVAC requirements</li> <li>Ensure all potentially contaminated areas have been decontaminated</li> </ul>	<p>alternate entrance as required</p> <ul style="list-style-type: none"> <li>Cordon staging area for arriving response agencies</li> <li>Escort responding agencies and Vendor to ICP</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Ensure Vendor has been contacted</li> <li>Ensure safety of staff and patients; relocate patients as required</li> <li>Ensure decon room and utilities are operational</li> <li>Ensure decon containment tank levels are adequate</li> <li>Consider HVAC requirements</li> <li>Ensure proper flow for patients, staff and vendors have been established</li> <li>Consider use of decontamination tents</li> <li>Ensure all potentially contaminated areas have been decontaminated</li> </ul>
<b>Communications</b>			
<b>Resource Centre</b>	<ul style="list-style-type: none"> <li>Send out PA Announcement</li> <li>Phone Code Team, Manager On-Call, Manager of Occupational Health, 9-1-1 Fire</li> <li>Send NHS Emergency Management group email</li> <li>Send out All Clear PA, email</li> </ul>	<ul style="list-style-type: none"> <li>Send out PA Announcement</li> <li>Phone 9-1-1 for Fire/EMS/Police, Code Team, Vendor, Manager On-Call, Director On-Call, Manager of Occupational Health</li> <li>Send NHS Emergency Management group email</li> <li>Send out All Clear PA, email</li> </ul>	<ul style="list-style-type: none"> <li>Send out PA Announcement</li> <li>Phone 9-1-1 for Fire/EMS/Police, Code Team, Vendor, Manager On-Call, Director On-Call, Manager of Occupational Health</li> <li>Send NHS Emergency Management group email</li> <li>Send out All Clear PA, email</li> </ul>

**Appendix C - Resource Centre Job Action Sheet and Checklist**

<b>Code CBRNE - Stage 1 Minor - Resource Centre Job Action Sheet</b>		
Definition	Known hazardous material; patient is ambulatory and can self-decontaminate [This only applies to SCS and GNG; for WHS/ PCS / DMS go to Stage 2 or 3]	
<b>1. SENDING ALERTS</b>		
PA Announcement (3 times)	Code CBRNE – Stage 1 [location]	
Phone/Contact Responders	SCS, NFS, WS, FES, & PCS	<ul style="list-style-type: none"> <li>• Security</li> <li>• 9-1-1 Fire Department – advise of Hazmat</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>• Facilities Management/Engineering Services On-Call</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Occupational Health</li> </ul>
Send Group Emails	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code CBRNE – Stage 1 – [Site]
	Email Body (cut and paste, update location)	<p>Ambulatory person exposed to known hazardous material; decontamination is being directed by Staff at [location]</p> <p>A Code Update Email will be sent as more information comes available.</p>
<b>2. CODE UPDATE EMAIL</b>		
• Receive information from Department Lead	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Update Email: Code CBRNE – Stage 1 – [Site]
• Send Code Update Email	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents

<b>3. ADDITIONAL DUTIES AS REQUIRED</b>		
Complete Documentation	N/A	
Media Inquiries	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Department</li> </ul>	
Patient Inquiries	<ul style="list-style-type: none"> <li>• Transfer call to unaffected Departments</li> <li>• For affected departments, advise caller there is an emergency code in effect and to please call back in 30 minutes.</li> </ul>	
ED Closure Notifications – as directed	<ul style="list-style-type: none"> <li>• Notify NEMS of any ED closures</li> <li>• Notify other Niagara Health sites of ED closure</li> </ul>	
EOC Hotline	N/A	
<b>4. ALL CLEAR</b>		
Authority to give the “All Clear”	Department Lead	
PA Announcement (once)	Code CBRNE All Clear	
Group Emails	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code CBRNE – Stage 1 – [Site] – All Clear
<b>5. POST INCIDENT PROCEDURES</b>		
Record	Code Log	

<b>Code CBRNE - Stage 1 Minor Resource Centre Checklist</b>	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Code Alert Group email sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Phone the responder group
<input type="checkbox"/>	Send out Code Update Email - if info received from Department Lead
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

<b>Code CBRNE - Stage 2 Major - Centre Job Action Sheet</b>		
Definition	Vendor is required to decontaminate patient(s); no more than 2 patients	
<b>1. SENDING ALERTS</b>		
PA Announcement (3 times)	Code CBRNE – Stage 2 - [location]	
Phone/Contact Responders	SCS, NFS, & WS	<ul style="list-style-type: none"> <li>• Security</li> <li>• 9-1-1 Fire Department, EMS and Police – advise of Hazmat</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>• Facilities Management/Engineering Services On-Call</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Occupational Health</li> <li>• Emergency Department Manager</li> <li>• Vendor - Spartan 1-833-573-1010</li> <li>• If Spartan is not available, call CANUTEC 1-888-226-8832 or (613) 996-6666 or cell *666 (Canada)</li> </ul>
	FES, & PCS	<ul style="list-style-type: none"> <li>• Security</li> <li>• 9-1-1 Fire Department, EMS and Police – advise of Hazmat</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>• Facilities Management/Engineering Services On-Call</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Occupational Health</li> <li>• Site Manager</li> <li>• Vendor - Spartan 1-833-573-1010</li> <li>• If Spartan is not available, call CANUTEC 1-888-226-8832 or (613) 996-6666 or cell *666 (Canada)</li> </ul>
Send Group Emails	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Orange – Stage 2 – [Site]
	Email Body (cut and paste, update location)	<p>There are more than 2 critical patients beyond current capacity.</p> <p>A Code Update Email will be sent as more information comes available</p>



<b>2. EOC ACTIVATION</b>		
<b>A. Call the Director On-Call</b>  (according to schedule)  1. Confirm the Director On-Call is aware of the Code and has spoken with the Department Lead or Manager On-Call  2. Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri: 0830-1630 (start with #1 until someone answers)	1. Director, Quality, Patient Safety, Risk and Patient Relations 2. Director, EVS, Patient Transportation, Waste and Linen Services 3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security 4. Director, Finance 5. Director, Patient Care SCS
	After-hours	Refer to Director On-call schedule
<b>B. Establish 'Teleconference Meeting' as per Director On-Call</b>	Teleconference Meeting invitation subject line (cut and paste, update site)	EOC Conference Call – Code CBRNE – Stage 2 – [Site]
	Send Teleconference Meeting invitation via email to leadership list  Set start time to begin immediately  Call Leadership list to advise of Teleconference Meeting invitation	<ul style="list-style-type: none"> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>• Director On-Call</li> <li>• ED Manager</li> <li>• Executive Site Lead (day time)</li> <li>• Communications</li> <li>• Manager of Occupational Health</li> <li>• Director Emergency Services</li> <li>• VP On-Call</li> </ul>
<b>3. CODE UPDATE EMAIL</b>		
<ul style="list-style-type: none"> <li>• Receive information from Department Lead</li> <li>• Send <i>Code Update Email</i></li> </ul>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul>
	Subject Line (cut and paste, update site)	Code Update Email: Code CBRNE – Stage 2 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents
<b>4. ADDITIONAL DUTIES AS REQUIRED</b>		

**NAME: Code CBRNE – Hazardous Materials  
(Chemical, Biological, Radiological, Nuclear and Explosive)**

Complete documentation

- N/A

Media Inquiries	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Department</li> </ul>	
Patient Inquiries	<ul style="list-style-type: none"> <li>• Transfer call to unaffected Departments</li> <li>• For affected departments, advise caller there is an emergency code in effect and to please call back in 30 minutes.</li> </ul>	
ED Closure Notifications – as directed	<ul style="list-style-type: none"> <li>• Notify NEMS of any ED closures</li> <li>• Notify other Niagara Health sites of ED closure</li> </ul>	
EOC Hotline	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	
<b>5. ALL CLEAR</b>		
Authority to give the “All Clear”	Director On-call	
PA Announcement (once)	All Clear Code CBRNE	
Group Emails	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code CBRNE – Stage 2 – [Site] – All Clear
<b>6. POST INCIDENT PROCEDURES</b>		
Record	Code Log	

**Code CBRNE - Stage 2 Major Resource Centre Checklist**
**Sending Stage Alerts**

<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Call 9-1-1 Fire Department, EMS, & Police and advise of the Hazmat Situation
<input type="checkbox"/>	Call Vendor (and CANUTEC as advised)
<input type="checkbox"/>	Phone / Contact Responders as per list by Site
<input type="checkbox"/>	Code Alert Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Email the Teleconference Meeting Conference Call Group
<input type="checkbox"/>	Send out Code Update Email - if info received from Department Lead
<input type="checkbox"/>	Complete Section 4. Additional Duties as required

<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

<b>Code CBRNE - Stage 3 Critical - Resource Centre Job Action Sheet</b>		
Definition	Vendor is required to decontaminate multiple patients; more than 2 patients	
<b>1. SENDING ALERTS</b>		
PA Announcement (3 times)	Code CBRNE – Stage 3 – [location]	
Phone/Contact Responders	SCS, NFS, & WS Sites	<ul style="list-style-type: none"> <li>• Security</li> <li>• 9-1-1 Fire Department, EMS and Police – advise of Hazmat</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>• Facilities Management/Engineering Services On-Call</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Occupational Health</li> <li>• Emergency Department Manager</li> <li>• Vendor</li> <li>• If Vendor is not available, call CANUTEC 1-888-226-8832 or (613) 996-6666 or cell *666 (Canada)</li> </ul>
	FES, & PCS Sites	<ul style="list-style-type: none"> <li>• Security</li> <li>• 9-1-1 Fire Department, EMS and Police – advise of Hazmat</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>• Facilities Management/Engineering Services On-Call</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Occupational Health</li> <li>• Site Manager</li> <li>• Vendor</li> <li>• If Vendor is not available, call CANUTEC 1-888-226-8832 or (613) 996-6666 or cell *666 (Canada)</li> </ul>
Send Group Emails	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> <li>• NHS All Regional Chiefs</li> </ul>
	Subject Line (cut and paste, update site)	Code Alert: Code CBRNE – Stage 3 – [Site]

**NAME: Code CBRNE – Hazardous Materials  
(Chemical, Biological, Radiological, Nuclear and Explosive)**

	Email Body (cut and paste, update location)	<p>Multiple patients exposed to a hazardous material; decontamination is required by Vendor at [site].</p> <p>A Code Update Email will be sent as more information comes available.</p>
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<b>2. EOC ACTIVATION</b>		
<b>A. Call the Director On-Call</b>  (according to schedule)  1. Confirm the Director On-Call is aware of the Code and has spoken with the Department Lead or Manager On-Call  2. Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri: 0830-1630 (start with #1 until someone answers)	1. Director, Quality, Patient Safety, Risk and Patient Relations 2. Director, EVS, Patient Transportation, Waste and Linen Services 3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security 4. Director, Finance 5. Director, Patient Care SCS
	After-hours	Refer to Director On-call schedule
<b>B. Establish 'Teleconference Meeting' as per Director On-Call</b>	Teleconference Meeting invitation subject line (cut and paste, update site)	EOC Conference Call – Code CBRNE – Stage 3 – [Site]
	Send Teleconference Meeting invitation via email to leadership list	<ul style="list-style-type: none"> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>• Director On-Call</li> <li>• ED Manager</li> <li>• Executive Site Lead (Day time)</li> <li>• Communications</li> <li>• Director of Emergency Services</li> <li>• ED Physician</li> <li>• Chief of ED</li> <li>• VP On-Call</li> </ul>
	Set start time to begin immediately  Call Leadership list to advise of Teleconference Meeting invitation	
<b>3. CODE UPDATE EMAIL</b>		
<ul style="list-style-type: none"> <li>• Receive information from Department Lead</li> </ul>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul>
	Subject Line (cut and paste, update site)	Code Update Email: Code CBRNE – Stage 3 – [Site]
<ul style="list-style-type: none"> <li>• Send <i>Code Update Email</i></li> </ul>	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents
<b>4. ADDITIONAL DUTIES AS REQUIRED</b>		
Complete documentation	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	

**NAME: Code CBRNE – Hazardous Materials  
(Chemical, Biological, Radiological, Nuclear and Explosive)**

Media Inquiries

- Direct media inquiries to Communications Department



**NAME: Code CBRNE – Hazardous Materials**  
**(Chemical, Biological, Radiological, Nuclear and Explosive)**

Patient Inquiries	<ul style="list-style-type: none"> <li>• Transfer call to unaffected Depts.</li> <li>• For affected departments advise caller there is an emergency code in effect and to please call back in 30 minutes.</li> </ul>	
ED Closure Notifications – as directed	<ul style="list-style-type: none"> <li>• Notify NEMS of any ED closures</li> <li>• Notify other Niagara Health sites of ED closure</li> </ul>	
EOC Hotline	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	
<b>5. ALL CLEAR</b>		
Authority to give the “All Clear”	VP On-call	
PA Announcement (once)	All Clear Code CBRNE	
Group Emails	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul>
	Subject Line (cut and paste, update site)	Code Alert: Code CBRNE – Stage 3 – [Site] – All Clear
<b>6. POST INCIDENT PROCEDURES</b>		
Record	Code Log	

<b>Code CBRNE - Stage 3 Critical Resource Centre Checklist</b>	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Code Alert Group email sent
<input type="checkbox"/>	Contact 911 Fire Department, EMS, & Police and advise of CBRNE/Hazmat situation
<input type="checkbox"/>	Phone / Contact Responders
<input type="checkbox"/>	Call Vendor (and CANUTEC as advised)
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Email the Teleconference Meeting Conference Call Group
<input type="checkbox"/>	Phone the Teleconference Meeting Group
<input type="checkbox"/>	Send out Code Alert Email as per Department Lead
<input type="checkbox"/>	Complete Section 4. Additional Duties as required
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Receive All Clear from VP On-Call
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

**Appendix D – Staff Job Action Sheet and Checklist**

<b>Code CBRNE - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	If a potentially contaminated person presents (or is enroute), notify Department Lead and call the Resource Centre ext. 55555 to advise of Code CBRNE - Stage 1
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<b>Emergency Department Staff</b>	
<input type="checkbox"/>	Direct contaminated person(s) back outside, explain they need to shower, direct person(s) to Decontamination Room
<input type="checkbox"/>	Do not approach persons who are potentially contaminated
<input type="checkbox"/>	Any person that has been in contact with the Patient(s) shall be considered contaminated
<input type="checkbox"/>	Relocate other patients / staff to ensure no cross contamination occurs as required
<input type="checkbox"/>	The Department Lead will call Vendor to respond; follow the CBRNE Process Map (See Appendix Q)
<input type="checkbox"/>	If the person becomes non-ambulatory at any time, escalate to a Stage 2
<input type="checkbox"/>	Prior to the arrival of the contaminated patients in the CBRNE Decontamination Room, ensure that all nonessential equipment is removed to avoid contamination
<input type="checkbox"/>	Ensure that adequate number/sized gowns/scrubs are left in a clean location for donning of the person once they have decontaminated
<input type="checkbox"/>	Fill with water and position a "Foot Bath" at the CBRNE Decontamination Room exit to Anteroom
<input type="checkbox"/>	Patient(s) should be observed from the Anteroom during the Decontamination procedure
<input type="checkbox"/>	If the patients involve a parent and child, they will enter the CBRNE Decontamination Room at the same time (so that the parent may assist the child)
<input type="checkbox"/>	Direct the contaminated patient to remove all clothing / jewelry / watches / cell phone and leave behind in a pile, not on the drain
<input type="checkbox"/>	If there are two ambulatory adult patients, they shall enter the room one at a time (consider using Ambulance Bay showers)
<input type="checkbox"/>	Direct the patient to wash entire body starting with their head and working their way down towards the feet
<input type="checkbox"/>	Direct the patient to repeat the process
<input type="checkbox"/>	This process may have to continue to be repeated if the substance is persistent / oily (i.e.: pepper spray or other oil based contaminants may take 20-50mins to wash off)

<input type="checkbox"/>	Once the contaminate has been removed from head, arms, torso, and legs, direct the patient to proceed to the previously placed "Foot Bath" to wash contaminate from feet using a brush
<input type="checkbox"/>	Direct the person to the Anteroom where scrubs / gowns can be applied prior to entering Triage
<input type="checkbox"/>	Staff may not enter the Decon Room until it has been decontaminated by Vendor
<b>All Other Staff</b>	
<input type="checkbox"/>	Stay away from the Code location
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	The All Clear will be determined by the Department Lead
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Assist with restocking ED as required
<input type="checkbox"/>	Assist with restocking CBRNE Decontamination Room as directed once decontamination has been completed by Vendor

<b>Code CBRNE - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	If a potentially contaminated and non-ambulatory person presents (or if patch received that EMS is inbound), notify Department Lead and call the Resource Centre ext. 55555 to advise of Code CBRNE Stage 2 – location
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<b>Emergency Department Staff</b>	
<input type="checkbox"/>	Do not approach contaminated person(s)
<input type="checkbox"/>	Avoid exposure; isolate patient(s) by creating a perimeter
<input type="checkbox"/>	Relocate ED patients to avoid cross contamination, refer to CBRNE Process Map (See Appendix Q)
<input type="checkbox"/>	The Department Lead will call the Resource Centre ext. 55555 to request Vendor response; follow the CBRNE Process Map (See Appendix Q)
<input type="checkbox"/>	Any person that has been in contact with the patient(s) shall be considered contaminated
<input type="checkbox"/>	Update Department Lead with SDS or Code information
<input type="checkbox"/>	Await the arrival of Vendor to provide decontamination
<input type="checkbox"/>	Follow directions from Department Lead as required
<input type="checkbox"/>	Assist Vendor / Fire Department as appropriate
<input type="checkbox"/>	Provide Vendor with scrubs and or gowns for decontaminated patient(s)
<input type="checkbox"/>	Begin medical triage process once the patient has been cleared (As Low as Reasonably Achievable-ALARA) by Vendor
<input type="checkbox"/>	All contaminated areas need to be decontaminated by Vendor (staff to avoid these areas)
<b>All Other Clinical Staff</b>	
<input type="checkbox"/>	Stay away from the Code location
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	The All Clear will be determined by the Director On-Call in consultation with Vendor AND cleanup of CBRN Decontamination Room by Vendor
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist with restocking ED and assist as required
<input type="checkbox"/>	Assist with restocking CBRN Decon Room as directed

<b>Code CBRNE - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	If more than 2 potentially contaminated persons present (or if patch received that EMS is inbound), notify Department Lead and call the Resource Centre ext. 55555 to advise of Code CBRNE Stage 3 – location, and request Vendor response
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<b>Emergency Department Staff</b>	
<input type="checkbox"/>	Do not approach contaminated person(s)
<input type="checkbox"/>	Avoid exposure, isolate patient(s) by creating a perimeter (create perimeter in designated decon area)
<input type="checkbox"/>	Relocate ED patients to avoid cross contamination, refer to CBRNE Process Map (See Appendix Q)
<input type="checkbox"/>	Any person that has been in contact with the patient(s) shall be considered contaminated
<input type="checkbox"/>	Update Department Lead with SDS or Code information
<input type="checkbox"/>	Await the arrival of the Vendor to provide decontamination
<input type="checkbox"/>	Follow directions from Department Lead as required
<input type="checkbox"/>	Assist Vendor / Fire Department as appropriate
<input type="checkbox"/>	Provide Vendor with scrubs and or gowns for decontaminated patient(s)
<input type="checkbox"/>	Begin medical triage process once the patient has been cleared (As Low as Reasonably Achievable-ALARA) by Vendor
<input type="checkbox"/>	All contaminated areas need to be decontaminated by Vendor (staff to avoid these areas)
<b>All Other Clinical Staff</b>	
<input type="checkbox"/>	Stay away from the Code location
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	The All Clear will be determined by the Director On-Call in consultation with Vendor AND cleanup of CBRN Decontamination Room by Vendor
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Assist with restocking ED as required
<input type="checkbox"/>	Assist with restocking CBRN Decon Room as directed

**Appendix E – Security Job Action Sheet and Checklist**

<b>Code CBRNE - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Alert Code
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Meet at Code Location and liaise with Incident Commander
<input type="checkbox"/>	Keep upwind and a safe distance from any contaminated persons
<input type="checkbox"/>	Ensure the Decontamination Room Door has been opened to allow contaminated people entry, direct patient (from a safe distance) as instructed by Department Lead
<input type="checkbox"/>	Immediately isolate the hot zone
<input type="checkbox"/>	If the waiting and triage area has been contaminated post a guard to prevent entry; inform people that the area is off limits until further notice
<input type="checkbox"/>	Redirect people to a designated entrance; post signage as necessary
<input type="checkbox"/>	Set up staging area for arriving Vendor and/or Fire Department
<input type="checkbox"/>	Escort responding Vendor and/or Fire Department to Incident Command Post
<input type="checkbox"/>	Update Security Command
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Maintain perimeter until all decontamination has been completed and All Clear received
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist with documentation as required

<b>Code CBRNE - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Meet at Code Location and liaise with Incident Commander
<input type="checkbox"/>	Keep upwind and a safe distance from any contaminated persons
<input type="checkbox"/>	Ensure the Decontamination Room Door has been opened to allow contaminated people entry, direct patient (from a safe distance) as instructed by Department Lead
<input type="checkbox"/>	Immediately isolate the Hot Zone

<input type="checkbox"/>	Contaminated non-ambulatory persons must stay within the isolation perimeter until the Vendor arrives and provide decontamination
<input type="checkbox"/>	If the waiting or triage area has been contaminated post a guard to prevent entry; inform people that the area is off limits until further notice
<input type="checkbox"/>	Redirect people to a designated entrance; post signage as necessary
<input type="checkbox"/>	Set up staging area for arriving Vendor and/or Fire Department
<input type="checkbox"/>	Escort responding Vendor and/or Fire Department to Incident Command Post
<input type="checkbox"/>	Update Security Command
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Maintain perimeter until all decontamination has been completed and All Clear received
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist with documentation as required
<input type="checkbox"/>	Complete any documentation as per security requirements

<b>Code CBRNE - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Meet at Code Location and liaise with Incident Commander
<input type="checkbox"/>	Keep upwind and a safe distance from any contaminated persons
<input type="checkbox"/>	Ensure the Decontamination Room Door has been opened to allow contaminated people entry, direct patient (from a safe distance) as instructed by Department Lead
<input type="checkbox"/>	Immediately isolate the Hot Zone
<input type="checkbox"/>	Contaminated non-ambulatory persons must stay within the isolation perimeter until the Vendor arrives and provide decontamination
<input type="checkbox"/>	If the waiting or triage area has been contaminated post a guard to prevent entry; inform people that the area is off limits until further notice
<input type="checkbox"/>	Redirect people to a designated entrance; post signage as necessary
<input type="checkbox"/>	Set up staging area for arriving Vendor and/or Fire Department
<input type="checkbox"/>	Escort responding Vendor and/or Fire Department to Incident Command Post



<input type="checkbox"/>	Update Security Command
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Maintain perimeter until all decontamination has been completed and All Clear received
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist with documentation as required
<input type="checkbox"/>	Complete any documentation as per security requirements

**Appendix F – Code Team Job Action Sheet and Checklist**

<b>Code CBRNE - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	If not already done so, utilize Initial Assessment Checklist (Appendix A) to determine Stage 1, 2, or 3; advise Resource Centre ext. 55555
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Receive update from Department Lead
<input type="checkbox"/>	Ensure Vendor has been called by Resource Centre
<input type="checkbox"/>	If Vendor is not available, call CANUTEC 1-888-226-8832 or (613) 996-6666 or cell *666 (Canada)
<input type="checkbox"/>	Ensure the safety of staff and patients
<input type="checkbox"/>	Relocate ED patients to avoid cross contamination; refer to CBRNE Process Map (See Appendix Q)
<input type="checkbox"/>	Ensure Decontamination room / utilities are operational (water temp, negative pressure, drains are open, etc.)
<input type="checkbox"/>	Consider HVAC requirements
<input type="checkbox"/>	Determine decontamination containment tank levels are adequate; arrange to have tank emptied as required
<input type="checkbox"/>	Relocate other patients / staff to ensure no cross contamination occurs as required
<input type="checkbox"/>	Support Incident Commander as required
<input type="checkbox"/>	Support as needed
<input type="checkbox"/>	Ensure all potentially contaminated areas are decontaminated by Vendor as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Discuss All Clear with Incident Commander once all areas have been decontaminated
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Contact Facilities Management and arrange to have containment tank emptied as required

<b>Code CBRNE - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	If not already done so, utilize Initial Assessment Checklist (Appendix A) to determine Stage 1, 2, or 3; advise Resource Centre ext. 55555
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Receive update from Department Lead
<input type="checkbox"/>	Ensure Vendor has been called by Resource Centre
<input type="checkbox"/>	If Vendor is not available, call CANUTEC 1-888-226-8832 or (613) 996-6666 or cell *666 (Canada)
<input type="checkbox"/>	Ensure the safety of staff and patients and monitor perimeter areas
<input type="checkbox"/>	Relocate ED patients to avoid cross contamination; refer to CBRNE Process Map (See Appendix Q)
<input type="checkbox"/>	Ensure Decontamination room / utilities are operational (water temp, negative pressure, drains are open, etc.)
<input type="checkbox"/>	Consider HVAC requirements
<input type="checkbox"/>	Determine decontamination containment tank levels are adequate; arrange to have tank emptied as required
<input type="checkbox"/>	Relocate other patients / staff to ensure no cross contamination occurs as required
<input type="checkbox"/>	Support Incident Commander as required
<input type="checkbox"/>	Support as needed
<input type="checkbox"/>	Ensure all potentially contaminated areas are decontaminated by Vendor as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Discuss All Clear with Incident Commander once all areas have been decontaminated
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Contact Facilities Management and arrange to have containment tank emptied as required

<b>Code CBRNE - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	If not already done so, utilize Initial Assessment Checklist (Appendix A) to determine Stage 1, 2, or 3; advise Resource Centre ext. 55555
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Receive update from Department Lead and support establishing and maintaining Incident Command Post
<input type="checkbox"/>	Ensure Vendor has been called by Resource Centre
<input type="checkbox"/>	If Vendor is not available, call CANUTEC 1-888-226-8832 or (613) 996-6666 or cell *666 (Canada)
<input type="checkbox"/>	Ensure the safety of staff and patients and monitor perimeter areas
<input type="checkbox"/>	Relocate ED patients to avoid cross contamination; refer to CBRNE Process Map (See Appendix Q)
<input type="checkbox"/>	Ensure Decontamination room / utilities are operational (water temp, negative pressure, drains are open, etc.)
<input type="checkbox"/>	Consider HVAC requirements
<input type="checkbox"/>	Determine decontamination containment tank levels are adequate; arrange to have tank emptied as required
<input type="checkbox"/>	Relocate other patients / staff to ensure no cross contamination occurs as required
<input type="checkbox"/>	Support Incident Commander as required
<input type="checkbox"/>	Support as needed
<input type="checkbox"/>	Ensure the proper flow process for patients, staff, Vendor, and response agencies is established
<input type="checkbox"/>	Consider the use of decontamination tents in consultation with Incident Commander and Vendor
<input type="checkbox"/>	Ensure all potentially contaminated areas are decontaminated by Vendor as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Discuss All Clear with Incident Commander once all areas have been decontaminated
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Contact Facilities Management and arrange to have containment tank emptied

**Appendix G – Department Lead Job Action Sheet and Checklist**

<b>Code CBRNE - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	If ambulatory patient presents with potential contamination, direct staff to send patient back outside to the Decontamination Room
<input type="checkbox"/>	If not already done so, utilize Initial Assessment Checklist (Appendix A) to determine Stage 1, 2, or 3; advise Resource Centre ext. 55555
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	At any time if the patient becomes non-ambulatory escalate to a Stage 2
<input type="checkbox"/>	Establish Incident Command Post and assume role as Incident Commander; don IC Vest
<input type="checkbox"/>	Ensure Vendor has been called by Resource Centre
<input type="checkbox"/>	Provide update to Vendor and advise on situation and chemical; Vendor will provide decontamination procedure
<input type="checkbox"/>	Call CANUTEC for technical treatment information: 1-888-226-8832 or *666 from cell phone
<input type="checkbox"/>	Advise staff not to approach persons who are potentially contaminated
<input type="checkbox"/>	Ensure a perimeter has been established and maintained around Hot Zones, i.e. waiting area, triage area, decontamination room, etc.
<input type="checkbox"/>	Anyone who has come into contact with contaminated persons should also be considered contaminated i.e. driver, co-worker, staff, etc.
<input type="checkbox"/>	Liaise with Code Team; advise the Resource Centre ext. 55555 of Code Team's arrival
<input type="checkbox"/>	Clear admitted patients from ED to create capacity
<input type="checkbox"/>	Contact EMS to re-direct as necessary
<input type="checkbox"/>	Direct designated staff to follow CBRNE Process Map (See Appendix Q)
<input type="checkbox"/>	Update ED Physician and Manager On-Call
<input type="checkbox"/>	If information is received about the chemical or substance, pass that information on to Vendor and/or Fire Department
<input type="checkbox"/>	Liaise with Vendor / Emergency responders
<input type="checkbox"/>	Ensure patient is continuously observed and directed throughout the decontamination process
<input type="checkbox"/>	Once decontaminated by the Vendor or Fire Department the patient can be triaged and treated

<input type="checkbox"/>	If the patients are a parent and child, they will enter the CBRNE Decontamination Room at the same time (so that the parent may assist the child)
<input type="checkbox"/>	If there are two ambulatory adult patients, they shall enter the room one at a time; consider use of ambulance bay showers; EMS to use an alternate entrance as required
<input type="checkbox"/>	Provide information to Resource Centre ext. 55555 for Code Update Email
<input type="checkbox"/>	Once the patient(s) have been decontaminated direct Vendor to complete decontamination of Hot Zones
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Once the patient and Hot Zones have been decontaminated the All Clear can be given; receive update from Vendor
<input type="checkbox"/>	Contact Resource Centre \ext. 55555 and advise that the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Cancel EMS redirect as required
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete Code IRS

<b>Code CBRNE - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	If non-ambulatory patient(s) present with potential contamination, direct staff to safely establish a perimeter around the patient
<input type="checkbox"/>	If not already done so, utilize Initial Assessment Checklist (Appendix A) to determine Stage 1, 2, or 3; advise Resource Centre ext. 55555
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post and assume role as Incident Commander; don IC Vest
<input type="checkbox"/>	Ensure Vendor has been called by Resource Centre
<input type="checkbox"/>	Provide update to Vendor and advise on situation and chemical; Vendor will provide decontamination procedure
<input type="checkbox"/>	Call CANUTEC for technical treatment information: 1-888-226-8832 or *666 from cell phone
<input type="checkbox"/>	Advise staff not to approach persons who are potentially contaminated
<input type="checkbox"/>	Evacuate area around patient and ensure a perimeter has been established and maintained around Hot Zones, i.e. waiting area, triage area, decontamination room, etc.
<input type="checkbox"/>	Anyone who has come into contact with contaminated persons should also be considered contaminated i.e. driver, co-worker, staff, etc.
<input type="checkbox"/>	Liaise with Code Team; advise the Resource Centre ext. 55555 of Code Team's arrival
<input type="checkbox"/>	Clear admitted patients from ED to create capacity
<input type="checkbox"/>	Contact EMS to re-direct as necessary
<input type="checkbox"/>	Direct designated staff to follow CBRNE Process Map (See Appendix Q)
<input type="checkbox"/>	Update ED Physician and Manager On-Call
<input type="checkbox"/>	If information is received about the chemical or substance, pass that information on to Vendor and/or Fire Department
<input type="checkbox"/>	Liaise with Vendor / Emergency responders
<input type="checkbox"/>	Ensure patient is continuously observed and directed throughout the decontamination process
<input type="checkbox"/>	Once decontaminated by the Vendor or Fire Department the patient can be triaged and treated
<input type="checkbox"/>	If the patients are a parent and child, they will enter the CBRNE Decontamination Room at the same time (so that the parent may assist the child)

<input type="checkbox"/>	If there are two ambulatory adult patients, they shall enter the room one at a time; consider use of ambulance bay showers; EMS to use an alternate entrance as required
<input type="checkbox"/>	Provide information to Resource Centre ext. 55555 for Code Update Email
<input type="checkbox"/>	Once the patient(s) have been decontaminated direct Vendor to complete decontamination of Hot Zones
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Once the patient and Hot Zones have been decontaminated the All Clear can be given; receive update from Vendor
<input type="checkbox"/>	Advise the Manager On-Call when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Cancel EMS redirect as required
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete Code IRS



<b>Code CBRNE - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	If more than two contaminated patient(s) present with potential contamination, direct ambulatory patients to Decontamination room, and establish a perimeter around non-ambulatory patients
<input type="checkbox"/>	If not already done so, utilize Initial Assessment Checklist (Appendix A) to determine Stage 1, 2, or 3; advise Resource Centre ext. 55555
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post and assume role as Incident Commander; don IC Vest
<input type="checkbox"/>	Ensure Vendor has been called by Resource Centre
<input type="checkbox"/>	Provide update to Vendor and advise on situation and chemical; Vendor will provide decontamination procedure
<input type="checkbox"/>	Call CANUTEC for technical treatment information: 1-888-226-8832 or *666 from cell phone
<input type="checkbox"/>	Advise staff not to approach persons who are potentially contaminated
<input type="checkbox"/>	Evacuate area around patient and ensure a perimeter has been established and maintained around Hot Zones, i.e. waiting area, triage area, decontamination room, etc.
<input type="checkbox"/>	Anyone who has come into contact with contaminated persons should also be considered contaminated i.e. driver, co-worker, staff, etc.
<input type="checkbox"/>	Liaise with Code Team; advise the Resource Centre ext. 55555 of Code Team's arrival
<input type="checkbox"/>	Clear admitted patients from ED to create capacity
<input type="checkbox"/>	Contact EMS to re-direct as necessary
<input type="checkbox"/>	Direct designated staff to follow CBRNE Process Map (See Appendix Q)
<input type="checkbox"/>	Update ED Physician and Manager On-Call
<input type="checkbox"/>	If information is received about the chemical or substance, pass that information on to Vendor and/or Fire Department
<input type="checkbox"/>	Liaise with Vendor / Emergency responders
<input type="checkbox"/>	Consider use of decontamination tents in consultation with Code Team and Vendor
<input type="checkbox"/>	Ensure patient is continuously observed and directed throughout the decontamination process
<input type="checkbox"/>	Once decontaminated by the Vendor or Fire Department the patient can be triaged and treated
<input type="checkbox"/>	If the patients are a parent and child, they will enter the CBRNE Decontamination Room at the same time (so that the parent may assist the child)

<input type="checkbox"/>	If there are two ambulatory adult patients, they shall enter the room one at a time; consider use of ambulance bay showers; EMS to use an alternate entrance as required
<input type="checkbox"/>	Provide information to Resource Centre ext. 55555 for Code Update Email
<input type="checkbox"/>	Once the patient(s) have been decontaminated direct Vendor to complete decontamination of Hot Zones
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Once the patient and hot zones have been decontaminated the All Clear can be given; receive update from Vendor
<input type="checkbox"/>	Advise the Manager On-Call when the code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Cancel EMS redirect as required
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete Code IRS

**Appendix H – Manager On-Call Job Action Sheet and Checklist**

<b>Code CBRNE - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Support Department Lead as required
<input type="checkbox"/>	Update Director On-Call as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code CBRNE - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	If not already done so, utilize Initial Assessment Checklist (Appendix A) to determine if extra support is required
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from Department Lead
<input type="checkbox"/>	Update Director On-Call and Executive Site Lead as required
<input type="checkbox"/>	Join the EOC Teleconference Meeting
<input type="checkbox"/>	Assume role as Incident Commander (take over from Department Lead and don vest) if required
<input type="checkbox"/>	Support Department Lead
<input type="checkbox"/>	Direct designated staff to follow CBRNE Process Map (See Appendix Q)
<input type="checkbox"/>	Advise other EDs of EMS re-direct as required
<input type="checkbox"/>	Receive the Code Update Email from Resource Centre
<input type="checkbox"/>	Update Director On-Call
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Department Lead to advise when the Code has been resolved
<input type="checkbox"/>	Notify Director On-Call and discuss All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear

<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Update EDs that the EMS re-direct has been cancelled
<input type="checkbox"/>	Documentation as needed
<b>Code CBRNE - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	If not already done so, utilize Initial Assessment Checklist (Appendix A) to determine if extra support is required
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from Department Lead
<input type="checkbox"/>	Assume role as Incident Commander (take over from Department Lead and don vest) if required
<input type="checkbox"/>	Consider Code Orange activation
<input type="checkbox"/>	Update Director On-Call and Executive Site Lead as required
<input type="checkbox"/>	Join the EOC Teleconference Meeting
<input type="checkbox"/>	Support Department Lead
<input type="checkbox"/>	Direct designated staff to follow CBRNE Process Map (See Appendix Q)
<input type="checkbox"/>	Advise other EDs of EMS re-direct as required
<input type="checkbox"/>	Receive the Code Update Email from Resource Centre
<input type="checkbox"/>	Update Director On-Call
<input type="checkbox"/>	Department Lead to advise when the Code has been resolved
<input type="checkbox"/>	Notify Director On-Call and discuss All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Update EDs that the EMS re-direct has been cancelled
<input type="checkbox"/>	Documentation as needed
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Department Lead to advise when the Code has been resolved
<input type="checkbox"/>	Notify Director On-Call and discuss All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear

<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Update EDs that the EMS re-direct has been cancelled
<input type="checkbox"/>	Documentation as needed

**Appendix I – Director On-Call Job Action Sheet and Checklist**

<b>Code CBRNE - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<b>Code CBRNE - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from Manager On-Call
<input type="checkbox"/>	Update the Executive Site Lead (daytime) / VP On-Call
<input type="checkbox"/>	Join and lead the Teleconference Meeting EOC Conference Call
<input type="checkbox"/>	Determine impact on operations and consider COOP activation
<input type="checkbox"/>	Discuss the need for Communications with the VP On-Call
<input type="checkbox"/>	Receive the Code Update Email from Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Manager On-Call to advise when the Code has been resolved
<input type="checkbox"/>	Notify the Resource Centre ext. 55555 to announce All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Conduct Post Incident Debrief as required

<b>Code CBRNE - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from Incident Commander
<input type="checkbox"/>	Update the Executive Site Lead (daytime) / VP On-Call
<input type="checkbox"/>	Join and lead the Teleconference Meeting EOC Conference Call
<input type="checkbox"/>	Establish Emergency Operations Centre at SCS as required
<input type="checkbox"/>	Assume role as EOC Director
<input type="checkbox"/>	Consider activation of Code Orange, other sites to be alerted
<input type="checkbox"/>	Determine impact on operations and consider COOP activation
<input type="checkbox"/>	Consider establishing the Family Contact Centre
<input type="checkbox"/>	Consider establishing the Media Centre
<input type="checkbox"/>	Develop communication plan with the Communications Department and VP On-Call
<input type="checkbox"/>	Receive the Code Update Email from Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Manager On-Call to advise when the Code has been resolved
<input type="checkbox"/>	Advise VP On-Call of All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Conduct Post Incident Debrief

**Appendix J – Vice President On-Call Job Action Sheet and Checklist**

<b>Code CBRNE - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required
<b>Code CBRNE - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive Update from Director On-Call
<input type="checkbox"/>	Join the Teleconference Meeting EOC Conference Call
<input type="checkbox"/>	Determine impact on operations and consider COOP activation
<input type="checkbox"/>	Discuss the communication needs with the Director On-Call
<input type="checkbox"/>	Advise the Executive Leadership Team as required
<input type="checkbox"/>	Receive Code Update email from Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required



<b>Code CBRNE - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive Update from Director On-Call
<input type="checkbox"/>	Join EOC Teleconference EOC Conference Call
<input type="checkbox"/>	Report to EOC as required
<input type="checkbox"/>	Consider Code Orange activation
<input type="checkbox"/>	Determine impact on operations and consider COOP activation
<input type="checkbox"/>	Develop communications plan with Communications Department and Director On-Call
<input type="checkbox"/>	Review and approve communications with ELT
<input type="checkbox"/>	Direct any Media communications
<input type="checkbox"/>	Discuss the Code with community officials as required
<input type="checkbox"/>	Support the Family Support Centre and Media Centre as required
<input type="checkbox"/>	Work with and approve internal and external communications developed by Communications Department
<input type="checkbox"/>	Update the Executive Leadership Team
<input type="checkbox"/>	Receive update from all Niagara Health sites
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive All Clear from Director On-Call
<input type="checkbox"/>	Notify Resource Centre ext. 55555 to advise of the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – support as required

**Appendix K – Executive Leadership Team Job Action Sheet and Checklist**

<b>Code CBRNE - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

<b>Code CBRNE - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive updates and discuss Code with VP On-Call as required
<input type="checkbox"/>	Discuss impact on hospital operations and affected departments
<input type="checkbox"/>	Approve Continuity of Operations (COOP) plan
<input type="checkbox"/>	Review and approve communications as required
<input type="checkbox"/>	Assist with Media Communications and statements to the media
<input type="checkbox"/>	Support EOC as required
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from VP On-Call when the code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear

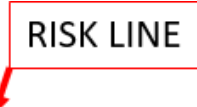
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist with Post Incident Debrief as required
<b>Code CBRNE - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive situation report from VP On-Call
<input type="checkbox"/>	Executive Leadership Team members will meet to discuss the Code (Executive Offices)
<input type="checkbox"/>	Determine impact to the hospital operations, risk and reputation, site, length of time, etc.
<input type="checkbox"/>	Review and approve communications plan
<input type="checkbox"/>	Direct any Media communications
<input type="checkbox"/>	Receive updates from VP On-Call
<input type="checkbox"/>	Discuss incident with Police, Fire and EMS Officials, Community officials as required
<input type="checkbox"/>	Approve Continuity of Operations (COOP) plan, approve AD Hoc Crisis Management Team to oversee COOP
<input type="checkbox"/>	Provide support the Family Support Centre and Media Centre as required
<input type="checkbox"/>	Contact and notify the Board of Directors and CEO
<input type="checkbox"/>	Contact and notify the LHIN
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<input type="checkbox"/>	Prepare recovery plan as needed
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Discuss Code resolution with VP On-Call
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – support as required


### Appendix L COOP Activation

It is the responsibility of the department's Most Responsible Person (Charge Nurse/Technician, Manager, Manager On-Call) to determine the impact of the Code / incident on the department operations and the ability to provide services. Using the Immediate Impact Assessment Checklist, a standardized approach to evaluating department capabilities against the Major Risk Areas will be used. Departments registering at a Major or Severe Degree of Risk will require activation of the COOP Team.

The COOP Team will be then activated and monitored by the EOC until such time as the initial incident has been resolved, at which point the COOP Team will oversee the recovery directly and report to the Executive Leadership Team or program Vice President.

Clear (1)	Mild (2)	Moderate (3)	Major (4)	Severe (5)
No Impact / possible surplus	Minor Impact / isolated impact	Serious Impact / disruption of service	Serious Impact / exceeds local capacity	Severe Impact / exceeds all planning and capacity
Everything is good	We are busy	We're getting swamped	We can't deliver	We're out of service





### Appendix M Family Support Centre Guide

The Director On-Call will direct establishment of and designate the person in charge to operate the Family Support Centre.

#### Function:

- To provide a separate meeting location (room) for families involved in a larger incident i.e. Code CBRNE, Code Orange, Code Green etc. Families associated with the designated incident will be directed to the Family Support Centre upon their arrival at the hospital.
- Provide on-going patient information and support to families of disaster casualties, discharged patients and/or patients being transferred to another facility.
- Care for discharged patients who are able to wait in wheelchairs, and are waiting to be picked up to go home.
- Maintain records of relocated patients and location of disaster casualties and, communicate with the Emergency Operation Centre regarding patient disposition.
- These functions will be facilitated through:
  - Family Counseling
  - Volunteer Support
  - Patient Information, Location and Discharge Holding and,
  - Nutrition support to patients and families by contacting the Manager or their designate of Food Services at each site for the delivery of the Disaster Nourishment Cart (assorted pop and juices, straws, tea, coffee, and accompanying condiments and packaged cookies).

#### Services Involved:

- Crisis Intervention
- Spiritual and Religious Care
- Mental Health
- Social Work
- Volunteer and Community Resources
- Health Information Management
- Food & Nutrition Services
- Security

The Family Support Centre is supported by supplies and equipment from in-house areas delivered by runners deployed at the time and designated equipment transported and set up by Information Services.

Immediate generic office supplies will be obtained from the Emergency Operation Centre. Assistance with space organization and clearing of unnecessary furniture will be coordinated with Environmental Services. Select the most appropriate location as per incident.

## **Appendix N Media Centre Guide**

The Media Centre will be established by the Director of Communications or his/her designate upon direction from the Emergency Operation Centre.

### **Function:**

- A designated place for the media to gather for official information duration a large scale event or critical incident.
- The keeps the media together and safe during an incident and gets them quick access to the latest information during a code.
- Identify and address the communication needs of the EOC, Executive Leadership Team and Internal Stakeholders (staff, physicians, volunteers) while maintaining patient confidentiality.
- Take direction from the Director of the Emergency Operation Centre (EOC) on the information to be communicated to the public via the media.
- Identify official spokesperson, in consultation with the EOC.
- Manage and facilitate the timely and accurate provision of information to the media as required by the public/community.
- Manage external communications, as directed by the EOC or Executive Leadership Team.

### **Location:**

Determined by the incident requirements.

### Appendix O Communications Table

Staff are not to speak with the media or respond to public inquiries. All public and media inquiries shall be directed to the communications department. Please refer to Emergency Management Policy Document.

Code Type	Sent by	Stage 1 - Minor	Stage 2 - Major	Stage 3 - Critical
Code CBRN – Hazardous Material	Resource Centre	Known hazardous material; decon directed by ED Staff	Known or unknown hazardous material; no more than 2 patients; FD/Vendor required for decon	Release of CBRN; multiple patients; decon by FD/Vendor required
Code Membership		Risk Occupational Health Facilities Management ED/UCC Staff Vendor	Risk Occupational Health Facilities Management ED/UCC Staff Vendor	Risk Occupational Health Facilities Management ED/UCC Staff Vendor
All Clear Approved by	Resource Centre	Department Lead	Director On-Call	VP On-Call
Staff Code Message	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Patient Code Message	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Vendor Code Message	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Website	Communications	N/A	Director On-Call	VP On-Call / ELT Committee
Facebook	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Twitter	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>

### Appendix P Messaging Templates

Staff are not to speak with the media or respond to public inquiries. All public and media inquiries shall be directed to the communications department. Please refer to Emergency Management Policy Document.

#### Email Templates for Communications Department use only

#### CODE ALERT: CODE CBRNE – STAGE 3 (SITE, Location)

#### STAFF CODE MESSAGE

(DATE AND TIME)

(Experts, e.g. Police, EMS, Fire, Security) are on site investigating and have upgraded (description) to STAGE 3 CRITICAL located in (site, location).

As a result:

- the (site) must be safely evacuated until further notice.
- patients are being relocated to (describe location and status e.g. estimate time to complete evacuation)
- incoming and day patients will be notified about rescheduling.
- the site is secured and visitors and vendors are being redirected.
- pedestrian and vehicular traffic are being rerouted away from the site.

Health and safety is always a top priority and we will continue to work with (experts: e.g. Police, EMS, Fire, Security) to proactively monitor and manage this situation as efficiently as possible.

(Staff) will remain on stand-by to quickly address incidents that may arise. If you experience an emergency or injury while on site, please dial 55555 to receive aid ASAP.

As you may know, the emergency management program can be found (link, hard copy location).

This Emergency Bulletin was sent by (NAME and TITLE), and will be updated every (X) hour(s), on the hour. If you have any questions or concerns, please contact (EXTENSION)



**STAFF CODE MESSAGE UPDATE: FINAL**

(DATE and TIME)

Code CBRNE is ALL CLEAR.

We sincerely thank everyone for their assistance and patience.

This Emergency Bulletin was sent by (NAME and TITLE). If you have any questions or concerns, please contact (EXTENSION)

**CODE ALERT: CODE CBRNE – STAGE 3 – (Site, Location)**

**PATIENT CODE MESSAGE**

(DATE and TIME)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that (site) is temporarily closed.

If you have an appointment on (date), please do not make your way to the (site).

Please contact your referring (doctor/clinic staff) to reschedule your appointment.

Please be assured that we will work with your doctor to ensure your appointment or procedure is rescheduled as quickly as possible.

We are working proactively to resolve this situation as quickly as possible.

We will provide an update once this status has changed at (website)

We sincerely regret any inconvenience and thank you for your patience.

Sent by (NAME and TITLE).

**PATIENT CODE MESSAGE UPDATE – FINAL**

(DATE and TIME)

Please be advised that (site) has reopened and resumed regular operations.

We sincerely regret any inconvenience and thank you for your patience.

Sent by (NAME and TITLE).

**VISITOR CODE MESSAGE**

(DATE and TIME)

**\*\*\* TIME SENSITIVE UPDATE \*\*\***

Please be advised that access to (access to site/area) is temporarily closed.

Please do not make your way to the hospital at this time.

We expect the area to reopen shortly.

We will provide regular updates at (website).

If you are inquiring about the status of a patient at this time, please contact xxxx sometime after xxxx.

(option)

Please know that (site) has extensive proactive plans in place to manage a situation such as this.

We routinely conduct drills and all staff are trained to manage a quick and efficient response.

The health and safety of our patients, staff, visitors and community is always a top priority.

We sincerely regret any inconvenience and thank you for your patience.

Sent by (NAME and TITLE).

**VENDOR CODE MESSAGE**

**(DATE and TIME)**

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that access to (site/area) is temporarily closed.

Please do not make your way to the hospital at this time.

Please reach out to your main contact at the (site) to reschedule your meeting or delivery.

We sincerely regret any inconvenience and thank you for your patience.

We will provide an update once this status has changed at (website).

Sent by (NAME and TITLE).

### **VENDOR CODE MESSAGE UPDATE – FINAL**

**(DATE and TIME)**

Please be advised that (site) has reopened and resumed regular operations.

We sincerely regret any inconvenience and thank you for your patience.

Sent by (NAME and TITLE).

### **Social Media – Facebook for Communications Department use only**

<b>Criteria</b>	<b>Draft</b>	<b>Hashtags #</b>	<b>URLs / Links</b>	<b>Include Images</b>
	The (site entrance, clinic) is temporarily closed.  If you have an appointment, meeting or delivery, please DO NOT make your way to the (site).			
Initial post	If you are inquiring about the status of a patient, please contact xxxx  We sincerely regret any inconvenience and thank you for your patience.  We will provide updates here or on our (website) when more details come to hand. We would like to remind everyone that (site entrance, clinic) is currently closed so please avoid the area.	Not required	(website)	No
Update 1	We will provide updates here or on our (website) when more details come to hand.	#NHS #NHSlocation	(website)	No

	The (site entrance, clinic) experienced (describe issue) and is temporarily closed.			
	(site entrance, clinic) is currently closed and patients are being safely relocated to (location).			
Update 2	We expect to complete this by (time).	#NHS #NHSlocation	(website)	If there are images
	If you are inquiring about the status of a patient at this time, please contact xxxx sometime after xxxx.			
	We will provide updates here or on our (website).			
	The (site entrance, clinic) experienced (describe issue) and is temporarily closed.			
Update 3 (If applicable)	If you have an urgent, but non-life threatening problem, please get help at your nearest Walk-in Clinic, Urgent Care Facility or call your Family Health Team if you are enrolled in one. These centres can help with problems like eye injuries, wounds, broken limbs, X-rays and laboratory tests. You don't need an appointment.	#NHS #NHSlocation	(website)	If there are images
	To find the nearest centre, please visit: <a href="http://Ontario.ca/locations/health">Ontario.ca/locations/health</a>			
	We will provide here or on our (website).			
	The (site) has reopened and we have resumed regular operations.			
Final post	We sincerely regret any inconvenience and thank you for your patience.	#NHS #NHSlocation #focusonthoseweserve	(website)	If there are images
	Please contact your doctor or staff to reschedule your appointment or meeting.			

### Social Media – Twitter for Communications Department use only

Criteria	Draft	Hashtags #	URLs / Links	Include Images
Initial post	(site entrance, clinic) is currently closed, even if you have an appointment. Contact xxxx for status of a patient. Updates on (website)	Not required	(website)	No
Update 1	We would like to remind everyone that (site entrance, clinic) is currently closed so please avoid the area. More info and updates (website)	#NHS #NHSlocation	(website)	No
Update 2	If you are inquiring about the status of a patient at this time, please contact xxxx sometime after xxxx. More info and updates (website)	#NHS #NHSlocation	(website)	If there are images

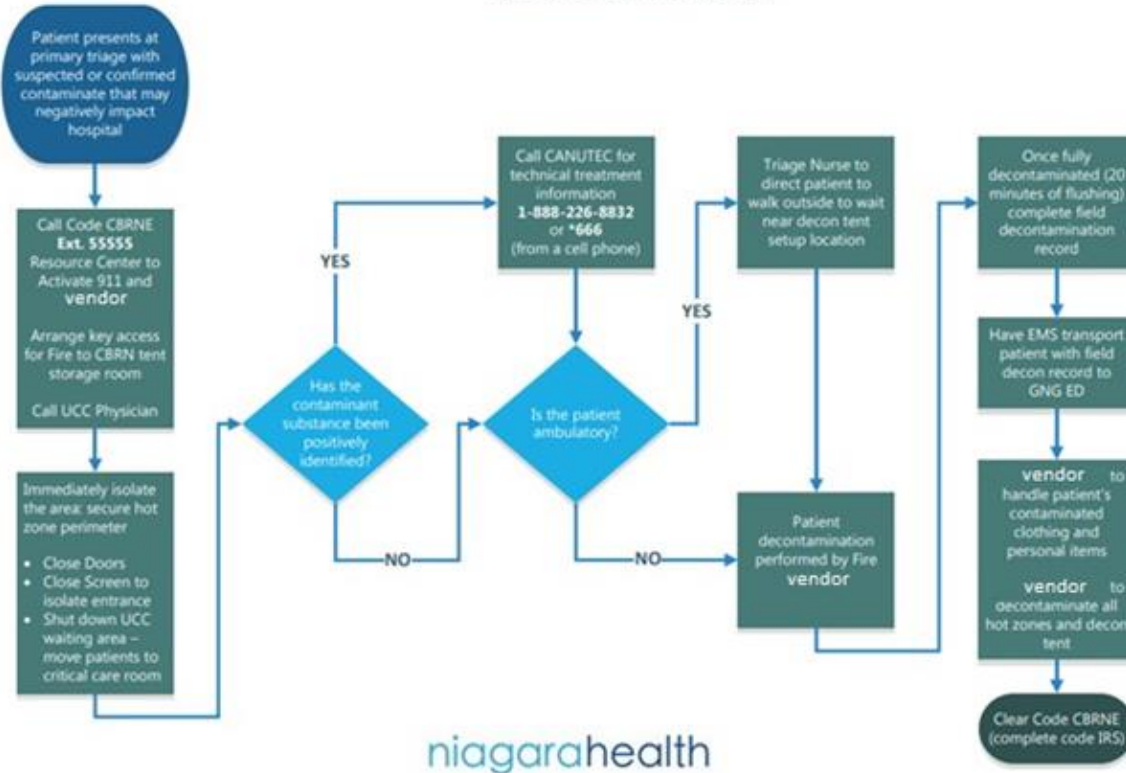
**NAME: Code CBRNE – Hazardous Materials  
 (Chemical, Biological, Radiological, Nuclear and Explosive)**

Update 3 (if applicable)	If you have a life-threatening medical emergency, go to a hospital emergency room or call 9-1-1 immediately. Visit (website) for more details	#NHS #NHSlocation	(website)	If there are images
Final post	(site) has reopened and we have resumed regular operations. Please contact your doctor or staff to reschedule your appointment or meeting.	#NHS #NHSlocation #focusonthoseweserve	(website)	If there are images

**Appendix Q  
Site Specific CBRNE Process Maps**

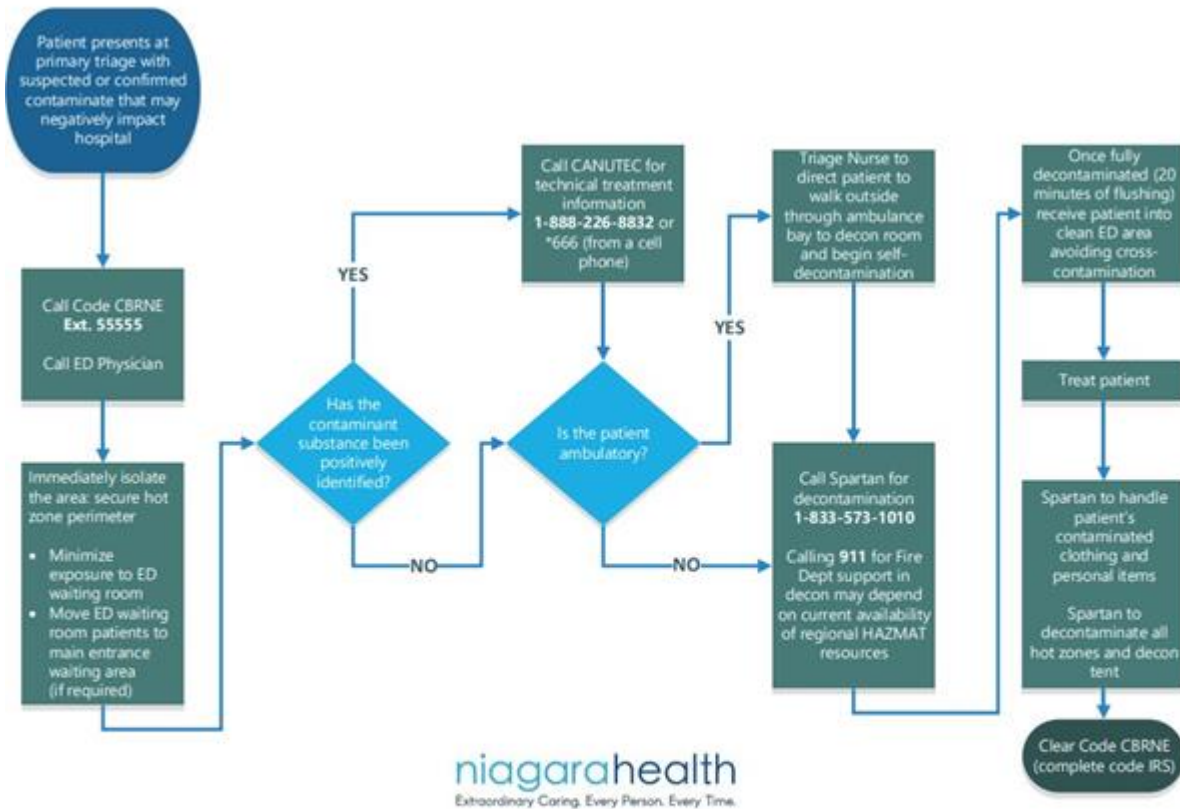
Fort Erie Site

**– Process Map for CBRNE Contaminated Patients  
(Updated December 12, 2016)**



Niagara Falls Site

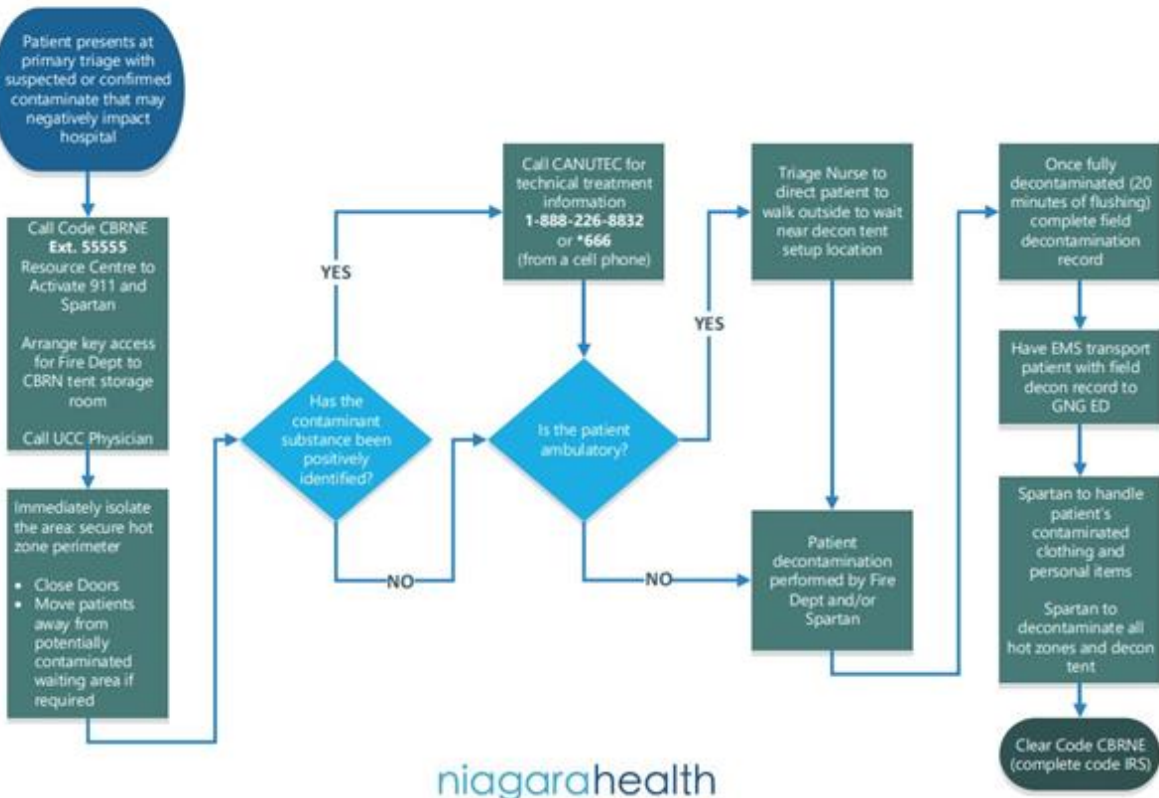
**Process Map for CBRNE Contaminated Patients**





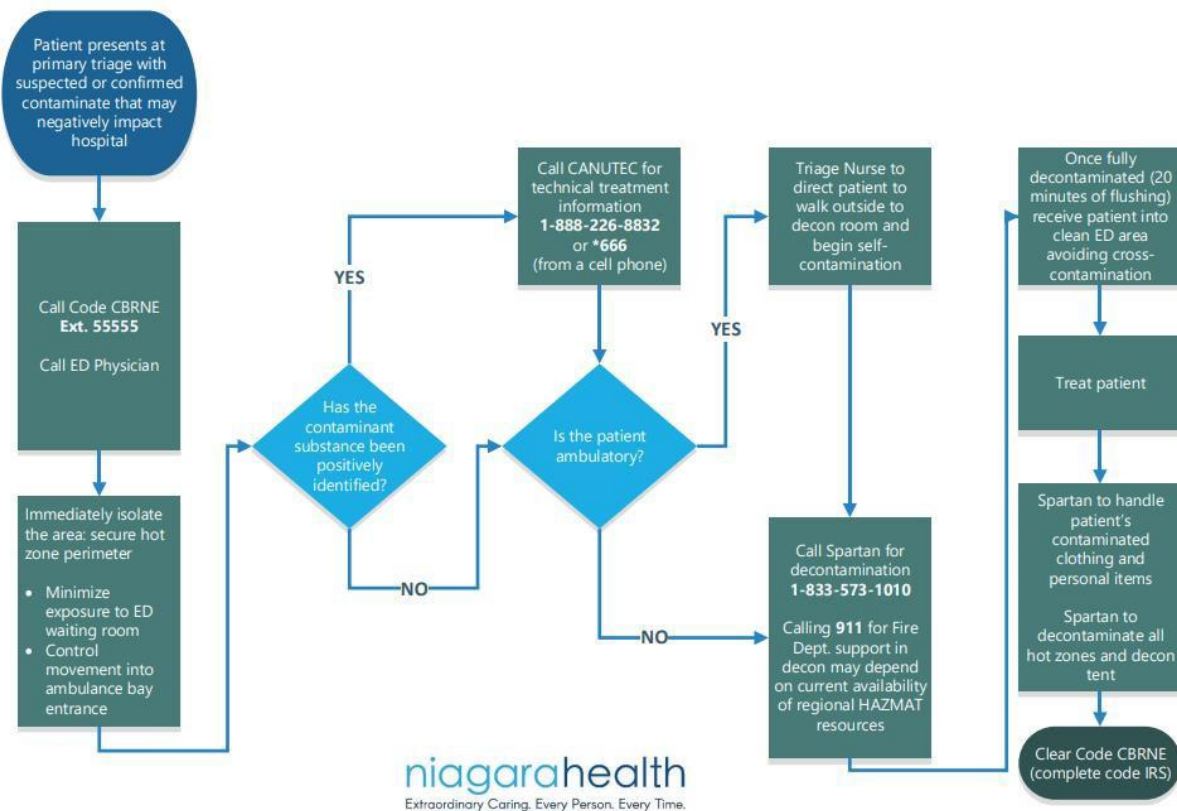
Port Colborne Site

Process Map for CBRNE Contaminated Patients



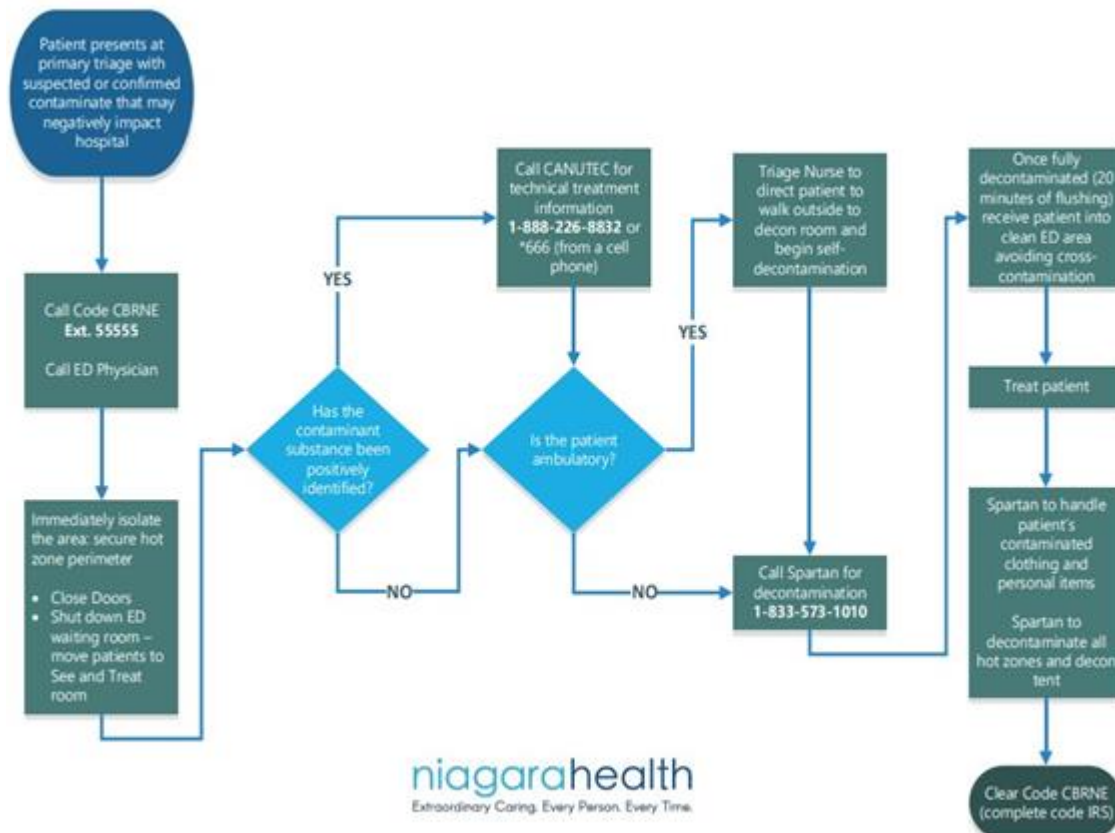
St. Catharines Site

SCS – Process Map for CBRNE Contaminated Patients




## Welland Site

## Process Map for CBRNE Contaminated Patients



Updated vendor May 6, 2020

 Extraordinary Caring. Every Person. Every Time.		<b>NAME: Code Green - Evacuation</b>	
CLASSIFICATION:	Emergency Preparedness	DOCUMENT TYPE:	<b>POLICY and PROCEDURE</b>
SECTION:	Emergency Response Codes – Code Green	EFFECTIVE DATE: (DD/MM/YY)	01/06/21
APPROVED BY:  Director, Quality, Patient Safety, Risk and Patient Relations		END DATE: (DD/MM/YY)	01/06/24
		DOCUMENT ID:	N/A

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### 1.0 Purpose

To provide overall guidance and instruction for a controlled and coordinated response to remove (evacuate) patients, staff and visitors safely from an unsafe location to a safe location due to an internal or external hazardous or potentially hazardous situation.

### 2.0 Background

A Code Green - Evacuation may be necessary due to an internal incident such as loss of infrastructure or essential services, fire, explosion, suspicious device or noxious fumes.

### 3.0 Scope

Applies to all employees, persons with practicing privileges (physicians, dentists, midwives and RNs in the Extended Class), volunteers, students/learners, independent and external contract workers at each hospital site of Niagara Health.

### 4.0 Policy

4.1 In the event of an emergency event which may render all or part of a building uninhabitable (e.g. fire, explosion, gas leak), a Code Green will be called and the building will be partially or totally evacuated.

- 4.2 A Code Green is comprised of three Stages:
- Stage 1: Minor** – An evacuation of a space for any reason other than a Code Red. (If smoke or fire is present, go to Code Red – Stage 2). Can be initiated by any member of staff.
- Stage 2: Major** – A horizontal or vertical evacuation (usually beyond a fire separation door). Can be initiated by any member of staff.
- Stage 3: Critical** – An evacuation of an entire building. Can be initiated only by a member of the Senior Executive.
- 4.3 Activation of Code Green  
The Charge Nurse Designate is authorized to declare a Code Green - Stage 1 or Stage 2 in order to ensure the safety of any persons in immediate danger. Authority to declare a Code Green - Stage 3 rests with the Vice President Patient Services or their Designate (Program Director). In extreme events, the Charge Nurse in Emergency Department/UCC during evenings, nights, weekends and holidays is authorized to activate Code Green and evacuate all or any part of the hospital (upon consultation with the Engineering Services Manager/Designate, Fire Department personnel or any other pertinent authority, as necessary) even where only a potentially hazardous situation exists.
- 4.4 All persons must follow the steps outlined for their department/unit in their respective Site Procedure – Code Green – Evacuation.
- 4.5 In order to ensure its continued relevance, the Evacuation Plan is reviewed/revised regularly and shared with all pertinent agencies/organizations. The contents of this Evacuation Plan are developed so as to comply with emergency protocols developed in the respective Town/City/Region.

## 5.0 Materials

To ensure a controlled and coordinated evacuation, each unit within Niagara Health will maintain the following emergency response supplies:

- 5.1 A full set of Hospital floor plans are located:
- In the Site Command Centre/Emergency Operations Centre;
  - In the site Engineering Services office;
  - In SourceNet ATLAS.
- 5.2 A Search List for each department listing all rooms and their room numbers to facilitate in the evacuation process.
- 5.3 A printed copy of the Patient Census for each unit will be generated at the beginning of each shift.
- 5.4 Extrication Devices: Each unit is to have an easily accessible supply of extrication devices should they be necessary to conduct a search.

## 6.0 Procedure

- 6.1 If an incident occurs that requires evacuation or if you are informed of the need to evacuate your area, notify the Resource Centre at ext. 55555.
- 6.2 If you hear a Code Green called, do not begin any activities that may delay your evacuation. Await instructions and prepare to evacuate.
- 6.3 Listen carefully to the Code Green announcement to determine the location of the area(s) being evacuated.

### 6.4 Staff Roles and Responsibilities during a Code Green

In accordance to their role, staff are to follow the established processes as set out in the Job Action Sheets attached as appendices and/or in Atlas, which is accessible through SourceNet or on a mobile phone.

Responsibilities at all NH Sites	Refer to
Resource Centre/Switchboard	<a href="#">Appendix C</a>
Code Team with ED	<a href="#">Appendix F</a>
Staff	<a href="#">Appendix D</a>
Security	<a href="#">Appendix E</a>
Department Lead	<a href="#">Appendix G</a>
Manager On-Call	<a href="#">Appendix H</a>
Director On-Call	<a href="#">Appendix I</a>
Vice President	<a href="#">Appendix J</a>
Executive Leadership	<a href="#">Appendix K</a>

#### 6.5 What to do during a Code Green Involving your unit/department/program:

- Evacuate patients and visitors in the prescribed order (See Point 6.8).
- Before leaving your area, conduct a room-by-room search to ensure that all patients and visitors have been evacuated safely.
- Bring patient records and staff schedule to check and account for patients and staff.
- After completing your emergency duties, exit the unit and proceed to your assembly point. Staff not required for patient care should report to the staffing pool to assist with the evacuation of other departments/areas as assigned.
- For more information, refer to Code Green Job Action Sheets.

#### 6.6 What to do during a Code Green Not Involving your unit/department/program:

- Reassure patients and ensure corridors are free of equipment. Be prepared to assist in the evacuation of or reception of patients from affected areas.
- If the code Green does not involve your area, await further instructions from the Lead Manager and/or Fire Department.
- Avoid entering an area for which a Code Green was called unless you are staff from that area or a Code Green Response Team Member.
- In the event of an evacuation due to fire at all Niagara Health Sites (except the St. Catharines Site), DO NOT use elevators, use stairwells. DO NOT enter smoke filled stairwells. The elevators at the St. Catharines site will continue to function during a Code Red and may be used for evacuation.
- DO NOT call the Resource Centre unless your call relates to an additional or current Emergency Code request. Paging/locating will only be performed for Emergency Codes.

#### 6.7 Activation of Code Green

- The need to evacuate any or all parts of the hospital shall be initiated by activation of the hospital's evacuation signal and/or overhead paging and activation of the site Command Centre, with the potential for activation of the Corporate Command Centre.
- The evacuation signal is activated by inserting the evacuation key in the fire pull station.
- The fire alarm bells/tones will operate at 120 beats per minute, signaling that part of the hospital is being evacuated.

#### 6.8 Types of Evacuation

- The objective is to eliminate safety threats to patients, visitors, and staff while minimizing the difficulty involved in transporting patients (and if possible, all related charts, care plans, equipment, supplies, etc.) to a safe location.
- Zone Evacuation - Persons are moved from the threatened area to a nearby area of safety.
- Horizontal Evacuation - Persons are moved along a corridor and beyond a fire door to a place of safety on the same floor.
- Vertical Evacuation - Persons are moved down one or more floors to a safe place on a lower floor.
- Total Evacuation - Persons are moved:

- i) Outside the hospital, if necessary, to get to a safe place within another part of the hospital; or
- ii) To a designated central location within the hospital to be temporarily transferred to another health care facility (if directed by senior hospital officials); or
- iii) To one of the off-site evacuation centers (see Appendix X), until the hospital can be reoccupied or until a temporary transfer to another health care facility can be arranged, as directed by senior hospital officials if necessary.

#### 6.9 Patient Removal

- a) To conserve manpower resources and maximize efficiency, staff should categorize patients as follows for evacuation purposes:
  - i) Self-ambulatory patients, where no assistance is required;
  - ii) Semi-ambulatory patients, who can walk with assistance;
  - iii) Non-ambulatory patients, who can be moved by one person;
  - iv) Non-ambulatory patients, who require two people to be moved (e.g. where stairs are involved);
  - v) Non-ambulatory patients, who must for life-saving purposes be moved in the lying down position (e.g., where stairs are involved).
- b) Patients requiring assistance to evacuate may be aided in the following ways:
  - i) Self-ambulatory patients are to be joined into teams of three by the hand and then led to a safe place by a rescuer.
  - ii) The “human crutch” is to be used so that one rescuer may walk two patients to safety; one on either side of the rescuers;
  - iii) Wheelchairs/stretchers are to be used so that patient may be taken to and from the evacuation point.
  - iv) The “blanket drag” involves placing the patient on a blanket on the floor, then rolling up the blanket around the patient’s head and dragging him/her head first (see Appendix U - Figure 1).
  - v) Where the patient is light enough, and the rescuer strong enough, the patient may be lifted out of bed and carried (see Appendix U - Figure 2).
  - vi) The “chair lift” or “extremity lift” are two acceptable patient carrying techniques (see Appendix U - Figure 3).
  - vii) The “blanket carry” where the patient is removed from the bed and placed on a blanket on the floor. The sides of the blanket are then rolled into the sides of the patient and three rescuers are positioned on either side of the patient, one on either side of the shoulders (see Appendix U - Figure 5).
- c) Special Considerations:
  - i) Patients in Traction – limb(s) is/are to be supported and rope cut/cable disconnected, freeing the patient to be carried out in the sitting-up position.
  - ii) Patients with IVs and Lower Drainage Systems – the IV is to be clamped and the bottle/bag removed from the pole – the drainage tubes are also to be clamped and the patient carried out with tubes and IV still in place. Chest tubes are NOT to be clamped. They are to be disconnected from wall suction (if attached to such) and left connected to Thoraklex.

#### 6.10 Personnel Needs during Evacuation

- a) Any program/service determining a need to evacuate is to assign personnel to the designated relocation site to tend to relocated patients. When necessary, call nearby programs/services for immediate assistance with patient transportation, or ensure a request is made for more personnel by calling Resource Centre, ext. 0).
- b) Upon receiving request for additional personnel, Resource Centre shall announce a Code Green alert, instructing available persons to respond to the location requesting additional personnel, then alert Vice President Patient Services/Designate (including Emergency Department/UCC Charge Nurse during evenings, nights, weekends and holidays).
- c) The Vice President Patient Services/Designate (or in the interim the Emergency Department/UCC Charge Nurse) shall assess the need to call in off-duty personnel to assist

with an evacuation. If he/she deems an off-duty personnel call-in necessary, he/she shall refer to the Emergency Contact List.

#### 6.11 Relocating Patients to Other Healthcare Facilities

Only when the hospital's facilities are deemed unsuitable/unsafe for an unreasonable period (as assessed and determined by the Vice President Patient Services/Designate) shall any patients be transferred to another health care facility. Should the Vice President Patient Services/Designate declare the need to transfer any patients to other health care facilities, he/she shall ensure that:

- a) A request for ambulances and an Ambulance Site Coordinator is made by contacting:
  - i) Niagara EMS at 9-911
  - ii) Niagara Regional Specialized Transit at 1-866-487-7765
- b) A request for other vehicles is made to transport patients able to sit upright (see Appendix W).
- c) Affected programs/services provide an estimate of how many patients need to be transferred via ambulances versus the number of patients able to sit upright in a bus or other type vehicle (so that Central Ambulance Communications Centre - CACC may be advised).
- d) Statistics regarding the number of patients per affected program/service are obtained from Department Charge Nurse/Urgent Care Centre or Designate personnel.
- e) Other hospitals (e.g. administrative individuals in charge) are contacted regarding their ability to temporarily accept patient transfers.
- f) A list is provided to the assigned Ambulance Site Coordinator outlining which hospitals have agreed to take what quantity of which patient-type.
- g) Affected patients are evacuated (with essential health record documentation and initial supply of required medications) by:
  - i) Designating a central evacuation point (e.g. the Emergency Department/UCC ambulance entrance unless inaccessible)
  - ii) Prioritizing patient evacuation ensuring adequate hospital personnel are sent along with transferred patients, initially
  - iii) Appointing a hospital individual to work with the assigned Ambulance Site Coordinator to record the following information as patients are evacuated:
    - I) Patient's name
    - II) Attending Physician
    - III) Ambulance number
    - IV) Destination (e.g. name of healthcare facility, if known)
    - V) Next-of-kin of those patients evacuated are advised of the need to do so
- h) Outpatient services cease, if necessary and emergency cases are re-routed.

#### 6.12 Return of Temporarily Transferred Patients

- a) After confirming the location of each evacuated patient from the list compiled during transfer, the hospital's case managers shall supply Physicians with a list of their relocated patients, citing the applicable facility involved, so that Physicians may continue to monitor the progress of their patients.
- b) The Vice President Patient Services/Designate shall oversee measures aimed at restarting any operations suspended during the evacuation and prepare the hospital's facilities to reaccept transferred patients, coordinating efforts between the hospital's individual programs/services and other health care facilities to reaccept patient transfers once the hospital is ready to do so.

#### 6.13 Evacuated Patients from Other Healthcare Facilities

- a) Vice President Patient Services/Designate shall handle requests to temporarily care for evacuated patients from another health care facility (or requests to borrow equipment/supplies).
- b) After establishing/considering available bed numbers (and consulting with pertinent individuals, if necessary/possible) including those beds purposely unstaffed at the time, the Vice President Patient Services/Designate shall decide the numbers/types of patients that the hospital is able to accept and then ensure the mobilization of the necessary resources needed to process the care for the agreed upon patient load (requesting the patient names and applicable diagnoses



be faxes as soon as possible in order to prepare for patient reception, and requesting that the referring facility send additional manpower, if necessary/feasible).

- c) In critical situations, the Vice President Patient Services/Designate shall instruct inpatient areas to free-up beds by initiating the discharge of eligible patients (via contact with applicable most responsible physicians/designates).

#### 6.14 General Guidelines for Evacuation

- a) For all hazards, take immediate and decisive action to remove people from the immediate hazardous area through the closest fire door.
- b) Once a room or area is cleared, set the REMAR marker on the door to indicate that the area has been cleared (see Appendix T).
- c) For all patient care areas, move people in the following order:
  - i) Patients in immediate danger;
  - ii) Ambulatory patients;
  - iii) Non-ambulatory patients (in bed, wheelchair, etc.);
  - iv) Staff in area.

#### 6.15 Using MedSled Devices

- a) MedSled Devices are utilized across Niagara Health to enable staff to quickly evacuate Non-ambulatory patients, who must for life-saving purposes be moved in the lying down position (e.g. where stairs are involved).
- b) See Appendix S for additional directions on MedSled use.

#### 6.16 Using REMAR Markers

- a) REMAR markers are safety and security devices mounted on each door in the hospital enabling staff to quickly determine if a room or space has been searched.
- b) Once an area has been searched and deemed secure, all of the doors of that area are to be closed and the REMAR marker is to be set so it displays only one color (white).
- c) REMAR markers are set by rotating the top portion of the white plate until its free rounded edge resets on top of the support cube. If any door displays two colors (red and white) this means that the room or area has either been entered or exited and must be re-searched before the REMAR marker is reset.
- d) See Appendix T for additional directions on REMAR use.

## 7.0 Definitions

**Activation** – The status of an individual or team when required to perform designated actions. All Clear – The incident has been resolved.

**Code Alert** – An email sent from Switchboard with Code Alert as the sender. The message provides information regarding the status of an incident and usually includes colour code, incident stage level, location and department.

**Code Green** – an emergency response to an internal or external threat due to an internal incident or external threat such as loss of infrastructure or essential services, fire, explosion, suspicious device or noxious fumes.

Code Green - Stage 1: Minor – A horizontal evacuation from an impacted area to another safe area / department on the same floor, well beyond a fire door.

Code Green - Stage 2: Major – A vertical evacuation of all areas of the impacted floor to another safe floor. This type of evacuation is normally conducted downward. Requires activation of the Incident Management Team.

Code Green - Stage 3: Critical – A hospital block or site-wide evacuation of all floors to another building or to designated assembly points outside the hospital site. Requires full activation of the Emergency Response Team, Incident Management Team and Senior Leadership Committee.

**Emergency Operations Center (EOC)** – the meeting location for the Incident Management Team.

**Evacuation:** Is defined as the movement of hospital occupants due to a hazardous or potentially hazardous situation to a location that eliminates the risk of injury or illness created by the situation (e.g. internal fire, impending explosion or internal/external airborne gas).

**Holding Area** – An area where patients can be held in an inside holding area (e.g. cafeteria or auditorium) until transfer vehicles arrive.

**Horizontal Evacuation** – Persons are moved along a corridor and beyond a fire door to a place of safety on the same floor.

**Incident** – is a naturally occurring or man-made event that may negatively impact our hospital. The incident may impact our people, business, data or our reputation.

**Incident Commander** – The Lead person taking overall control of Operations during a Code Green event.

**Incident Management System (IMS)** – is the system that our hospital is using to respond to an incident. By using the structure of the Emergency Response Team reporting to the Incident

**Incident Management Team (IMT)** – the operational team that consists of manager and director level staff. This Team has an IMT Lead group (On-Call). Members of the IMT will generally operate in the EOC.

**Job Action Sheet (JAS)** – The Job action sheet is a one-page document that describes the specific procedures for an incident responder at stage 1, 2 and 3.

**Notification** – A message from the Resource Centre through a Code Alert email for information only but with no action necessary.

**REMAR markers** – (REscue MARker) evacuation indicators situated on all interior doors enabling staff to quickly determine if a room has been searched. Once a room has been searched and determined fully evacuated, all doors are to be closed and the REMAR marker set so that it displays only one colour (WHITE).

**Resource Centre** – Is the effective dispatch and communication hub during an incident, responsible for receiving emergency 55555 calls, sending out overhead announcements, Email Code Alerts, and Pager activations. Has access to contact lists (internal and external stakeholders) for the hospital.

**Total Evacuation** - Persons are moved outside the hospital, if necessary

**Vertical Evacuation** - Persons are moved down one or more floors to a safe place on a lower floor.

**Zone Evacuation** - Persons are moved from the threatened area to a nearby area of safety.

## 8.0 Education/Communications

8.1 All staff will be required to participate and review the Code Green Policy as part of the global emergency management “Code of the Month” program.

8.2 Any changes to this document will be communicated to all staff by internal media forums. Any changes to individual response team members will be communicated to those team members by the Emergency Management Committee.

## 9.0 Appendices

[Appendix A – Code Green Initial Assessment Checklist](#)

[Appendix B – Job Action Sheet Summary \(All Roles\)](#)

[Appendix C – Switchboard/Resource Centre Job Action Sheet and Checklist](#)

[Appendix D – Staff Job Action Sheet and Checklist](#)

[Appendix E – Security Job Action Sheet and Checklist](#)  
[Appendix F – Code Team Job Action Sheet and Checklist](#)  
[Appendix G – Department Lead Job Action Sheet and Checklist](#)  
[Appendix H – Manager On-Call Lead Job Action Sheet and Checklist](#)  
[Appendix I – Director On-Call Job Action Sheet and Checklist](#)  
[Appendix J – Vice President On-Call Job Action Sheet and Checklist](#)  
[Appendix K – Executive Leadership Team Job Action Sheet and Checklist](#)  
[Appendix L – COOP Activation](#)  
[Appendix M – Family Support Centre Guide](#)  
[Appendix N – Media Centre Guide](#)  
[Appendix O – Communications Table](#)  
[Appendix P – Messaging Templates](#)  
[Appendix Q – Site Specific Department Checklists](#)  
[Appendix R – Off Duty Staff Call Back Process](#)  
[Appendix S – MedSled Instructions](#)  
[Appendix T – REMAR Instructions](#)  
[Appendix U – Patient Carrying Examples](#)  
[Appendix V – External Facilities for the Temporary Relocation of Patients](#)  
[Appendix W – Transportation Resource List](#)  
[Appendix X – Other Health Care Facilities](#)

## 10.0 Related Documents

Code Update Email  
 Continuity of Operations Plan  
 Fire Safety Plans for each Niagara Health site  
 Guide to Canadian Health Care Facilities  
 Internal Facilities and Monitoring Equipment for Temporary Relocation of Patients  
 Media Centre Guide

## 11.0 Related Forms

Post Incident Debrief  
 Code IRS (RL6)

## 12.0 References

- 12.1 Ontario Hospital Association Emergency Management Toolkit, 2011.
- 12.2 Ontario Occupational Health and Safety Act, Ontario Regulation 67/93 Regulation for Health Care and Residential Facilities.

### Appendix A Code Green Initial Assessment Checklist

The Code Initial Assessment Checklist used to determine a Stage 1, 2 or 3 for Code Green. The Department Lead or Code Team can make the determination. A Code Green can be declared in response to other Codes i.e., Code Red, Code Black, Code Maroon, etc.

Assessment Criteria for Code Green - Stage 1 Minor	
<input type="checkbox"/>	Requires the evacuation of rooms due to any Code other than a Code Red Stage 1
<input type="checkbox"/>	Evacuation is restricted to a single room or area
<input type="checkbox"/>	Notify supervisor (if immediately available)
<input type="checkbox"/>	Contact Resource Centre ext. 55555 and advise Code Green Stage 1 - Site - Location
<input type="checkbox"/>	Go to corresponding Stage 1 Job Action Sheet
Assessment Criteria for Code Green - Stage 2 Major	
<input type="checkbox"/>	Horizontal/vertical evacuation required to isolate an incident (if available, discuss requirement to evacuate with responding emergency services)
<input type="checkbox"/>	If answered "yes" to the Stage 2 criteria, and "no" to all Stage 3 criteria, Code Green is a Stage 2
<input type="checkbox"/>	GO to Stage 3 if the evacuation requires exiting the facility
<input type="checkbox"/>	Contact Resource Centre ext. 55555 and advise Code Green Stage 2 - Site - Location
<input type="checkbox"/>	Go to corresponding Stage 2 Job Action Sheet
Assessment Criteria for Code Green - Stage 3 Critical	
<input type="checkbox"/>	Facility evacuation is in response to a hazard (if available, discuss requirement to evacuate with responding emergency services)
<input type="checkbox"/>	Evacuees will be required to exit the building(s) and will require relocation/shelter
<input type="checkbox"/>	Stage 3 evacuation has been approved by Vice President On-Call
<input type="checkbox"/>	If answered "yes" to all Stage 3 criteria, Code Green is a Stage 3
<input type="checkbox"/>	Contact Resource Centre ext. 55555 and advise Code Green Stage 3 - Site - Location
<input type="checkbox"/>	Go to corresponding Stage 3 Job Action Sheet

### Appendix B Job Action Sheet Summary (All Roles)

This summary page provides a quick reference of the key points with the various Job Action Sheets for each Role.

Chain of Command			
Group	Stage 1	Stage 2	Stage 3
<b>Executive Leadership Team (ELT) / VP On-Call</b>	<ul style="list-style-type: none"> <li>No action required</li> </ul>	<b>VP On-Call:</b> <ul style="list-style-type: none"> <li>Join EOC Conference Call</li> <li>Approve Code Green</li> <li>Determine impact on operations and consider COOP activation</li> <li>Review and approve Communications</li> <li>Update ELT</li> </ul>	<b>VP On-Call:</b> <ul style="list-style-type: none"> <li>Attend the EOC</li> <li>Approve Code Green</li> <li>Determine impact on operations and consider COOP activation</li> <li>Issue All Clear</li> <li>Coordinate efforts to reaccept patients</li> </ul> <b>ELT:</b> <ul style="list-style-type: none"> <li>Establish ELT meeting</li> <li>Review and approve communications</li> <li>Approve Continuity of Operations Plan</li> <li>Advise stakeholders</li> <li>Prepare plan for recovery and re-open hospital</li> </ul>
<b>EOC / Director On-Call</b>	<ul style="list-style-type: none"> <li>Discuss with Incident Commander as required</li> </ul>	<ul style="list-style-type: none"> <li>Lead EOC Conference Call; develop Code Action Plan</li> <li>Discuss with Incident Commander and VP On-Call</li> <li>Determine impact on operations and consider COOP activation</li> <li>Ensure patients are safely returned or relocated</li> <li>Issue All Clear</li> </ul>	<ul style="list-style-type: none"> <li>Establish EOC in non-affected site; develop Code Action Plan</li> <li>Discuss with Incident Commander and VP On-Call</li> <li>Activate Code Orange at other sites</li> <li>Determine impact on operations and consider COOP activation</li> <li>Track department evacuations</li> <li>Activate EOC Hotline Ext 45555</li> <li>Advise Niagara EMS of ED closures or redirects</li> <li>Track patient movement; coordinate with Receiving Facilities</li> <li>Establish off-site Family Support Centre / Media Centre</li> </ul>

<b>Incident Command Post (ICP)</b>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>• Immediately evacuate unsafe area; if room is empty flip REMAR marker to white</li> <li>• Report patient movement to Department Lead</li> </ul> <p><b>Department Lead / Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>• Assume role of Incident Commander</li> <li>• Direct evacuation of unsafe areas</li> <li>• Update Director On-Call</li> <li>• Coordinate bed census, patient relocation as required</li> <li>• Liaise with emergency responders</li> <li>• Call Resource Centre to send Code Update Email</li> <li>• Issue All Clear</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• Establish and maintain perimeter of unsafe area</li> <li>• Assist with life safety system checks</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>• No action required</li> </ul>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>• Immediately evacuate unsafe area; if room is empty flip REMAR marker to white</li> <li>• Prepare patients for evacuation; include charts and medication if possible</li> <li>• Continually monitor patients</li> </ul> <p><b>Department Lead / Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>• Assume role of Incident Commander</li> <li>• Direct evacuation of unsafe areas</li> <li>• Update Director On-Call</li> <li>• Coordinate bed census, patient relocation as required</li> <li>• Determine extent and impact of evacuation</li> <li>• Liaise with emergency responders</li> <li>• Designate Assembly Point, Transportation, Staff Pool coordinators as required</li> <li>• Call Resource Centre to send Code Update Email</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• Establish perimeters, access and egress</li> <li>• Ensure public and retail areas have been evacuated as required</li> <li>• Escort emergency responders to ICP</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>• Prepare food, linens, medical supplies/equipment for evacuation</li> <li>• Track patient relocation</li> <li>• Coordinate patient movement and transport</li> <li>• Coordinate staffing requirements</li> </ul>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>• Immediately evacuate unsafe area; if room is empty flip REMAR marker to white</li> <li>• Prepare patients for evacuation; include charts and medication if possible</li> <li>• Continually monitor patients</li> <li>• Prepare patients for transport as required</li> </ul> <p><b>Department Lead / Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>• Assume role of Incident Commander</li> <li>• Direct evacuation of unsafe areas</li> <li>• Advise EOC Hotline ext. 45555 of department evacuation status</li> <li>• Update Director On-Call</li> <li>• Coordinate bed census, patient relocation as required</li> <li>• Determine extent and impact of evacuation</li> <li>• Liaise with emergency responders</li> <li>• Designate Assembly Point, Transportation, Staff Pool coordinators as required</li> <li>• Call Resource Centre to send Code Update Email</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• Establish perimeters, access and egress</li> <li>• Ensure public and retail areas have been evacuated as required</li> <li>• Escort emergency responders to ICP</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>• Prepare food, linens, medical supplies/equipment for evacuation</li> <li>• Track patient relocation</li> <li>• Coordinate patient movement and transport</li> <li>• Coordinate staffing requirements</li> </ul>
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<b>Communications</b>			
<b>Resource Centre</b>	<ul style="list-style-type: none"> <li>• Phone Facilities Management, Manager On-Call</li> <li>• Send NHS Emergency Management group email</li> <li>• Send out All Clear email</li> </ul>	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone Code Team, Manager On-Call, Director On-Call</li> <li>• Send NHS Emergency Management group email</li> <li>• Activate EOC Hotline ext. 45555</li> <li>• Send out All Clear PA, email</li> </ul>	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Call 9-1-1 for Police/Fire/EMS</li> <li>• Phone Code Team, Manager On-Call, Director On-Call</li> <li>• Send NHS Emergency Management, Regional Chiefs group emails</li> <li>• Activate EOC Hotline ext. 45555</li> <li>• Send out All Clear PA, email</li> </ul>

## Appendix C – Resource Centre Job Action Sheet and Checklist

Code Green - Stage 1 Minor - Resource Centre Job Action Sheet		
Definition	Evacuation – Evacuate room or immediate area for any reason other than Code Red. Ask the Caller if there are any signs of Smoke or Fire, if so, GO TO Code Red – Stage 2	
1. SENDING ALERTS		
PA Announcement (3 times)	N/A	
Phone/Contact Responders	SCS Site	<ul style="list-style-type: none"> <li>• Security</li> <li>• Facilities Management / Engineering Services On-Call</li> <li>• Porters</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>•</li> </ul>
	NFS, WS, FES, & PCS Sites	<ul style="list-style-type: none"> <li>• Security</li> <li>• Facilities Management / Engineering Services On-Call</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
Send Group Emails	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Green – Stage 1 – [Site]
	Email Body (cut and paste, update location)	There is an evacuation in [location]. A <i>Code Update Email</i> will be sent as more information comes available
2. CODE UPDATE EMAIL		
<ul style="list-style-type: none"> <li>• Receive information from Dept. Lead</li> <li>• Send <i>Code Update Email</i></li> </ul>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Update Email: Code Green – Stage 1 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents
3. ADDITIONAL DUTIES AS REQUIRED		
Complete documentation	N/A	
Media Inquiries	N/A	
Patient Inquiries	N/A	
ED Closure Notifications – as directed	N/A	
EOC Hotline	N/A	
4. ALL CLEAR		



Authority to give the "All Clear"	Dept. Lead	
PA Announcement (once)	N/A	
Group Emails	Email distribution groups:	NHS Emergency Management

**NAME: Code Green - Evacuation**

	Subject Line (cut and paste, update site)	Code Alert: Code Green– Stage 1 – [Site] – All Clear
<b>5. POST INCIDENT PROCEDURES</b>		
Record	Code Log	

<b>Code Green - Stage 1 Minor Resource Centre Checklist</b>	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	Code Alert Group email sent
<input type="checkbox"/>	Phone Security Desk to confirm notification was received
<input type="checkbox"/>	Phone / Contact Responders
<input type="checkbox"/>	Send out Code Update Email - if info received from Department Lead
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

<b>Code Green - Stage 2 Major - Resource Centre Job Action Sheet</b>		
Definition	Evacuation - Horizontal or vertical evacuation	
<b>1. SENDING ALERTS</b>		
PA Announcement (3 times)	Code Green – Stage 2 - [location]	
Phone/Contact Responders	SCS Site	<ul style="list-style-type: none"> <li>• Security</li> <li>• Facilities Management / Engineering Services On-Call</li> <li>• Porters</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
	NFS, WS, FES, & PCS Sites	<ul style="list-style-type: none"> <li>• Security</li> <li>• Facilities Management / Engineering Services On-Call</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
Send Group Emails	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Green – Stage 2 – [Site]
	Email Body (cut and paste, update location)	The following areas are being evacuated: [list all areas/departments] A Code Update Email will be sent as more information comes available
<b>2. EOC ACTIVATION</b>		
A. Call the Director On-Call (according to schedule)  1. Confirm the Director On-Call is aware of the Code and has spoken with the Department Lead or Manager On-Call 2. Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri: 0830-1630 (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
	After-hours	Refer to Director On-call schedule
	Teleconference Meeting invitation subject line (cut and paste, update site)	EOC Conference Call – Code Green – Stage 2 – [Site]

**NAME: Code Green - Evacuation**

B. Establish 'Teleconference Meeting' as per Director On-Call	<p>Send Teleconference Meeting invitation via email to leadership list</p> <p>Set start time to begin immediately</p>	<ul style="list-style-type: none"> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>• Director On-Call</li> <li>• Executive Site Lead</li> <li>• Director Facilities Management</li> </ul>
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	Call Leadership list to advise of Teleconference Meeting invitation	<ul style="list-style-type: none"> <li>• Director of EVS / Security</li> <li>• Communications</li> <li>• VP On-Call</li> </ul>
<b>3. CODE UPDATE EMAIL</b>		
<ul style="list-style-type: none"> <li>• Receive information from Dept. Lead</li> <li>• Send <i>Code Update Email</i></li> </ul>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul>
	Subject Line (cut and paste, update site)	Code Update Email: Code Green – Stage 2 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents
<b>4. ADDITIONAL DUTIES AS REQUIRED</b>		
Complete documentation	<ul style="list-style-type: none"> <li>• NH Site Department Checklist</li> </ul>	
Media Inquiries	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Department</li> </ul>	
Patient Inquiries	<ul style="list-style-type: none"> <li>• Transfer call to unaffected Depts.</li> <li>• For affected departments, advise caller there is an emergency code in effect and to please call back in 30 minutes.</li> </ul>	
ED Closure Notifications – as directed	<ul style="list-style-type: none"> <li>• Notify NEMS of any ED closures</li> <li>• Notify other Niagara Health sites of ED closure</li> </ul>	
EOC Hotline	<ul style="list-style-type: none"> <li>• Record departments that provide status updates</li> </ul>	
<b>5. ALL CLEAR</b>		
Authority to give the “All Clear”	Director On-call	
PA Announcement (once)	All Clear Code Green	
Group Emails	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Green – Stage 2 – [Site] – All Clear
<b>6. POST INCIDENT PROCEDURES</b>		
Record	Code Log	

<b>Code Green - Stage 2 Major Resource Centre Checklist</b>	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Phone / Contact Responders
<input type="checkbox"/>	Code Alert Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Email the Teleconference Meeting Conference Call Group
<input type="checkbox"/>	Send out Code Alert Email - if info received from Department Lead
<input type="checkbox"/>	Complete Section 4. Additional Duties as required
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	No PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

<b>Code Green - Stage 3 Critical - Resource Centre Job Action Sheet</b>		
Definition	Evacuation of an entire Site	
<b>1. SENDING ALERTS</b>		
PA Announcement (3 times)	Code Green – Stage 3 - [location and description not required]	
Phone/Contact Responders	SCS Site	<ul style="list-style-type: none"> <li>• Security</li> <li>• 9-1-1 (Fire / EMS / Police)</li> <li>• Facilities Management / Engineering Services On-Call</li> <li>• Porters</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk <a href="#">On-Call (after hours)</a></li> <li>•</li> </ul>
	NFS, WS, & FES Sites	<ul style="list-style-type: none"> <li>• Security</li> <li>• 9-1-1 (Fire / EMS / Police)</li> <li>• Facilities Management / Engineering Services On-Call</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
	PCS Site	<ul style="list-style-type: none"> <li>• Security</li> <li>• 9-1-1 (Fire / EMS / Police)</li> <li>• Facilities Management / Engineering Services On-Call</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>• Northland Point 905-835-9335</li> </ul>
Send Group Emails	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> <li>• NHS All Regional Chiefs</li> </ul>
	Subject Line (cut and paste, update site)	Code Alert: Code Green – Stage 3 – [Site]
	Email Body (cut and paste, update location)	[Site] is being evacuated. A Code Update Email will be sent as more information comes available.
<b>2. EOC ACTIVATION</b>		

**NAME: Code Green - Evacuation**

<p>A. Call the Director On-Call (according to schedule)</p> <p>1. Confirm the Director On-Call is aware of the Code and has spoken with the Department Lead or Manager On-Call</p>	<p>Mon-Fri: 0830-1630 (start with #1 until someone answers)</p>	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
	<p>After-hours</p>	<p>Refer to Director On-call schedule</p>

2. Confirm the Director On-Call wants to activate the EOC Teleconference Meeting		
B. Establish 'Teleconference Meeting' as per Director On-Call	Teleconference Meeting invitation subject line (cut and paste, update site)	EOC Conference Call – Code Green – Stage 3 – [Site]
	Send Teleconference Meeting invitation via email to leadership list	<ul style="list-style-type: none"> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>• Director On-Call</li> <li>• Executive Site Lead</li> <li>• Director Facilities Management</li> <li>• Director of EVS / Security</li> <li>• Communications</li> <li>• Director of QPSR</li> <li>• VP On-Call</li> </ul>
	Set start time to begin immediately	
	Call Leadership list to advise of Teleconference Meeting invitation	
<b>3. CODE UPDATE EMAIL</b>		
<ul style="list-style-type: none"> <li>• Receive information from Department Lead</li> <li>• Send <i>Code Update Email</i></li> </ul>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> <li>• All Regional Chiefs</li> </ul>
	Subject Line (cut and paste, update site)	Code Update Email: Code Green – Stage 3 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents
<b>4. ADDITIONAL DUTIES AS REQUIRED</b>		
Complete documentation	<ul style="list-style-type: none"> <li>• Continue from Stage 2</li> </ul>	
Media Inquiries	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Department</li> </ul>	
Patient Inquiries	<ul style="list-style-type: none"> <li>• Transfer call to Family Support Centre</li> </ul>	
ED Closure Notifications – as directed	<ul style="list-style-type: none"> <li>• Notify NEMS of any ED closures</li> <li>• Notify other Niagara Health sites of ED closure</li> </ul>	
EOC Hotline	<ul style="list-style-type: none"> <li>• Continue from Stage 2</li> </ul>	
<b>5. ALL CLEAR</b>		
Authority to give the "All Clear"	VP On-call	
PA Announcement (once)	All Clear Code Green	
Group Emails	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> <li>• All Regional Chiefs</li> </ul>
	Subject Line (cut and paste, update site)	Code Alert: Code Green – Stage 3 – [Site] – All Clear
<b>6. POST INCIDENT PROCEDURES</b>		
Record	Code Log	



<b>Code Green - Stage 3 Critical Resource Centre Checklist</b>	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Phone / Contact Responders
<input type="checkbox"/>	Code Alert Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Email the Teleconference Meeting Conference Call Group
<input type="checkbox"/>	Phone the Teleconference Meeting Group
<input type="checkbox"/>	Send out Code Alert Email - if info received from Department Lead
<input type="checkbox"/>	Complete Section 4. Additional Duties as required
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Receive All Clear from VP On-Call
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

## Appendix D – Staff Job Action Sheet and Checklist

<b>Code Green - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Recognize a threatening or unsafe condition in room
<input type="checkbox"/>	Notify other persons in the room
<input type="checkbox"/>	Immediately notify Department Lead of the unsafe condition
<input type="checkbox"/>	If there is any reason to evacuate the Room, Call the Resource Centre ext. 55555; advise of Code Green - Stage 1 - Location
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Evacuate the unsafe area
<input type="checkbox"/>	If room is completely empty, flip REMAR marker to white
<input type="checkbox"/>	Report the patient movement to the Dept. Lead
<input type="checkbox"/>	DO NOT re-enter the room once evacuated
<input type="checkbox"/>	Stand-by for further instructions
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive instruction from Department Lead that the room is safe to re-occupy
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Liaise with Department Lead to facilitate the patient(s) return to the room
<input type="checkbox"/>	Assist as required

<b>Code Green - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Ensure nearby staff have heard the Code Alert
<input type="checkbox"/>	Receive instruction from Department Lead on the scope of the evacuation (where staff/patients are to be evacuated to)
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	If non-clinical staff in non-patient areas, evacuation can begin immediately and attend clinical areas to assist with patient movement
<input type="checkbox"/>	DO NOT USE ELEVATORS if there are signs of Fire or Smoke, otherwise, follow the Fire Department instructions for using an elevator if there is no signs of smoke or fire
<input type="checkbox"/>	Persons are to be moved in the following order: Persons in immediate danger, visitors, ambulatory patients, non-ambulatory patients, staff in area
<input type="checkbox"/>	Categorize and assist patients as follows: <ul style="list-style-type: none"> <li>• Self-ambulatory patients are to be joined into teams and led to a safe place by a staff member</li> <li>• The "human-crutch" is to be used so that one staff member can walk two patients to safety (one on either side of staff member)</li> <li>• Wheelchairs/stretchers/gurney/wheeled-beds/blanket carry can be used for non-ambulatory patients that can be moved by a single staff member</li> </ul>
<input type="checkbox"/>	Chair-lift and extremity-lift are both acceptable patient carrying techniques where two staff area required to move a single non-ambulatory patient
<input type="checkbox"/>	The blanket-carry is acceptable for use where wheelchairs/stretchers/gurney/wheeled-beds are not available and three staff are required to move a single non-ambulatory patient
<input type="checkbox"/>	Prepare patients for evacuation
<input type="checkbox"/>	Once a room or area is empty, set the REMAR marker to indicate WHITE ONLY
<input type="checkbox"/>	Once the assigned patient is evacuated, liaise with supervisor to determine if additional help is required
<input type="checkbox"/>	Once evacuation of area is complete, remain in safe location until instructed otherwise
<input type="checkbox"/>	Continually monitor patients

<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive instruction from supervisor to begin returning patients to rooms/areas
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Return most acute patients first
<input type="checkbox"/>	Utilize elevators where possible
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Direct all public/media inquiries regarding the evacuation to Communications Department
<input type="checkbox"/>	Direct all friends/families inquiries of specific patients to the Department Lead of the related department
<input type="checkbox"/>	Assist as required

<b>Code Green - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Ensure nearby staff have heard the Code Alert
<input type="checkbox"/>	Receive instruction from Department Lead on the scope of the evacuation (where staff/patients are to be evacuated to)
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	If non-clinical staff in non-patient areas, evacuation can begin immediately and attend clinical areas to assist with patient movement
<input type="checkbox"/>	DO NOT USE ELEVATORS if there are signs of Fire or Smoke, otherwise, follow the Fire Department instructions for using an elevator if there is no signs of smoke or fire
<input type="checkbox"/>	Persons are to be moved in the following order: Persons in immediate danger, visitors, ambulatory patients, non-ambulatory patients, staff in area
<input type="checkbox"/>	Categorize and assist patients as follows: <ul style="list-style-type: none"> <li>• Self-ambulatory patients are to be joined into teams and led to a safe place by a staff member</li> <li>• The "human-crutch" is to be used so that one staff member can walk two patients to safety (one on either side of staff member)</li> <li>• Wheelchairs/stretchers/gurney/wheeled-beds/blanket carry can be used for non-ambulatory patients that can be moved by a single staff member</li> </ul>
<input type="checkbox"/>	Chair-lift and extremity-lift are both acceptable patient carrying techniques where two staff area required to move a single non-ambulatory patient
<input type="checkbox"/>	The blanket-carry is acceptable for use where wheelchairs/stretchers/gurney/wheeled-beds are not available and three staff are required to move a single non-ambulatory patient
<input type="checkbox"/>	Prepare patients for evacuation
<input type="checkbox"/>	Once a room or area is empty, set the REMAR marker to indicate WHITE ONLY
<input type="checkbox"/>	Once the assigned patient is evacuated, liaise with supervisor to determine if additional help is required
<input type="checkbox"/>	Once evacuation is complete, go to assembly area as directed
<input type="checkbox"/>	Prepare patients for transport as required
<input type="checkbox"/>	Continually monitor patients
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive instruction from Department Lead to begin returning patients to rooms/areas
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Return most acute patients first
<input type="checkbox"/>	Utilize elevators where possible
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Direct all public/media inquiries regarding the evacuation to Communications Department
<input type="checkbox"/>	Direct all friends/families inquiries of specific patients to the Department Lead of the related department
<input type="checkbox"/>	Assist as required

### Appendix E – Security Job Action Sheet and Checklist

<b>Code Green - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Advise Security Command upon arrival
<input type="checkbox"/>	Receive update from Department Lead
<input type="checkbox"/>	Contact and update Security Command via radio
<input type="checkbox"/>	Assist as needed; create perimeter, check access doors, elevator status, etc.
<input type="checkbox"/>	Assist with Security systems, fire and life safety systems checks
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Security Command when the code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements
<b>Code Green - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Go to Code location
<input type="checkbox"/>	Advise Security Command upon arrival
<input type="checkbox"/>	Receive update from Department Lead
<input type="checkbox"/>	Escort emergency responders to Incident Command Post
<input type="checkbox"/>	Assist as required; perimeter, access and egress, elevators, stairwell, etc.
<input type="checkbox"/>	Ensure public and retail areas have been evacuated as required
<input type="checkbox"/>	Contact and update Security Command via radio
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Security Command when Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete any documentation as per security requirements
<b>Code Green - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Advise Security Command upon arrival
<input type="checkbox"/>	Receive update from Security Supervisor
<input type="checkbox"/>	Ensure public and retail areas have been evacuated as required
<input type="checkbox"/>	Escort emergency responders to Incident Command Post
<input type="checkbox"/>	Assist as required, perimeter, access and egress, elevators, stairwell etc.
<input type="checkbox"/>	Contact and update and receive instructions from Security Command via radio
<input type="checkbox"/>	Raise parking lot gates to enable rapid evacuation of parking lot - Confirm with Security Supervisor
<input type="checkbox"/>	Assist police with traffic control, priority given to emergency vehicles and deny access to vehicles not picking up patients

<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Security Command when Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements

## Appendix F – Code Team Job Action Sheet and Checklist

Code Green - Stage 1 Minor	
The Code Team is not required for a Code Green - Stage 1	
Code Green - Stage 2 Major	
Step 1 – Activate and Notify	
<input type="checkbox"/>	Receive Code Alert
Step 2 – Action Plan	
<input type="checkbox"/>	Departments are responsible for additional actions during a Code Green, if safe to do so (See List below)
<input type="checkbox"/>	Department Leads must liaise with the Incident Commander or Incident Command Post ICP
Lab	
<input type="checkbox"/>	Prepare blood products for evacuation
<input type="checkbox"/>	Prepare and deliver blood products to the new Assembly Points as requested by the Department Lead of the affected department or the Incident Command Post
<input type="checkbox"/>	Consider COOP
Pharmacy	
<input type="checkbox"/>	Prepare IV fluids and portable pharmacy Medicine kits for delivery to Assembly Points for affected patients
<input type="checkbox"/>	Deliver pharmacy supplies to the Assembly Points as requested by the Dept. Lead of the affected dept. or the ICP
<input type="checkbox"/>	Consider COOP
BioMed	
<input type="checkbox"/>	Prepare and deliver portable equipment to the Assembly Points as required (i.e. IV Pumps, Monitors, etc.)
Facilities Management	
<input type="checkbox"/>	Prepare and deliver medical gas (portable tanks) to the Assembly Points
Food Services	
<input type="checkbox"/>	Prepare and deliver food to Assembly Points
EVS	
<input type="checkbox"/>	Prepare and deliver linens to the Assembly Points
Porter Services	
<input type="checkbox"/>	Assist with patient relocation and equipment / supplies delivery
Patient Registration	
<input type="checkbox"/>	Determine and track patient relocation (as per Department Lead of affected department)
Assembly Point Coordinator	
<input type="checkbox"/>	Incident Command Post to designate the Assembly Point Coordinator
<input type="checkbox"/>	Assist/liaise with Department Lead regarding patient support (equipment, medicine, food, communications, linens, etc.) as required
<input type="checkbox"/>	Liaise with Transportation Coordinator to arrange patient relocation (as required)
<input type="checkbox"/>	Ensure the Department Lead conducts a patient census at the Assembly Point
Transportation Coordinator	
<input type="checkbox"/>	Incident Command Post to designate the Transportation Coordinator
<input type="checkbox"/>	Liaise with Assembly Point Coordinator to arrange patient transportation based on patient needs
<input type="checkbox"/>	Liaise with Assembly Point Coordinator, EMS, Taxi, Patient Transfer companies, etc. to arrange transportation
<input type="checkbox"/>	Update Department Lead regarding Receiving Facility status (internal department location or off-site facility)
Staff Pool Coordinator	
<input type="checkbox"/>	Incident Command will designate the Staff Pool Coordinator
<input type="checkbox"/>	Establish the Staff Pool Centre as directed
<input type="checkbox"/>	Send staff to support as directed by the Incident Commander

<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<b>Code Green - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert or continue from Stage 2
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Departments are responsible for additional actions during a Code Green, if safe to do so (See List below)
<input type="checkbox"/>	Department Leads must liaise with the Incident Commander or Incident Command Post
<b>Lab</b>	
<input type="checkbox"/>	Prepare blood products for evacuation
<input type="checkbox"/>	Prepare and deliver blood products to the new Assembly Points as requested by the Department Lead of the affected department or the Incident Command Post
<b>Pharmacy</b>	
<input type="checkbox"/>	Prepare IV fluids and portable pharmacy Medicine kits for delivery to Assembly Points for affected patients
<input type="checkbox"/>	Deliver pharmacy supplies to the Assembly Points as requested by the Department Lead of the affected department or the Incident Command Post
<b>BioMed</b>	
<input type="checkbox"/>	Prepare and deliver portable equipment to the Assembly Points as required (i.e. IV Pumps, Monitors, etc.)
<b>Facilities Management</b>	
<input type="checkbox"/>	Prepare and deliver medical gas (portable tanks) to the Assembly Points
<b>Food Services</b>	
<input type="checkbox"/>	Prepare and deliver food to Assembly Points
<b>EVS</b>	
<input type="checkbox"/>	Prepare and deliver linens to the Assembly Points
<b>Porter Services</b>	
<input type="checkbox"/>	Assist with patient relocation and equipment / supplies delivery
<b>Patient Registration</b>	
<input type="checkbox"/>	Determine and track patient relocation (as per Department Lead of affected department)
<b>Assembly Point Coordinator</b>	
<input type="checkbox"/>	Incident Command Post to designate the Assembly Point Coordinator
<input type="checkbox"/>	Assist/liaise with Department Lead regarding patient support (equipment, medicine, food, communications, linens, etc.) as required
<input type="checkbox"/>	Liaise with Transportation Coordinator to arrange patient relocation (as required)
<input type="checkbox"/>	Ensure the Department Lead conducts a patient census at the Assembly Point
<b>Transportation Coordinator</b>	
<input type="checkbox"/>	Incident Command Post to designate the Transportation Coordinator
<input type="checkbox"/>	Liaise with Assembly Point Coordinator to arrange patient transportation based on patient needs
<input type="checkbox"/>	Liaise with Assembly Point Coordinator, EMS, Taxi, Patient Transfer companies, etc. to arrange transportation
<input type="checkbox"/>	Update Department Lead regarding Receiving Facility status
<b>Staff Pool Coordinator</b>	
<input type="checkbox"/>	Incident Command will designate the Staff Pool Coordinator
<input type="checkbox"/>	Establish the Staff Pool Centre as directed
<input type="checkbox"/>	Send staff to support as directed by the Incident Commander
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

## Appendix G – Department Lead Job Action Sheet and Checklist

Code Green - Stage 1 Minor	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Call Switchboard / Resource Centre ext. 55555 and advise of Code Green - Stage 1
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<b>Department Lead of Affected Department</b>	
<input type="checkbox"/>	Establish Incident Command Post location and assume role of Incident Commander; don IC vest
<input type="checkbox"/>	Direct staff to evacuate unsafe areas
<input type="checkbox"/>	Ensure REMAR markers are flipped to white for emptied rooms
<input type="checkbox"/>	Contact Department Manager or Manager On-Call and advise of status and the possible need to further move patients
<input type="checkbox"/>	Liaise with emergency responders
<input type="checkbox"/>	Plan for possible Code Green Stage 2
<input type="checkbox"/>	Call Switchboard / Resource Centre to send Code Update Email
<b>All other Department Leads</b>	
<input type="checkbox"/>	Conduct a bed census as required
<input type="checkbox"/>	Plan for possible Code Green Stage 2
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Notify Manager On-Call when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete Code IRS

Code Green - Stage 2 Major	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Call Switchboard / Resource Centre ext. 55555 and advise of Code Green - Stage 2 (location)
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Upon hearing a Code Green, return to department
<b>Step 2 – Action Plan</b>	
<b>Department Lead of Affected Department</b>	
<input type="checkbox"/>	Establish Incident Command Post location and assume role of Incident Commander; don IC vest until relieved by the Manager On-Call
<input type="checkbox"/>	Discuss with Fire Department the need to evacuate (horizontal or vertical), safe route and assembly location
<input type="checkbox"/>	Liaise with the Assembly Point Coordinator
<input type="checkbox"/>	Persons are to be moved in the following order: Patients in immediate danger, ambulatory patients, non-ambulatory patients, staff in area
<input type="checkbox"/>	Evacuate patients, include patients charts/meds if possible
<input type="checkbox"/>	Direct staff to ensure that the REMAR markers are turned to "white" if the room is empty
<input type="checkbox"/>	DO NOT USE ELEVATORS; if there are signs of Fire or Smoke, otherwise, follow the Fire Department instructions
<input type="checkbox"/>	Ensure all staff, patients and visitors have been evacuated
<input type="checkbox"/>	Advise Emergency Operations Centre ext. 45555 when department has been evacuated
<input type="checkbox"/>	Call Resource Centre ext. 55555 to provide information for Code Update Email
<input type="checkbox"/>	Update the Incident Commander of evacuation status and determine if Assembly Point relocation is required
<input type="checkbox"/>	Advise Patient Registration of patient relocation
<input type="checkbox"/>	Wait for further instructions or an All Clear before returning to department/unit



<b>All other Department Leads</b>	
<input type="checkbox"/>	Plan for possible Code Green Stage 3
<input type="checkbox"/>	Prepare to receive patients as required
<input type="checkbox"/>	Assess staff needs to evacuate patients
<input type="checkbox"/>	Send available staff to assist affected departments as requested
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Return most acute patients first
<input type="checkbox"/>	Utilize elevators where possible
<input type="checkbox"/>	Notify Manager On-Call when all patients have been returned to rooms
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Green - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Upon hearing a Code Green, return to department
<b>Step 2 – Action Plan</b>	
<b>Department Lead of Affected Department</b>	
<input type="checkbox"/>	Establish Incident Command Post location and assume role of Incident Commander; don IC vest until relieved by the Manager On-Call
<input type="checkbox"/>	Discuss with Fire Department the need to evacuate (horizontal or vertical), safe route and assembly location
<input type="checkbox"/>	Designate staff to evacuate patients or provide patient care at Assembly Area
<input type="checkbox"/>	Persons are to be moved in the following order: patients in immediate danger, ambulatory patients, non-ambulatory patients, staff in area
<input type="checkbox"/>	Evacuate patients, include patients charts/meds if possible
<input type="checkbox"/>	Direct staff to ensure that the REMAR markers are turned to "white" if the room is empty
<input type="checkbox"/>	DO NOT USE ELEVATORS; if there are signs of Fire or Smoke, otherwise, follow the Fire Department instructions
<input type="checkbox"/>	Ensure all staff, patients and visitors have been evacuated
<input type="checkbox"/>	Advise Emergency Operations Centre Ext. 45555 when department has been evacuated
<input type="checkbox"/>	Update the Manager On-Call once evacuated or with any problems
<input type="checkbox"/>	Call Resource Centre ext. 55555 to provide information for Code Update Email
<input type="checkbox"/>	Once evacuated, ensure patient care continues
<input type="checkbox"/>	Once at Assembly area liaise with Staging Area/Transportation Officer
<input type="checkbox"/>	Wait for further instructions or an All Clear before returning to department/unit
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Return most acute patients first
<input type="checkbox"/>	Utilize elevators where possible
<input type="checkbox"/>	Notify Manager On-Call when all patients have been returned to rooms
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

## Appendix H – Manager On-Call Job Action Sheet and Checklist

<b>Code Green - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive situation report from Department Lead and confirm Stage 1
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	<b>Receive updates from Dept. Lead during the incident</b>
<input type="checkbox"/>	Report to affected dept. as required (discuss with Department Lead)
<input type="checkbox"/>	Identify any immediate patient care or safety issues
<input type="checkbox"/>	Determine how many patients have been impacted by the evacuation
<input type="checkbox"/>	Determine estimated length of time for Code Green
<input type="checkbox"/>	Update Director On-Call as required
<input type="checkbox"/>	Consider when patients can return to rooms or location to be moved to
<input type="checkbox"/>	Receive Code Update Email
<input type="checkbox"/>	Assist the receiving department with receiving evacuated patients
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive call from Department Lead advising when Code Green is resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<b>Code Green - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Receive situation report from Department Lead(s)
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Determine which Departments are affected
<input type="checkbox"/>	Direct Department Leads to begin discharge process of appropriate patients
<input type="checkbox"/>	Report to Incident Command Post (ICP) assume the role of Incident Commander and don the IC Vest
<input type="checkbox"/>	Identify any immediate patient care or safety issues
<input type="checkbox"/>	Manage patient flow
<input type="checkbox"/>	Determine how many patients have been impacted by the evacuation
<input type="checkbox"/>	Determine estimated length of time for Code Green
<input type="checkbox"/>	Designate the Assembly Point Coordinator
<input type="checkbox"/>	Designate the Transportation Coordinator
<input type="checkbox"/>	Designate the Staff Pool Coordinator
<input type="checkbox"/>	Update Director On-Call
<input type="checkbox"/>	Call the Resource Centre to provide information for Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Update the Director On-Call when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear or receive instruction to begin the return of patients
<input type="checkbox"/>	Notify Department Leads to return patients to unit; or direct to new receiving units
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete Code IRS

<b>Code Green - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Receive situation report from Department Lead(s)
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Report to Incident Command Post (ICP); assume role of Incident Commander and don vest
<input type="checkbox"/>	Ensure evacuation of facility has begun
<input type="checkbox"/>	Direct Department Leads to evacuate
<input type="checkbox"/>	Liaise with Fire Department regarding evacuation status, advise of people that could not be safely evacuated
<input type="checkbox"/>	Confirm Assembly Point locations with Dept. Lead
<input type="checkbox"/>	Consider special-needs patients; assign resources as required (i.e. ICU, OR, Special Care Nursery, Mental Health)
<input type="checkbox"/>	Confirm patents, staff and visitors have been evacuated from the facility
<input type="checkbox"/>	Determine estimated length of time for Code Green
<input type="checkbox"/>	Designate the Assembly Point Coordinator
<input type="checkbox"/>	Designate the Transportation Coordinator
<input type="checkbox"/>	Designate the Staff Pool Coordinator
<input type="checkbox"/>	Update Director On-Call
<input type="checkbox"/>	Call the Resource Centre to provide information for Code Update Email
<input type="checkbox"/>	Complete a patient census at Assembly Area
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Update the Director On-Call when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear or receive instruction to begin the return of patients
<input type="checkbox"/>	Notify Department Leads to return patients to unit; or direct to new receiving units
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete Code IRS

## Appendix I – Director On-Call Job Action Sheet and Checklist

<b>Code Green - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Green - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from Manager On-Call (Incident Commander)
<input type="checkbox"/>	Receive phone call from Resource Centre RE: the need to establish EOC Teleconference Meeting Conference Call
<input type="checkbox"/>	Ensure adequate resources are available to manage the code response
<input type="checkbox"/>	Update VP On-Call
<input type="checkbox"/>	Determine potential interruption to immediate department or impact on other departments
<input type="checkbox"/>	Determine impact on operations and consider COOP activation
<input type="checkbox"/>	Discuss Communication plan with VP On-Call and Communications Department - Inform stakeholders
<input type="checkbox"/>	Ensure patients are returned to room or alternate care locations
<input type="checkbox"/>	Consider Stage 3 activation
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Notify Resource Centre to advise of the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete EOC Post Incident Debrief Report

<b>Code Green - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive update from Incident Commander
<input type="checkbox"/>	Ensure the Incident Command Post (ICP) has been established
<input type="checkbox"/>	Update VP On-Call
<input type="checkbox"/>	Receive VP On-Call approval for evacuation of the hospital site and notify Resource Centre
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive phone call from Resource Centre RE: EOC Activation, Teleconference Meeting Conference Call
<input type="checkbox"/>	Join and Lead the EOC Teleconference Conference Call
<input type="checkbox"/>	Establish Emergency Operations Centre at SCS (consider alternate location if SCS is affected)
<input type="checkbox"/>	Activate Code Orange at other sites
<input type="checkbox"/>	Ensure re-direct from ED by EMS
<input type="checkbox"/>	Make a request for an Ambulance Site Coordinator (Niagara EMS 9-1-1)
<input type="checkbox"/>	Liaise with Community Partners (Regional Emergency Management Office) activate response plan, Transit, Public Works, Shelter, Admin support, etc.
<input type="checkbox"/>	Receive updates from Incident Commander

<input type="checkbox"/>	Discuss incident with Police, Fire and EMS officials
<input type="checkbox"/>	Assist in finding patient Receiving Facilities
<input type="checkbox"/>	Establish offsite Family Support Centre
<input type="checkbox"/>	Establish Media Centre
<input type="checkbox"/>	Update the VP On-Call as required
<input type="checkbox"/>	Receive reports on evacuation status, patient movements
<input type="checkbox"/>	Discuss communication plan with VP On-Call and Communications Dept.
<input type="checkbox"/>	Identify the number of critical patients and transport needs
<input type="checkbox"/>	Determine impact on operations and consider COOP activation
<input type="checkbox"/>	Ensure tracking of patient movement to alternate locations / method i.e. EMS, Patient transfer service, Taxi, family, etc.
<input type="checkbox"/>	Ensure transportation is being arranged for patients transfer, receive patient census from IC
<input type="checkbox"/>	Receive updates from Fire, Police and EMS
<input type="checkbox"/>	Discuss with VP On-Call and Director of Communications – the plan for internal and external stakeholders
<input type="checkbox"/>	Contact Resource Centre ext. 45555 for department (Site) evacuation status
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive updates and All Clear from Fire Department and Facilities Management
<input type="checkbox"/>	Notify Vice President On-Call to advise Resource Centre that the Code Green has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Post Incident Debrief

### Appendix J – Vice President On-Call Job Action Sheet and Checklist

Code Green - Stage 1 Minor	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required
Code Green - Stage 2 Major	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Receive situation report from Director On-Call
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Determine incident impact with discussions from Director On-Call
<input type="checkbox"/>	Advise Executive Leadership Team as required
<input type="checkbox"/>	Report to Emergency Operations Centre as required
<input type="checkbox"/>	Discuss patient care impact with Director On-Call
<input type="checkbox"/>	Determine impact on operations and consider COOP activation
<input type="checkbox"/>	Review communications developed for internal / external stakeholders
<input type="checkbox"/>	Determine media location and prepare statements
<input type="checkbox"/>	Determine impact to other departments and sites; discuss with Director On-Call
<input type="checkbox"/>	Ensure the Director On-Call has the required resources
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
Code Green - Stage 3 Critical	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Call from Director On-Call to discuss issuing a Code Green - Stage 3; consider time required to safely evacuate
<input type="checkbox"/>	Discuss with Fire Department Senior Officer the escalation to a Code Green - Stage 3 to evacuate the hospital
<input type="checkbox"/>	Contact Resource Centre ext. 55555 and advise of Code Green - Stage 3 - Site
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Discuss the Code with the Director On-Call
<input type="checkbox"/>	Attend the Emergency Operations Centre
<input type="checkbox"/>	Determine impact on operations and consider COOP activation
<input type="checkbox"/>	Approve up-staffing as required
<input type="checkbox"/>	Update the Executive Leadership Team
<input type="checkbox"/>	Determine with Communications Department what must be prepared for both internal and external stakeholders

<input type="checkbox"/>	Direct any Media communications and prepare a media release
<input type="checkbox"/>	Discuss incident with Fire, Police, EMS or community officials as required
<input type="checkbox"/>	Review and approve communications with Executive Leadership Team
<input type="checkbox"/>	Develop a plan to re-open the hospital
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call when the Code has been resolved
<input type="checkbox"/>	Notify Resource Centre ext. 55555 to advise of the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Coordinate efforts between the hospital's individual programs/services and other health care facilities to reaccept patient transfers
<input type="checkbox"/>	Oversee measures at restarting operations suspended during the evacuation
<input type="checkbox"/>	Re-open the hospital
<input type="checkbox"/>	Post Incident Debrief – support as required

### Appendix K – Executive Leadership Team Job Action Sheet and Checklist

<b>Code Green - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

<b>Code Green - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Receive situation report from Vice President On-Call
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive updates and discuss incident with Vice President On-Call as required, possible timelines
<input type="checkbox"/>	Discuss impact on hospital operations and affected departments
<input type="checkbox"/>	Approve Continuity of Operations (COOP) plan, approve AD Hoc Crisis Management Team to oversee COOP
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<input type="checkbox"/>	Review communications as required
<input type="checkbox"/>	Assist with Media Communications and statements to the media
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Vice President On-Call when the code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist with Post Incident Debrief as required

<b>Code Green - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Receive situation report from Vice President On-Call
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Discuss the incident with the Vice President On-Call
<input type="checkbox"/>	Establish ELT meeting
<input type="checkbox"/>	Determine impact to other Departments, patient care, hospital operations, risk and reputation, site, length of time, etc.
<input type="checkbox"/>	Review and approve Communications plan
<input type="checkbox"/>	Direct any Media communications
<input type="checkbox"/>	Receive updates from Vice President On-Call
<input type="checkbox"/>	Discuss incident with Police, Fire and EMS Officials, Community officials as required
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<input type="checkbox"/>	Approve Continuity of Operations (COOP) plan, approve AD Hoc Crisis Management Team to oversee COOP
<input type="checkbox"/>	Advise the Chief of Staff
<input type="checkbox"/>	Contact the Board of Directors, CEO
<input type="checkbox"/>	Contact the LHIN

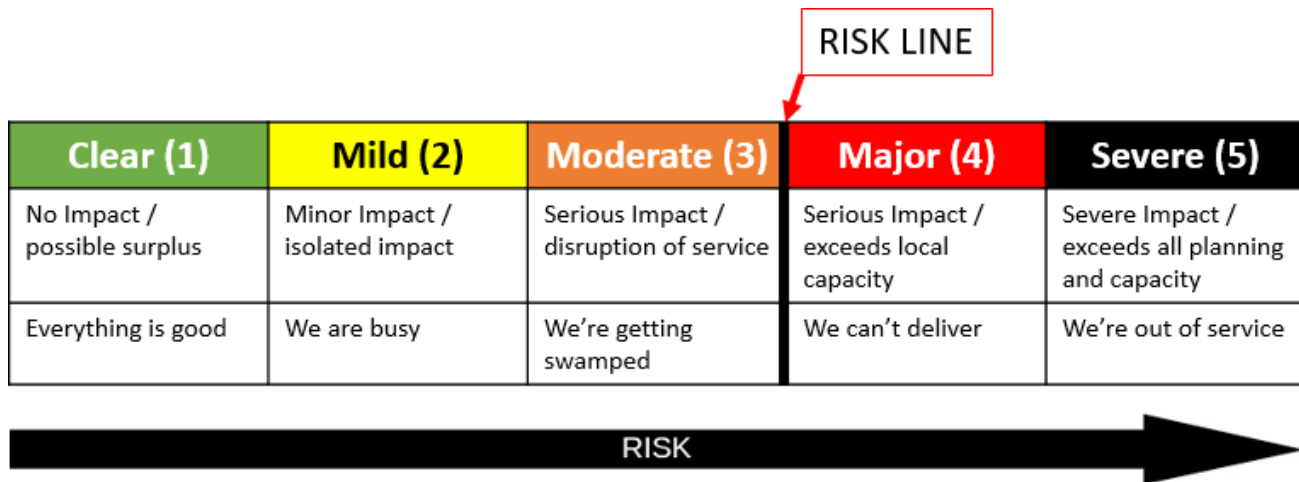


<input type="checkbox"/>	Prepare plan to recovery and re-open hospital
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Executive Leadership Team will call the All Clear through the Vice President On-Call
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Re-open the hospital
<input type="checkbox"/>	Post Incident Debrief – support as required

**Appendix L  
 COOP Activation**

It is the responsibility of the department's Most Responsible Person (Charge Nurse/Technician, Manager, Manager On-Call) to determine the impact of the Code / incident on the department operations and the ability to provide services. Using the Immediate Impact Assessment Checklist, a standardized approach to evaluating department capabilities against the Major Risk Areas will be used. Departments registering at a Major or Severe Degree of Risk will require activation of the COOP Team.

The COOP Team will be then activated and monitored by the EOC until such time as the initial incident has been resolved, at which point the COOP Team will oversee the recovery directly and report to the Executive Leadership Team or program Vice President.



### Appendix M Family Support Centre Guide

The Director On-Call will direct establishment of and designate the person in charge to operate the Family Support Centre.

#### Function:

- To provide a separate meeting location (room) for families involved in a larger incident i.e. Code Green, Code Orange, Code CBRNE etc. Families associated with the designated incident will be directed to the Family Support Centre upon their arrival at the hospital.
- Provide on-going patient information and support to families of disaster casualties, discharged patients and/or patients being transferred to another facility.
- Care for discharged patients who are able to wait in wheelchairs, and are waiting to be picked up to go home.
- Maintain records of relocated patients and location of disaster casualties and, communicate with the Emergency Operation Centre regarding patient disposition.
- These functions will be facilitated through:
  - Family Counseling
  - Volunteer Support
  - Patient Information, Location and Discharge Holding and,
  - Nutrition support to patients and families by contacting the Manager or their designate of Food Services at each site for the delivery of the Disaster Nourishment Cart (assorted pop and juices, straws, tea, coffee, and accompanying condiments and packaged cookies).

#### Services Involved:

- Crisis Intervention
- Spiritual and Religious Care
- Mental Health
- Social Work
- Volunteer and Community Resources
- Health Information Management
- Food & Nutrition Services
- Security

The Family Support Centre is supported by supplies and equipment from in-house areas delivered by runners deployed at the time and designated equipment transported and set up by Information Services.

Immediate generic office supplies will be obtained from the Emergency Operation Centre. Assistance with space organization and clearing of unnecessary furniture will be coordinated with Environmental Services. Select the most appropriate location as per incident.

## **Appendix N Media Centre Guide**

The Media Centre will be established by the Director of Communications or his/her designate upon direction from the Emergency Operation Centre.

### **Function:**

- A designated place for the media to gather for official information duration a large scale event or critical incident.
- The keeps the media together and safe during an incident and gets them quick access to the latest information during a code.
- Identify and address the communication needs of the EOC, Executive Leadership Team and Internal Stakeholders (staff, physicians, volunteers) while maintaining patient confidentiality.
- Take direction from the Director of the Emergency Operation Centre (EOC) on the information to be communicated to the public via the media.
- Identify official spokesperson, in consultation with the EOC.
- Manage and facilitate the timely and accurate provision of information to the media as required by the public/community.
- Manage external communications, as directed by the EOC or Executive Leadership Team.

### **Location:**

Determined by the incident requirements.

### Appendix O Communications Table

Staff are not to speak with the media or respond to public inquiries. All public and media inquiries shall be directed to the communications department. Please refer to Emergency Management Policy Document.

Code Type	Sent by	Stage 1 - Minor	Stage 2 - Major	Stage 3 - Critical
Code Green Evacuation	Resource Centre	Evacuate room or immediate area for any reason other than Code Red	Horizontal or vertical evacuation	Evacuate building
Code Membership	Resource Centre	Affected Staff	All Staff	All Staff
All Clear Approved by	Resource Centre	Department Lead	Director On-Call	VP On-Call
Internal Memo	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
External Memo	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Website	Communications	N/A	Director On-Call	VP On-Call / ELT Committee
FB	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Twitter	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>

### Appendix P Messaging Template

Staff are not to speak with the media or respond to public inquiries. All public and media inquiries shall be directed to the communications department. Please refer to Emergency Management Policy Document.

#### Email Templates for Communications Department use only

#### **CODE ALERT: CODE GREEN – STAGE 3 – (Site, Location)**

##### **STAFF CODE MESSAGE:**

(DATE and TIME)

(Experts, e.g. Police, EMS, Fire, Security) are on site investigating and have upgraded (description) to STAGE 3 CRITICAL located in (site, location).

As a result:

- the (site) must be safely evacuated until further notice.
- patients are being relocated to (describe location and status e.g. estimate time to complete evacuation)
- incoming and day patients will be notified about rescheduling.
- the site is secured and visitors and vendors are being redirected.
- pedestrian and vehicular traffic are being rerouted away from the site.

Health and safety is always a top priority and we will continue to work with (experts: e.g. Police, EMS, Fire, Security) to proactively monitor and manage this situation as efficiently as possible.

(Staff) will remain on stand-by to quickly address incidents that may arise. If you experience an emergency or injury while on site, please dial 55555 to receive aid ASAP.

As you may know, the emergency management program can be found ([link](#), [hard copy location](#)).

This Emergency Bulletin was sent by (NAME and TITLE), and will be updated every (X) hour(s), on the hour. If you have any questions or concerns, please contact (EXTENSION)

#### **STAFF CODE MESSAGE UPDATE: FINAL**

(DATE and TIME)

Please be advised that the (experts, e.g. Police, EMS, Fire, Security) have confirmed the ALL CLEAR.

All areas have reopened and resumed regular operations.

We would like to thank everyone for their assistance in ensuring the health and safety of our staff, visitors and patients.

This Emergency Bulletin was sent by (NAME and TITLE). If you have any questions or concerns, please contact (EXTENSION)

#### **CODE ALERT: CODE GREEN – STAGE 3 – (Site, Location)**

##### **PATIENT CODE MESSAGE**

(DATE and TIME)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that as a result of (describe the event), (site) is temporarily closed.

If you have an appointment on (date), please do not make your way to the (site).

Please contact your referring (doctor/clinic staff) to reschedule your appointment.

Please be assured that we will work with your doctor to ensure your appointment or procedure is rescheduled as quickly as possible.

Health and safety is a top priority and we are working proactively to resolve this situation as quickly as possible.

We will provide an update once this status has changed at (website)

We sincerely regret any inconvenience and thank you for your patience.

Sent by (NAME and TITLE).

#### **PATIENT CODE MESSAGE UPDATE – FINAL**

(DATE and TIME)

Please be advised that (site) has reopened and resumed regular operations.

We sincerely regret any inconvenience and thank you for your patience.

Sent by (NAME and TITLE).

#### **VISITOR CODE MESSAGE**

(DATE and TIME)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that access to (site) is temporarily closed.

Please do not make your way to the hospital at this time.

The (site) experienced (describe issue).

Health and safety of our patients, staff, visitors and community is always a top priority. As a result, we have taken steps to evacuate the facility.

Patients will be safely relocated to (location).

We expect to complete this by (time).

If you are inquiring about the status of a patient at this time, please contact xxxx sometime after xxxx.

We will provide regular updates at (website).

Please know that (site) has extensive proactive plans in place to manage a situation such as this.

We routinely conduct drills and all staff are trained to manage a quick and efficient response.

The health and safety of our patients, staff, visitors and community is always a top priority.

We sincerely regret any inconvenience and thank you for your patience.

Sent by (NAME and TITLE).

**VISITOR CODE MESSAGE UPDATE – FINAL**

(DATE and TIME)

Please be advised that (site) has reopened and resumed regular operations.

We sincerely regret any inconvenience and thank you for your patience.

Sent by (NAME and TITLE).

**VENDOR CODE MESSAGE**

(DATE and TIME)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that access to (site/area) is temporarily closed.

Please do not make your way to the hospital at this time.

Please reach out to your main contact at the (site) to reschedule your meeting or delivery.

We sincerely regret any inconvenience and thank you for your patience.

We will provide an update once this status has changed at (website).

Sent by (NAME and TITLE).

**VENDOR CODE MESSAGE UPDATE – FINAL**

(DATE and TIME)

Please be advised that (site) has reopened and resumed regular operations.

We sincerely regret any inconvenience and thank you for your patience.

Sent by (NAME and TITLE).

**Social Media – Facebook for Communications Department use only**

Criteria	Draft	Hashtags #	URLs / Links	Include Images
Initial post	<p>Please be advised that access to (site) is temporarily closed. Please do not make your way to the hospital at this time.</p> <p>The (site) experienced (describe issue).</p> <p>Health and safety of our patients, staff, visitors and community is always a top priority. As a result, we have taken steps to evacuate the facility.</p>	Not required	(website)	No



	<p>Patients will be safely relocated to (location).</p> <p>We expect to complete this by (time).</p> <p>If you are inquiring about the status of a patient at this time, please contact xxxx sometime after xxxx.</p> <p>If you have a life-threatening medical emergency, go to a hospital emergency room or call 9-1-1 immediately.</p> <p>We will provide regular updates at (website).</p> <p>Please know that (site) has extensive proactive plans in place to manage a situation such as this.</p>			
Update 1	<p>The (site) experienced (describe issue).</p> <p>Health and safety of our patients, staff, visitors and community is always a top priority. As a result, we have taken steps to evacuate the facility.</p> <p>If you have a life-threatening medical emergency, go to a hospital emergency room or call 9-1-1 immediately.</p> <p>We will provide updates here or on our (website) when more details come to hand.</p>	#NHS #NHSlocation	(website)	No
Update 2	<p>Patients will be safely relocated to (location).</p> <p>We expect to complete this by (time).</p> <p>If you are inquiring about the status of a patient at this time, please contact xxxx sometime after xxxx.</p> <p>We will provide updates here or on our (website) when more details come to hand.</p>	#NHS #NHSlocation	(website)	If there are images
Update 3 (If applicable)	<p>The (site entrance, clinic) experienced (describe issue) and is temporarily closed.</p> <p>If you have an urgent, but non-life threatening problem, please get help at your nearest Walk-in Clinic, Urgent Care Facility or call your Family Health Team if you are enrolled in one. These centres can help with problems like eye injuries, wounds, broken limbs, X-rays and laboratory tests. You don't need an appointment.</p> <p>To find the nearest centre, please visit: <a href="http://Ontario.ca/locations/health">Ontario.ca/locations/health</a></p>	#NHS #NHSlocation	(website)	If there are images

	We will provide here or on our (website) when more details come to hand.			
Final post	<p>The (site) has reopened and we have resumed regular operations.</p> <p>We sincerely regret any inconvenience and thank you for your patience.</p> <p>Please contact your doctor or staff to reschedule your appointment or meeting.</p>	#NHS #NHSlocation #focusonthoseweserve	(website)	If there are images

**Social Media – Twitter for Communications Department use only**

Criteria	Draft	Hashtags #	URLs / Links	Include Images
Initial post	(site entrance, clinic) is currently closed, even if you have an appointment. Contact xxxx for status of a patient. Updates on (website)	Not required	(website)	No
Update 1	The (site) experienced (describe issue). We have taken steps to evacuate the facility. More info and updates (website)	#NHS #NHSlocation	(website)	No
Update 2	If you are inquiring about the status of a patient at this time, please contact xxxx sometime after xxxx. More info and updates (website)	#NHS #NHSlocation	(website)	If there are images
Update 3 (if applicable)	If you have a life-threatening medical emergency, go to a hospital emergency room or call 9-1-1 immediately. Visit (website) for more details	#NHS #NHSlocation	(website)	If there are images
Final post	(site) has reopened and we have resumed regular operations. Please contact your doctor or staff to reschedule your appointment or meeting.	#NHS #NHSlocation #focusonthoseweserve	(website)	If there are images

**Appendix Q  
Site Specific Department Checklists**

<b>Fort Erie Site</b>								
<b>Site</b>	<b>Level (Floor)</b>	<b>Department</b>	<b>Checked</b>	<b>Code Green Evacuated</b>	<b>Code Yellow Missing Person</b>	<b>Code Black Bomb Threat</b>	<b>Code Silver Lockdown</b>	<b>Code Silver Shelter-in-Place</b>
FES	First Floor	Palliative Care						
FES	First Floor	In-Patient Medical						
FES	First Floor	Admin						
FES	First Floor	Diagnostic Imaging						
FES	First Floor	Methadone Clinic						
FES	First Floor	Gift Shop						
FES	First Floor	Health Records						
FES	Second Floor	Human Resources						
FES	Second Floor	Storage						
FES	Second Floor	Office Space						
FES	Second Floor	Physio						
FES	Second Floor	<i>Vacant</i>						
FES	Second Floor	<i>Vacant</i>						
FES	Second Floor	<i>Vacant</i>						
FES	Ground Floor	Urgent Care						
FES	Ground Floor	Housekeeping						
FES	Ground Floor	<i>Vacant</i>						
FES	Ground Floor	Storage Equipment						
FES	Ground Floor	Pharmacy						
FES	Ground Floor	Kitchen						
FES	Ground Floor	<i>Vacant</i>						
FES	Ground Floor	<i>Vacant</i>						
FES	Ground Floor	Storage Equipment						

## Niagara Falls Site

Site	Level (Floor)	Department	Checked	Code Green Evacuated	Code Yellow Missing Person	Code Black Bomb Threat	Code Silver Lockdown	Code Silver Shelter-in-Place
NFS	Ground Floor	Unit F						
NFS	Ground Floor	Unit D						
NFS	Ground Floor	Unit C						
NFS	Ground Floor	Unit B						
NFS	Ground Floor	Unit B						
NFS	Ground Floor	vacant						
NFS	Ground Floor	Physio						
NFS	Ground Floor	EVS						
NFS	Ground Floor	Pharmacy						
NFS	Ground Floor	MDR						
NFS	Ground Floor	Cafeteria						
NFS	Ground Floor	Kitchen						
NFS	Ground Floor	Engineering						
NFS	Ground Floor	Biomed						
NFS	Ground Floor	Health Records						
NFS	2nd Floor	vacant						
NFS	2nd Floor	Radiology						
NFS	2nd Floor	ICU						
NFS	2nd Floor	X-Ray						
NFS	2nd Floor	Endoscopy						
NFS	2nd Floor	Lab/Ultrasound						
NFS	2nd Floor	Day Surgery						
NFS	2nd Floor	OR						
NFS	2nd Floor	Medical Day Treatment						
NFS	2nd Floor	Pharmacy						
NFS	2nd Floor	Gift Shop						
NFS	2nd Floor	Emergency						
NFS	2nd Floor	Admin						
NFS	3rd Floor	In-patient Medical Brock						
NFS	3rd Floor	In-Patient Physio						

## Port Colbourne Site

Site	Level (Floor)	Department	Checked	Code Green Evacuated	Code Yellow Missing Person	Code Black Bomb Threat	Code Silver Lockdown	Code Silver Shelter-in-Place
PCS	1st Floor	Out-patient unit						
PCS	1st Floor	vacant						
PCS	1st Floor	vacant						
PCS	1st Floor	Human Resources						
PCS	1st Floor	Health & Safety Office						
PCS	1st Floor	Meals on Wheels						
PCS	1st Floor	Speech Pathology Office						
PCS	1st Floor	vacant						
PCS	1st Floor	Gift Shop						
PCS	1st Floor	Kitchen						
PCS	1st Floor	Hospitality and Food Services						
PCS	2nd Floor	2-West In-patient Medical Unit						
PCS	2nd Floor	2-South In-patient Medical Unit						
PCS	2nd Floor	2-East In-patient Medical Unit (CCC)						
PCS	3rd Floor	Engineering						
PCS	3rd Floor	Educator						
PCS	3rd Floor	Vacant/Storage						
PCS	Basement	Urgent Care						
PCS	Basement	vacant						
PCS	Basement	vacant						
PCS	Basement	Physio						
PCS	Basement	Receiving						
PCS	Basement	Engineering						
PCS	Basement	Vacant/Storage						



**NAME: Code Green - Evacuation**

### St. Catharines Site

Site	Level (Floor)	Department	Checked	Code Green Evacuated	Code Yellow Missing Person	Code Black Bomb Threat	Code Silver Lockdown	Code Silver Shelter-in-Place
SCS	Level 0	Food Services						
SCS	Level 0	Bio-medical						
SCS	Level 0	Environmental Services						
SCS	Level 0	Medical Device Reprocessing						
SCS	Level 0	Materials Management						
SCS	Level 0	Morgue						
SCS	Level 0	Loading Docks						
SCS	Level 1	Specialized Mental Health						
SCS	Level 1	Acute Mental Health						
SCS	Level 1	Psychiatric ICU						
SCS	Level 1	Main Elevator Bank						
SCS	Level 1	Cardiology Diagnostics						
SCS	Level 1	Psychiatric Emergency						
SCS	Level 1	Diagnostic Imaging						
SCS	Level 1	Emergency						
SCS	Level 1	Registration						
SCS	Level 1	Food Court						
SCS	Level 1	Radiation Therapy						
SCS	Level 1	Walker Family Cancer Centre						
SCS	Level 1	Volunteers						
SCS	Level 1	Outpatient Mental Health						
SCS	Level 1	Spiritual Centre						
SCS	Level 2	2B Critical Care (ICU/PCU)						
SCS	Level 2	Respiratory Services						
SCS	Level 2	On Call Rooms						
SCS	Level 2	OR Prep & Recovery						
SCS	Level 2	Operating Rooms						
SCS	Level 2	Heart Investigation Unit						
SCS	Level 2	Chemotherapy						
SCS	Level 2	Administration						
SCS	Level 2	Academic Activities						
SCS	Level 2	DeGroote Satellite Education Centre						
SCS	Level 2	Community Leaders Auditorium						
SCS	Level 2	2A Medical/Telemetry						
SCS	Level 3	3B Medical/Palliative Care						
SCS	Level 3	Pharmacy						
SCS	Level 3	Hospitalists						
SCS	Level 3	Physician Facilities						
SCS	Level 3	Medical Records						
SCS	Level 3	Site Administration	3C26.127					

Site	Level (Floor)	Department <small>NAME: Code Green</small>	Checked <small>Code Green</small>	Code Green <small>Evacuated</small>	Code Yellow <small>Missing Person</small>	Code Black <small>Bomb Threat</small>	Code E 52 O <small>Silver Lockdown</small>	Code Silver <small>Shelter-in-Place</small>
SCS	Level 3	Washroom	3C26.135					
SCS	Level 3	Washroom	3A15.025					
SCS	Level 3	Washroom	3C26.124					
SCS	Level 3	Utilization / Discharge Planning / HNHB LHIN	3C26.142					
SCS	Level 3	Finance	3C26.075					
SCS	Level 3	Rooftop Patio	-					
SCS	Level 3	Meeting Room	3C26.085					
SCS	Level 3	Quality, Patient Safety & Risk	3C26.113					
SCS	Level 3	Occupational Health						
SCS	Level 3	Human Resources	3C26.157					
SCS	Level 3	Patient Relations – two locations						
SCS	Level 3	Research Department						
SCS	Level 3	Chronic Kidney Disease						
SCS	Level 3	Niagara Diabetes Centre						
SCS	Level 3	IT Services						
SCS	Level 3	Laboratory Medicine						
SCS	Level 3	Clinical Nutrition						
SCS	Level 3	3A Medical/Kidney Disease						
SCS	Level 4	4A Medical/Surgical						
SCS	Level 4	4B Children's Health						
SCS	Level 4	Gift Shop						
SCS	Level 4	Women and Babies						
SCS	Level 4	Endoscopy/Cystoscopy						
SCS	Level 4	Outpatient Clinics						
SCS	Level 4	Special Care Nursery						
SCS	Level 4	ICU Research Department						
SCS	Level 5	5A General Surgery						
SCS	Level 5	5B General and Orthopedic Surgery						
SCS	Level 5	Rehab						
SCS	Other	Penthouse (both towers)						
SCS	Other	All stairwells						
SCS	Other	All Public Washrooms						
SCS	Other	All Conference Rooms						
SCS	Other	Roof						

## Welland Site

Site	Level (Floor)	Department	Checked	Code Green Evacuated	Code Yellow Missing Person	Code Black Bomb Threat	Code Silver Lockdown	Code Silver Shelter-in-Place
WS	1st Floor	Medical Records						
WS	1st Floor	Cashier						
WS	1st Floor	Gift Shop						
WS	1st Floor	Ambulatory Care						
WS	1st Floor	OBSP						
WS	1st Floor	Emergency						
WS	1st Floor	Lab/Biomed						
WS	1st Floor	Engineering						
WS	1st Floor	Laundry						
WS	1st Floor	Boiler room						
WS	1st Floor	Morgue						
WS	1st Floor	Purchasing Receiving						
WS	1st Floor	Kitchen						
WS	1st Floor	Admin						
WS	1st Floor	Diabetic Clinic						
WS	1st Floor	Dialysis						
WS	1st Floor	Pharmacy						
WS	1st Floor	Woolcott Wing						
WS	1st Floor	Physio						
WS	1st Floor	ECU						
WS	1st Floor	ILTC						
WS	2nd Floor	Vacant						
WS	2nd Floor	MDR						
WS	2nd Floor	Vacant						
WS	2nd Floor	Various Offices						
WS	2nd Floor	ICT						
WS	3rd Floor	OR						
WS	3rd Floor	Day Surgery						
WS	3rd Floor	Ophthalmology						
WS	3rd Floor	Vacant						
WS	3rd Floor	Telemetry						
WS	4th Floor	In-Patient Physiotherapy						
WS	4th Floor	Surgical In-patient Unit						
WS	5th Floor	Cataract Pre-Op						
WS	5th Floor	Mech. Room						
WS	5th Floor	Floor Human Resources						
WS	6th Floor	In-Patient Medical Unit						



**Appendix R  
Off Duty Staff Call Back Process**

**Day Shift**

Assign person to activate Off Duty Staff Call Back Process.

**Evenings/Nights/Weekends/Holidays**

Call Ambulance Base for assistance.

Call Primary Contacts, who in turn should be instructed to call their staff.

**Note: Local staff should be called first**

## Appendix S MedSled Instructions



Fig. 1

When using the Med Sled to transport patients every precaution should be used to secure the patient to the Sled properly, and ensure they remain in the Sled during transport. The directions below outline the proper way of using and securing a patient to the Sled. For the safety of the staff/clinicians performing the evacuation of patients utilizing the Med Sled, staff are encouraged to work in a 'buddy system' (team of two).

1. Patient Preparation:
  - a. When transporting a patient from a hospital bed, lock the wheels of the bed.
  - b. Pull sheets from both sides and cover patient in bedding. Rotate pillow 90° to provide support to head, neck and upper back.
2. Sled Preparation:
  - a. Unroll sled and fasten cross straps to prevent sled rolling back up.
3. Place Patient on Sled:
  - a. Lower one side bed rail. Slide patient towards rail left in up position.
  - b. Approach patient's upper body (see Figure 1.) If sled begins to roll back up, fasten or tighten the foot cross strap.
  - c. Log roll patient towards raised bed rail, roll patient back onto sled keeping cross straps connected.
  - d. One patient is properly positioned, unfasten each strap and pull straps from under patient. Add required equipment between patient's legs and along sides.
4. Secure Patient to Sled:
  - a. Fasten all three cross straps and tighten snugly (see Figure 2.)
  - b. N.B. - For shorter patients, criss-cross the top two straps.
  - c. Foot loop straps should be used at all times (see Figure 3.)
  - d. Tighten foot strap until foot pad touches the sled sides.



Fig. 2

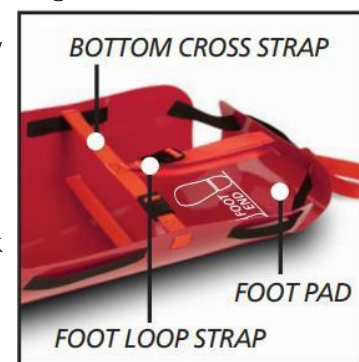


Fig. 3

5. Remove Sled from Bed:
  - a. Lower bed to lowest position.
  - b. Rotate Sled and position once rescuer at either side of sled.
  - c. Grasp perimeter straps.
  - d. Guide sled to floor feet first (see Figure 4.)
  - e. As Sled sides off mattress, use a single knee or leg to lower head end of sled to the floor.
6. Evacuate Patient from Room:
  - a. Both rescuers are to grab an end strap and pull patient feet first toward the emergency exit (see Figure 5.)
7. Evacuate Sled down Stairs (if required):
  - a. Patient should be positioned with feet towards steps, with no further than knees over the first step (see Figure 6a.)
  - b. Approach the head of the Sled and secure large spring hook to the outside railing bracket (see Figure 6b.) Do not hook to the hand rail as spring hook will slide down with patient.
  - c. Firmly grab tether and take up slack, making sure tether is wrapped once completely around spring hook.
  - d. Rescuer on lower landing is now ready to pull foot straps, while Rescuer on upper landing slowly lets out tether to lower patient. The spring hook acts as a braking system (see Figure 6c.)
  - e. At the bottom landing, upper Rescuer unhooks braking tether and walks to the lower landing while taking up the slack.
  - f. Both Rescuers turn patient on landing and repeat the process.



Fig. 4



Fig. 5



Fig. 6a



Fig. 6b



Fig. 6c



Fig. 7

8. Clean and Reroll Sled:
  - a. Follow Niagara Health IPAC protocols for bodily fluids, up to and including disposal if required.
  - b. Recoil the braking tether and spring hook and secure with Velcro strap.
  - c. Reroll tightly starting at the foot of the Sled. The final roll should be less than 9" (23cm) in diameter. Wrap the cinch strap around Sled and secure with Velcro (see Figure 7.)
  - d. Slide back into carrier bag.

### Appendix T REMAR Evacuation Door Markers

Niagara Health System has installed REMAR (**RE**scue **MA**Rker) evacuation indicators on all interior doors enabling staff to quickly determine if a room has been searched. Once a room has been searched and determined fully evacuated, all doors are to be closed and the REMAR marker set so that it displays only one colour (**WHITE**).

#### Purpose:

All doors in the unit being evacuated must be closed with the REMAR set displaying only one colour. If any door displays two colours, this means the room or the area has either not been cleared or has been re-entered or exited. Therefore, it is imperative to investigate the reason. When a location has been searched, the searcher must close the door upon leaving the area and reset the REMAR to display only one colour

#### Use:

When occupants are removed from rooms, staff performing the evacuation must close the doors and flip the White REMAR indicator over to cover the Red marker.

If a REMAR is displaying both the Red and White indicator, the room must be rechecked to ensure occupants have not re-entered the space.

If, for any reason, a person cannot be evacuated at that time, close the door but leave the REMAR displaying two colours. This is a signal that the room, or area, has not been totally evacuated

**Source:** <http://www.promexltd.com/pages/product-information.php>



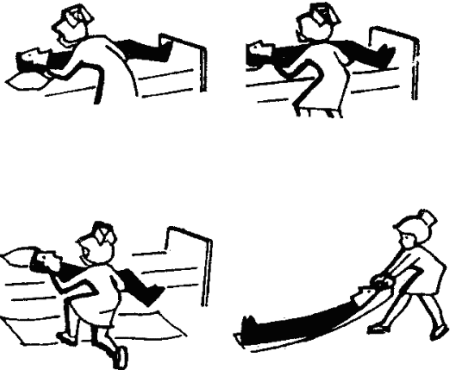
Appendix U  
Patient Carrying Examples

Lifting Techniques

- 1.1 **Keep the patient close to your body:** Carrying objects close to your body helps keep the “load center” in balance. The farther from the body the item is, the more muscle strength needed to lift the item. This forces the muscles to move in ways they are not designed to move, which can cause a strain or pull.
- 1.2 **Bend your knees and keep your back straight:** Focusing on keeping your back straight reduces the chances of twisting or bending in such a way that puts stress or strain on the muscles
- 1.3 **Lift with your legs:** Your leg muscles are designed to lift. Using your leg muscles makes it easier to lift the item, as well as take the strain off your back.
- 1.4 **Lift as a Team:** Count to three and lift as a single unit. This provides less strain on the rescuers and helps prevent injury to the patient.

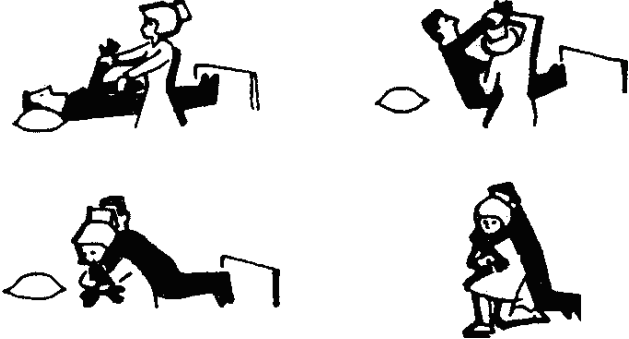
Patients requiring assistance to evacuate may be aided in the following ways:

Figure 1



The 'Blanket Drag' involves placing the patient on a blanket on the floor, then rolling up the blanket around the patient's head and dragging him/her head first.

Figure 2



Where the patient is light enough, and the rescuer strong enough, the patient may be lifted out of bed and carried. Grasp the patient's hands and pull them together as you pull the patients arms up and over your shoulders. Rotate your body away from the bed and pull the patient off the bed.

Figure 3



The 'Two Person Lift or Chair Carry'. Two rescuers will place their hands below the patient's legs and grasp on to each other's forearms. With the other arm they will reach behind the patient and grasp the patient's far side.

Figure 4



The 'Extremity Lift' consists of a front rescuer who will stand between the patient's legs and grasp the back of the knees. The rear rescuer will place their hands underneath the armpits grasping both forearms lock the hold. The team will always face and move in the direction of travel.

Figure 5



The 'Blanket Carry.' The patient is removed from the bed and placed on a blanket on the floor. The sides of the blanket are then rolled into the sides of the patient and a minimum of three rescuers are positioned on either side of the patient (one on either side of the shoulders).

**Appendix V**  
**External Facilities for the Temporary Relocation of Patients**

If an internal emergency necessitates evacuation of the hospital, the following areas can be used as required with due regard for safety and suitability.

Site	Phone	Capacity	Severity
PCS			Acute
SCS		To be determined by Vice President Patient Services (during business hours), Emergency Charge Nurse (evening and night shift)	Critical, Acute
NFS		To be determined by Vice President Patient Services (during business hours), Emergency Charge Nurse (evening and night shift)	Critical, Acute
FES		To be determined by Vice President Patient Services (during business hours), Emergency Charge Nurse (evening and night shift)	Long Term Care
Hotel Dieu Shaver	905-685-1381	Vice President Patient Services/designate will give exact capacity during call in	Rehab, Long Term Care
Temporary relocation for large groups of vulnerable populations within NHS	Contact through Niagara Region Community Services Cathy Cousins (905)984-6900 ext 3807 or Scott Laughher (905)650-9176	Locations for Patients and Staff with non-life threatening injury or illness will be coordinated through the Niagara Region	Emergency Shelter: Cots and Supplies with the assistance of the Niagara Region and the Red Cross

### Appendix W Transportation Resource List

The following contacts are to be made to request vehicles to evacuate patients who can sit upright during a temporary transfer:

Covers all of Niagara			
First Point of contact			
Student First			
St. Catharines	18 Busses	Frank Skrull	(905)688-9600
Welland	3 Vans	Yvonn Sodtkya	(905)735-5944
St. Catharines			
1. ARC Industries	1 Van	4 Wheelchairs	8 Passengers
	Contact:	Days: Mr. S. Findlay	905-688-0004
		Nights: Mr. S. Findlay	905-685-9287
2. District School Board of Niagara	3 Buses	2 Wheelchairs each	12 Passengers
	1 Bus	4 Wheelchairs	6 Passengers
	1 Bus	4 Wheelchairs	5 Passengers
	1 Bus	8 Wheelchairs	5 Passengers
	Contact:	Days: Mr. Ragetlie	905-641-1550, ext 2226
		Nights: Mr. B. Crawford	905-934-8731
		Nights: Mr. B. Lowe	905-685-9654
3. St. Catharines Transit	1 Van	4 Wheelchairs	4 Passengers
	1 Van	4 Wheelchairs	4 Passengers
	1 Van	4 Wheelchairs	4 Passengers
	1 Van	4 Wheelchairs	6 Passengers
	1 Van	5 Wheelchairs	4 Passengers
	1 Van	6 Wheelchairs	5 Passengers
	1 Van	3 Wheelchairs	4 Passengers
	1 Van	3 Wheelchairs	4 Passengers
	Contact:	Para-Transit Dispatch	905-685-9844
		(0700 – 2200 hours)	
	Fire Department	905-684-4311	
	(2200 – 0700 hours)		
Beamsville			
1. Babcock Bus Lines	2 Vans	3-4 Wheelchairs	4-6 Passengers
	2 Vans	3-4 Wheelchairs	4-6 Passengers
	2 Vans	3-4 Wheelchairs	4-6 Passengers
	Contact:	Days:	905-945-5092
		Nights: Mr. B. Babcock	905-945-5092
		Mr. J. Switzer	905-945-4143
	Mr. J. Merritt	905-945-3544	
Niagara Falls			
1. Chair-A-Van Niagara	2 Vans	4 Wheelchairs each	5 Passengers
	1 Van	3 Wheelchairs	2 Passengers
	Contact:		357-0122 or
	Wendy Borelli	1-905-382-3592	



Welland			
1. Niagara Catholic District School Board	1 Van	6 Wheelchairs	7 Passengers
	Contact:	Mr. D. Maniccia	905-735-0240 or 905-227-1764
2. Ontario March of Dimes	1 Bus	2 Wheelchairs	10 Passengers
	Contact:		905-687-8484
3. Welland Handi-Trans	1 Mini-Bus	5 Wheelchairs	15 Passengers
	1 Mini-Bus	2 Wheelchairs	3 Passengers
	1 Mini-Bus	6 Wheelchairs	6 Passengers
	1 Mini-Bus	6 Wheelchairs	4 Passengers
	Contact:		905-732-4181 905-732-6844 905-732-1339
4. Niagara Health System – Welland Hospital Site – Extended Care Unit	1 Bus	5 Wheelchairs	10-15 Passengers
	Contact:		905-375-4647 ext 33555 or 33558
Port Colborne			
1. Niagara Air Bus Services	1 Van	2 Wheelchairs	5 Passengers
	1 Van	2 Wheelchairs	5 Passengers
	Contact:	Mrs. J. Arcaro	905-835-8690, 905-834-7120 or 905-834-7556
		Mrs. C. Thompson	905-834-7125
Fort Erie			
1. Dunn the Mover	1 Bus	5 Wheelchairs	24 Passengers
	1 Bus	5 Wheelchairs	8 Passengers
	Contact:	Days:	905-871-3030
		Nights: Linda Alringer	905-871-6708
	Cathy Keller	905-871-6739	


### Appendix X Other Health Care Facilities

The following is a list of hospitals to contact should a Niagara Health System hospital site have to temporarily evacuate some/all of its inpatient population (see “Guide to Canadian Health Care Facilities” in Administration (Corporate Services) for additional hospitals, if necessary).

To request the hospitals below to temporarily accept patients from your respective Niagara Health System site, ask to speak with the administrative person in charge.

Ideally, when attempting to temporarily relocate patients, it is safer and more efficient to place as many patients in the fewest number of nearby hospitals as is possible.

<u>Ontario Hospitals:</u>	
To facilitate transfers to other Ontario hospitals, contact the Provincial Transfer Authorization Centre (PTAC) at 1-833-401-5577	
Haldimand War Memorial Hospital (Dunnville)	1-905-774-7431
Brantford General Hospital (Brantford)	1-519-752-7871
St. Joseph's Hospital (Brantford)	1-519-753-8641
Hamilton Health Sciences Corporation Chedoke - McMaster Site	1-905-521-2100
Hamilton Health Sciences Corporation Hamilton General Site	1-905-527-4322
Hamilton Health Sciences Corporation Henderson General Site	1-905-389-4411
Hamilton Psychiatric Hospital (Hamilton)	1-905-388-2511
St. Joseph's Hospital (Hamilton)	1-905-522-4941
St. Peter's Hospital (Hamilton)	1-905-549-6525
Joseph Brant Memorial Hospital (Burlington)	1-905-632-3730
Halton Healthcare - Oakville Trafalgar Memorial Hospital (Oakville)	1-905-845-2571
Trillium Health Partners - Credit Valley Hospital (Mississauga)	1-905-813-2200
Trillium Health Partners - Mississauga Hospital (Mississauga)	1-905-848-7100
<u>Cross Border Hospitals:</u>	
To facilitate border crossing, contact the Central Ambulance Communication Centre (1-800-495-9491)	
Mount St. Mary's Hospital (Lewiston)	1-716-297-4800
Niagara Falls Memorial Medical Centre	1-716-278-4000
Millard Fillmore Hospital (Buffalo)	1-716-887-4600
Erie County Medical Centre (Buffalo)	1-716-898-3505
Sheehan Emergency Hospital (Buffalo)	1-716-842-2200

		<b>NAME: Code Grey – Gas Leak; Air Exclusion; Utility Failure; Elevator Failure; Medical Gas Failure</b>	
CLASSIFICATION:	Emergency Preparedness	DOCUMENT TYPE:	<b>POLICY and PROCEDURE</b>
SECTION:	Emergency Response Codes – Code Grey	EFFECTIVE DATE: (DD/MM/YY)	01/06/21
APPROVED BY:		END DATE: (DD/MM/YY)	01/06/24
Vice President, Patient Services and Strategy Director, Quality, Patient Safety, Risk and Patient Relations		DOCUMENT ID:	N/A

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**1.0 Purpose**

To provide overall guidance and instruction for a controlled and coordinated response at all NH Sites in order to prepare and respond to gas leaks, utility failure, external air exchange, elevator failure, loss of heating, air conditioning or ventilation or concerns to medical gas failures.

**2.0 Background**

Code Grey may be necessary due to an internal or external incident affecting a gas leak, air exchange, utilities, air conditioning, heating, elevators, ventilation or medical gas at any of NH sites.

**3.0 Scope**

Applies to all employees, persons with practicing privileges (physicians, dentists, midwives and RNs in the Extended Class), volunteers, students/learners, independent and external contract workers at each hospital site of Niagara Health.

**4.0 Policy**

Code Grey is comprised of 5 unique failures as identified below:

- 4.1 **Code Grey – Internal Unknown Odour/ Gas Leak** to be activated when an event occurs which involves an unknown odour that effects the daily operation of NH and or may jeopardize patient and/or staff safety.
- a) **Stage 1 Minor:**
    - i) Unknown internal odour / gas leak affecting single department
    - ii) Only non-critical department or area affected
  - b) **Stage 2 Major:**
    - i) Unknown internal odour / gas leak affecting multiple departments
    - ii) Only non-critical departments or areas affected
  - c) **Stage 3 Critical:**
    - i) Unknown internal odour / gas leak affecting entire site(s)
    - ii) Critical/patient areas affected
- 4.2 **Code Grey- External Air Exclusion** may only be initiated by the Vice President of Patient Services/Designate (e.g. Program Director) (on-call after hours) following consultation with Niagara Regional Police and/or the Fire Department, and the Hospital's Director of Engineering Services/Designate.
- a) **Stage 1 – Minor – External Air Exchange**
    - i) Outside contaminated air affecting non-critical department or area of a building
  - b) **Stage 2 – Major – External Air Exchange**
    - i) Outside contaminated air affecting multiple department
    - ii) Contaminated air is ONLY affecting NON-critical area(s)
  - c) **Stage 3 – Critical – External Air Exchange**
    - i) Outside contaminated air affecting entire site or multiple sites
    - ii) Affecting critical area/patient care area(s)
- 4.3 **Code Grey Utility Failure** is to be activated when an event occurs which involves any loss of utilities including heating, ventilation or air condition that effect the daily operation of NH and may jeopardize patient safety.
- a) **Stage 1 Minor – Utility Failure**
    - i) Isolated utility outage within a non-critical department or area of a building
  - b) **Stage 2 Major – Utility Failure**
    - i) Utility interruption lasting up to 60 minutes, after 60 minutes consider impact before moving to Stage 3
    - ii) Affecting multiple departments
    - iii) Utility Failure is ONLY affecting non-critical area(s)
  - c) **Stage 3 Critical - Utility Failure**
    - i) Interruption lasting longer than 60 minutes
    - ii) Affecting entire site or multiple sites
    - iii) Affecting critical area(s)
- 4.4 **Code Grey Elevator Failure** is to be activated if an elevator or bank of elevators affects patient safety inclusive of entrapment or requires rerouting.
- a) **Stage 1 Minor – NO STAGE ONE**
    - i) There is no stage 1 for this code
    - ii) If there is a failure of a single elevator or bank of elevators, with no entrapment and not affecting patient safety, contact the Resource Centre to submit an elevator service call work order
  - b) **Stage 2 Major – Elevator Failure**
    - i) Failure of any single elevator or bank of elevators that affect patient safety (i.e.: due to rerouting)
    - ii) Entrapment issue with NO risk to safety (can be dealt with by vendor)
  - c) **Stage 3 Critical – Elevator Failure**
    - i) Failure of single elevator or bank of elevators where entrapped persons are injured or patient's safety will be in immediate jeopardy if Vendor response is delayed

- ii) Fire Dept. response required for emergency or technical rescue

#### 4.5 **Code Grey Medical Gas** Failure refers to a Medical gas and suction failure

- a) A work order is a utility service call and not a Code.
  - i) Consider a Work Order only if the failure impacts only one patient or one room, i.e. the oxygen wall unit does not work for a bed
- b) **Stage 1 Minor:**
  - i) Isolated medical gas failure within a single, non-critical department
  - ii) No vented patients affected
- c) **Stage 2 Major:**
  - i) Medical gas failure affecting multiple non-critical departments
  - ii) No critical or vented patients affected
- d) **Stage 3 Critical:**
  - i) Medical gas failure affecting multiple vented patients
  - ii) Failure affects critical department(s) or the entire site

## 5.0 Procedure

### 5.1 Staff Roles and Responsibilities during a Code Grey

In accordance to their role, staff are to follow the established processes as set out in the Job Action Sheets attached as appendices and/or in Atlas, which is accessible through SourceNet or on a mobile phone.

<b>Code Grey – Unknown Odour or Gas Leak</b>	
Resource Centre/Switchboard	<a href="#">Appendix C1</a>
Staff	<a href="#">Appendix D1</a>
Security	<a href="#">Appendix E1</a>
Code Team	<a href="#">Appendix F1</a>
Department Lead	<a href="#">Appendix G1</a>
Manager On-Call	<a href="#">Appendix H1</a>
Director On-Call	<a href="#">Appendix I1</a>
Vice President	<a href="#">Appendix J1</a>
Executive Leadership	<a href="#">Appendix K1</a>

<b>Code Grey – External Air Expulsion</b>	
Resource Centre/Switchboard	<a href="#">Appendix C2</a>
Staff	<a href="#">Appendix D2</a>
Security	<a href="#">Appendix E2</a>
Code Team	<a href="#">Appendix F2</a>
Department Lead	<a href="#">Appendix G2</a>
Manager On-Call	<a href="#">Appendix H2</a>
Director On-Call	<a href="#">Appendix I2</a>
Vice President	<a href="#">Appendix J2</a>
Executive Leadership	<a href="#">Appendix K2</a>

<b>Code Grey – Utility Failure</b>	
Resource Centre/Switchboard	<a href="#">Appendix C3</a>
Staff	<a href="#">Appendix D3</a>
Security	<a href="#">Appendix E3</a>
Code Team	<a href="#">Appendix F3</a>
Department Lead	<a href="#">Appendix G3</a>
Manager On-Call	<a href="#">Appendix H3</a>
Director On-Call	<a href="#">Appendix I3</a>
Vice President	<a href="#">Appendix J3</a>
Executive Leadership	<a href="#">Appendix K3</a>

<b>Code Grey – Elevator Failure</b>	
Resource Centre/Switchboard	<a href="#">Appendix C4</a>
Staff	<a href="#">Appendix D4</a>
Code Team	<a href="#">Appendix E4</a>
Security	<a href="#">Appendix F4</a>
Department Lead	<a href="#">Appendix G4</a>
Manager On-Call	<a href="#">Appendix H4</a>
Director On-Call	<a href="#">Appendix I4</a>
Vice President	<a href="#">Appendix J4</a>
Executive Leadership	<a href="#">Appendix K4</a>

<b>Code Grey – Medical Gas Failure</b>	
Resource Centre/Switchboard	<a href="#">Appendix C5</a>
Staff	<a href="#">Appendix D5</a>
Security	<a href="#">Appendix E5</a>
Code Team	<a href="#">Appendix F5</a>
Department Lead	<a href="#">Appendix G5</a>
Manager On-Call	<a href="#">Appendix H5</a>
Director On-Call	<a href="#">Appendix I5</a>
Vice President	<a href="#">Appendix J5</a>
Executive Leadership	<a href="#">Appendix K5</a>

**5.2 The Vice President of Patient Services/Designate (i.e. Program Director) will:**

- a) Activate the Site Command Centre with potential for activation of Corporate Command Centre.
- b) Inform the Engineering Services Manager/Designate if the Engineering Manager has not yet been notified.

**5.3 Command Center Roles and Responsibilities**

The Command Center Staff if activated and Engineering will work together to perform the following:

- a) Activate Command Center Staff and follow the site command center Policies and Procedures.
- b) If the site Command Center is activated, command center staff should begin planning to determine the need for partial or complete evacuation of the facility to protect patients and staff.
- c) Institute measures to prevent flooding and protect facility resources, as appropriate. REMOVE
- d) If the need to evacuate is deemed an a potential action Command Center staff will follow the Code Green Policy and Procedure and notify local emergency management, public health department EMS, transportation providers, other NH hospitals, and other temporary relocation sites of the situation and possible need to evacuate.
- e) Notify local emergency management of situation and immediate actions.
- f) Command Center staff will notify departments to assess patients for early discharge to decrease patient census if required.
- g) Command Center staff and Engineering will plan to provide staff information on the situation and temporary measures to implement to protect patients and visitors (i.e., fans, cooling measures, hydration, etc.).
- h) Command center staff will determine the need to extend curtail or cancel non-essential functions.
- i) Will plan to document actions, decisions and activities and track response expenses and lost revenues.
- j) Command Centre Staff will provide accurate and timely briefings to staff, patients, families, and area hospitals during extended operations.
- k) Will work with Department Managers for restoring normal facility visitation, and non-essential service operations.
- l) Initiate clean up operations, as appropriate.
- m) Continue to evaluate facility integrity and safety of flooded areas. REMOVE

- n) Post information for the public on the NH website if the event is lengthy.
- o) Initiate demobilization plan and plan for system recovery.
- p) Complete a facility damage report, progress of repairs and estimated timelines for restoration of facility to pre-event condition.

#### 5.4 Hospitality and Food Services

- a) Hospitality and Food Services will develop and maintain a Code Grey contingency plan to ensure that these services are uninterrupted and they have the ability to assist staff and patients during a code grey.
- b) Take direction from the Command Center Staff.
- c) Upon receipt of the “All Clear Code Grey Internal Flooding” all hospitality staff will:
  - i) Resume normal duties.
  - ii) Advise patients and visitors that the crisis no longer exists.
  - iii) Refer any inquires about the crisis to the Communications Department.

## 6.0 Definitions

**Air Exclusion:** Is defined as any toxic gaseous release or similar occurrence in the community. Insufficient time, severe weather or other factors may make evacuation unfeasible during such instances. An alternative strategy is to “stay put,” and restrict the entry of external, contaminated air by shutting down the air exchange system (e.g. external air exclusion).

**Code Grey:** Is defined within 5 unique scenarios; Gas Leak; Air Exclusion; Utility Failure; Elevator Failure and Medical Gas Failure that could impact the infrastructure within a NH Facility.

**Code Green:** Is defined as the movement of hospital occupants due to a hazardous or potentially hazardous situation (e.g. internal fire, loss of heat, impending explosion, or internal/external airborne gas).

**Elevator Failure:** is when an elevator or bank of elevators affects patient safety inclusive of entrapment or requires rerouting.

**Gas Leak:** an unknown odour that effects the daily operation of NH and or may jeopardize patient and/or staff safety.

**Medical Gas Failure:** Medical gas and suction failure.

**Utility Failure:** Refers to the failure of a crucial resource in a facility such as heating, water, electricity, etc. These resources are vital to the success of daily operations and patient safety.

**Incident Commander:** Is defined as the person responsible for all aspects of an emergency response; including quickly developing incident objectives, managing all incident operations, application of resources as well as responsibility for all persons involved. The incident commander sets priorities and defines the organization of the incident response teams and the overall incident action plan.

## 7.0 Education/Communications

- 7.1 All staff will be required to participate and review the Code Grey Policy and Procedure as part of the global emergency management “Code of the Month” program.
- 7.2 Any changes to this document will be communicated to all staff by internal media forums. Any changes to individual response team members will be communicated to those team members by the Emergency Management Committee.

## 8.0 Appendices

- [Appendix A1 – Code Grey – Internal Unknown Odour / Gas Leak – Initial Assessment Checklist](#)
- [Appendix B1 – Gas Leak – Job Action Sheet Summary \(All Roles\)](#)
- [Appendix C1 – Gas Leak – Switchboard/Resource Centre Job Action Sheet and Checklist](#)

[Appendix D1 – Gas Leak – Staff Job Action Sheet and Checklist](#)  
[Appendix E1 – Gas Leak – Security Job Action Sheet and Checklist](#)  
[Appendix F1 – Gas Leak – Code Team Job Action Sheet and Checklist](#)  
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[Appendix B4 – Elevator Failure – Job Action Sheet Summary \(All Roles\)](#)  
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**9.0 Related Documents**

Code Green – Evacuation -- Policy and Procedure

**10.0 Related Forms**

N/A

**11.0 References**

11.1 OHA Toolkit, 2011.

## Appendix A1 Code Grey – Internal Unknown Odour / Gas Leak – Initial Checklist

### Definitions, Code Team and Assessment

#### Initial Discovery and Immediate Actions

Upon discovery of a gas leak, smell of gas or unknown odour at any facility or portion of any facility:

- If source of the leak appears to be outside, close all doors and windows and go to CODE GREY - EXTERNAL AIR EXCLUSION
- If source of leak appears to be inside, open all doors and windows
- Do not turn on or off lights, or other electrical equipment REMOVE
- Notify Dept. Lead
- Notify Resource Centre Ext. 55555
- Determine if there are any injuries or exposures and report to Dept. Lead

#### Code Stage Definitions

##### Stage 1 Minor:

- Unknown internal odour / gas leak affecting single department
- Only non-critical department or area affected

##### Stage 2 Major:

- Unknown internal odour / gas leak affecting multiple departments
- Only non-critical departments or areas affected

##### Stage 3 Critical:

- Unknown internal odour / gas leak affecting entire site(s)
- Critical/patient areas affected

#### Code Team Membership

- Facilities Management

<b>Gas Leak Initial Assessment Checklist</b>	
<input type="checkbox"/>	Information is received regarding gas leak or unknown odour affecting premise
<input type="checkbox"/>	Check outside the building to determine if there is a smell outside
<input type="checkbox"/>	If there is an gas smell outside, unknown odour outside, or unknown plume, go to: CODE GREY AIR EXTERNAL AIR EXCLUSION
<b>Assessment Criteria for Code Grey - Unknown Odour/Gas Leak - Stage 1</b>	
<input type="checkbox"/>	Gas leak or unknown odour affecting ONLY single department or portion of the building
<input type="checkbox"/>	AND area affected is non-critical
<input type="checkbox"/>	AND the source appears to be inside
<input type="checkbox"/>	If answered "yes" all of the above questions, it is a Code Grey - Unknown Odour/Gas Leak - Stage 1
<input type="checkbox"/>	Contact Resource Centre at Ext. 55555 and advise Code Grey - Unknown Odour/Gas Leak - Stage 1
<input type="checkbox"/>	Go to corresponding JAS Stage 1
<b>Assessment Criteria for Code Grey - Unknown Odour/Gas Leak - Stage 2</b>	
<input type="checkbox"/>	Gas leak or smell of gas affecting entire building
<input type="checkbox"/>	AND area affected is non-critical
<input type="checkbox"/>	If answered "yes" to all of the above questions in Stage 2 Assessment, it is a Code Grey - Unknown Odour/Gas Leak - Stage 2
<input type="checkbox"/>	Contact Resource Centre at Ext. 55555 and advise Code Grey - Unknown Odour/Gas Leak - Stage 2
<input type="checkbox"/>	Go to corresponding JAS Stage 2
<b>Assessment Criteria for Code Grey - Unknown Odour/Gas Leak - Stage 3</b>	
<input type="checkbox"/>	Gas leak or smell of gas affecting entire site
<input type="checkbox"/>	and/or affecting critical area(s)
<input type="checkbox"/>	If answered "yes" to all of the above questions in Stage 3 Assessment, it is a Code Grey - Unknown Odour/Gas Leak - Stage 3
<input type="checkbox"/>	Contact Resource Centre at Ext. 55555 and advise Code Grey - Unknown Odour/Gas Leak - Stage 3
<input type="checkbox"/>	Go to corresponding JAS Stage 3

**Appendix B1 – Gas Leak – Job Action Sheet Summary (All Roles)**

Group	Stage 1	Stage 2	Stage 3
<b>Chain of Command</b>			
			<b>ELT:</b>
<b>Executive Leadership Team (ELT) / VP On-Call</b>	No action required	<b>VP On-Call:</b> <ul style="list-style-type: none"> <li>Join EOC Conference Call</li> <li>Review and approve Communications</li> <li>Determine impact on operations and consider COOP activation</li> <li>Approve Code Green</li> <li>Update ELT</li> </ul>	<ul style="list-style-type: none"> <li>Establish ELT meeting</li> <li>Review and approve communications</li> <li>Approve Continuity of Operations Plan</li> <li>Advise stakeholders</li> </ul> <b>VP On-Call:</b> <ul style="list-style-type: none"> <li>Attend the EOC</li> <li>Approve Code Green</li> <li>Determine impact on operations and consider COOP activation</li> <li>Issue All Clear</li> </ul>
<b>EOC / Director On-Call</b>	<ul style="list-style-type: none"> <li>Update with Incident Commander as required</li> </ul>	<ul style="list-style-type: none"> <li>Lead EOC Conference Call; develop Code Action Plan</li> <li>Discuss with Incident Commander and VP On-Call</li> <li>Consider escalation to Stage 3; Code Green, Code CBRNE, Code Orange</li> <li>Approve requirement to delay/cancel non-essential function</li> <li>Determine impact on operations and consider COOP activation</li> <li>Determine communication requirements</li> <li>Issue All Clear</li> </ul>	<ul style="list-style-type: none"> <li>Establish EOC in affected site; develop Code Action Plan</li> <li>Discuss with Incident Commander and VP On-Call</li> <li>Consider Code Green, Code CBRNE, Code Orange</li> <li>Approve requirement to delay/cancel non-essential function</li> <li>Determine impact on operations and consider COOP activation</li> <li>Determine communication requirements</li> <li>Notify Regional Emergency Management, Public Health</li> </ul>
	<b>Staff:</b>	<b>Staff:</b>	<b>Staff:</b>
<b>Incident Command Post (ICP)</b>	<ul style="list-style-type: none"> <li>Open all windows</li> <li>Shut down sources of ignition, fans, electrical appliances REMOVE</li> <li>Prepare patients for evacuation as directed</li> <li>Ensure transfer of belongings, medications and medical records as required</li> </ul>	<ul style="list-style-type: none"> <li>Open all windows</li> <li>Close doors to neighbouring departments</li> <li>Shut down sources of ignition, fans, electrical appliances REMOVE</li> <li>Prepare patients for evacuation as directed</li> <li>Ensure transfer of</li> </ul>	<ul style="list-style-type: none"> <li>Open all windows</li> <li>Close doors to neighbouring departments</li> <li>Shut down sources of ignition, fans, electrical appliances REMOVE</li> <li>Prepare patients for evacuation as directed</li> <li>Ensure transfer of</li> </ul>

	<ul style="list-style-type: none"> <li>Evaluate safety of patients, visitors and staff</li> </ul> <p><b>Dept. Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Determine impact on patient care/status of each department</li> <li>Determine requirement to evacuate patients; direct preparations for evacuation</li> <li>Consider Codes CBRNE, External Air Exclusion, Green</li> <li>Advise EMS of any redirects</li> <li>Provide information to Resource Centre for Code Update Email</li> <li>Issue All Clear</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Establish and maintain perimeter as directed</li> <li>Escort Fire Dept. to ICP as required</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Determine source of odour/ gas leak</li> <li>Liaise with responding Fire Dept.</li> <li>Determine if evacuation is required</li> <li>Identify systems that may be impacted by shutting down the HVAC; shut down HVAC if safe to do so</li> <li>Ensure doors to neighbouring departments are closed</li> <li>Stop/repair leak; arrange for vendor as required</li> </ul>	<p>belongings, medications and medical records as required</p> <ul style="list-style-type: none"> <li>Evaluate safety of patients, visitors and staff</li> </ul> <p><b>Dept. Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Determine impact on patient care/status of each department</li> <li>Determine requirement to evacuate patients; direct preparations for evacuation</li> <li>Consider Codes CBRNE, External Air Exclusion, Green</li> <li>Advise EMS of any redirects</li> <li>Determine need to cancel/ delay non-essential functions</li> <li>Provide information to Resource Centre for Code Update Email</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Establish and maintain perimeter as directed</li> <li>Escort Fire Dept. to ICP as required</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Determine source of odour/ gas leak</li> <li>Liaise with responding Fire Dept.</li> <li>Determine if evacuation is required</li> <li>Identify systems that may be impacted by shutting down the HVAC; shut down HVAC if safe to do so</li> <li>Ensure doors to neighbouring departments are closed</li> <li>Stop/repair leak; arrange for vendor as required</li> </ul>	<p>belongings, medications and medical records as required</p> <ul style="list-style-type: none"> <li>Evaluate safety of patients, visitors and staff</li> </ul> <p><b>Dept. Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Determine impact on patient care/status of each department</li> <li>Determine requirement to evacuate patients; direct preparations for evacuation</li> <li>Consider Codes CBRNE, External Air Exclusion, Green</li> <li>Advise EMS of any redirects</li> <li>Determine need to cancel/ delay non-essential functions</li> <li>Provide information to Resource Centre for Code Update Email</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Establish and maintain perimeter as directed</li> <li>Escort Fire Dept. to ICP as required</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Determine source of odour/ gas leak</li> <li>Liaise with responding Fire Dept.</li> <li>Determine if evacuation is required</li> <li>Identify systems that may be impacted by shutting down the HVAC; shut down HVAC if safe to do so</li> <li>Ensure doors to neighbouring departments are closed</li> <li>Stop/repair leak; arrange for vendor as required</li> </ul>
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**Communications**

<p><b>Resource Centre</b></p>	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone 9-1-1 for Fire Dept., Security, Code Team, Manager On-Call</li> <li>• Send NH Emergency Management group email</li> <li>• Send out All Clear PA, email</li> </ul>	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone 9-1-1 for Fire Dept., Security, Code Team, Manager On-Call, Director On-Call</li> <li>• Send NH Emergency Management group email</li> <li>• Send out All Clear PA, email</li> </ul>	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone 9-1-1 for Fire Dept., Code Team,</li> <li>• Manager On- Call,</li> <li>• Director On-Call,</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>• Send NH Emergency Management group email</li> <li>• Send out All Clear PA, email</li> </ul>
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**Appendix C1 – Gas Leak – Switchboard / Resource Centre Job Action Sheet and Checklist**

<b>Code Grey – Internal Unknown Odour/Gas Leak - Stage 1 Minor</b>		
<b>Definition</b>	Internal Unknown Odour/Gas Leak on premises affecting a department	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	Code Grey –Gas Leak– Stage 1 – [Location]	
<b>Phone/Contact Responders</b>	<b>SCS NFS, WS, FES, &amp; PCS Sites</b>	<ul style="list-style-type: none"> <li>• Security</li> <li>• Facilities Management/Engineering Services On-Call</li> <li>• 9-1-1 Fire Department – advise of gas/odour</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	NH Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Grey –Internal Unknown Odour/Gas Leak – Stage 1 – [Location - Site]
	Email Body (cut and paste, update location)	There has been an Unknown Odour/Gas Leak on premises affecting [location].  A Code Update Email will be sent as more information comes available.
<b>2. CODE UPDATE EMAIL</b>		
<ul style="list-style-type: none"> <li>• Receive information from Department Lead</li> <li>• Send Code Update Email</li> </ul>	Email distribution groups:	NH Emergency Management
	Subject Line (cut and paste, update site)	Code Update Email: Code Grey –Internal unknown Odour/Gas Leak– Stage 1 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open CODE UPDATE EMAIL</li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents
<b>3. ALL CLEAR</b>		
<b>Authority to give the “All Clear”</b>	Dept. Lead	
<b>PA Announcement (once)</b>	Code Grey All Clear	
<b>Group Emails</b>	Email distribution groups:	NH Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Grey – Internal Unknown Odour/Gas Leak – [Site] – All Clear
<b>4. POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log	
<b>Code Grey - Stage Checklist</b>		
<b>Sending Stage Alerts</b>		
<input type="checkbox"/>	Send PA Announcement	
<input type="checkbox"/>	Phone/Contact Responders	
<input type="checkbox"/>	Group email sent	
<input type="checkbox"/>	Send Code Update Email as per Dept. Lead	
<b>Sending Stage All Clear Notification</b>		
<input type="checkbox"/>	Send All Clear PA announcement	
<input type="checkbox"/>	All Clear Group email sent	



**NAME: Code Grey – Gas Leak; Air Exclusion; Utility Failure; Elevator Failure; Medical Gas Failure**

Complete Code Log



1. SENDING ALERTS		
<b>PA Announcement (3 times)</b>	Code Grey –Gas Leak– Stage 2 - [location]	
<b>Phone/Contact Responders</b>	<b>SCS NFS, WS, FES, &amp; PCS Sites</b>	<ul style="list-style-type: none"> <li>• Security</li> <li>• Facilities Management/Engineering Services On-Call</li> <li>• 9-1-1 Fire Department – advise of gas/odour</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	NH Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Grey –Internal Unknown Odour/Gas Leak– Stage 2 – [Site]
	Email Body (cut and paste, list affected departments)	<p>There has been an unknown odour/gas leak on premises affecting the following departments: [list departments]</p> <p><i>A Code Update Email</i> will be sent as more information comes available</p>
2.EOC ACTIVATION		
<b>A.Call the Director On-Call</b>  (according to schedule)  <b>1/</b> Confirm the Director On-Call is aware of the Code and has spoken with the Dept. Lead or Manager On-Call  <b>2/</b> Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri: 0830-1630  (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
	After-hours	Refer to Director On-call schedule
	1. Teleconference Meeting invitation subject line (cut and paste, update site)	EOC Conference Call –Code Grey – Internal Unknown Odour/Gas Leak – Stage 2 – [Site]

**NAME: Code Grey – Gas Leak; Air Exclusion; Utility Failure; Elevator Failure; Medical Gas Failure**

<b>B. Establish 'Teleconference Meeting' as per Director On-Call</b>	<p>1 Send Teleconference Meeting invitation via email to leadership list</p> <ol style="list-style-type: none"> <li>1. Set start time to begin immediately</li> <li>2. Call Leadership list to advise of Teleconference Meeting invitation</li> </ol>	<ul style="list-style-type: none"> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Security</li> <li>• Emergency Mgt. Specialist</li> <li>• Director On-Call</li> <li>• Executive Site Lead</li> <li>• Director Facilities Management</li> <li>• Director of EVS / Security</li> <li>• Communications</li> <li>• VP On-Call</li> </ul>
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3.CODE UPDATE EMAIL		
Receive information from Department Lead	Email distribution groups:	NH Emergency Management
	Subject Line ( <i>cut and paste, update site</i> )	Code Update Email: Code Grey– Internal Unknown Odour/Gas Leak - Stage 2 - [Site]
Send Code Update Email	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents
4.ADDITIONAL DUTIES AS REQUIRED		
Complete Documentation	N/A	
Media Inquiries	Direct media inquiries to Communications Dept.	
Patient Inquiries	Transfer call to unaffected Depts. For affected depts. advise caller there is an emergency code in effect and to please call back in 30 minutes.	
ED Closure Notifications – as directed	Notify NEMS of any ED closures Notify other Niagara Health sites of ED closure	
EOC Hotline	N/A	
5.ALL CLEAR		
Authority to give the “All Clear”	Director On-call	
PA Announcement (once)	All Clear Code Grey	
Group Emails	Email distribution groups:	NH Emergency Management
	Subject Line ( <i>cut and paste, update site</i> )	Code Alert: Code Grey – External Air Exclusion - Stage 2 – [Site] – All Clear
6.POST INCIDENT PROCEDURES		
Record	Code Log	

Code Grey- Unknown Odour/Gas Leak- Stage 2 Checklist	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Phone/Contact Responders
<input type="checkbox"/>	Code Alert Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Email the Teleconference Meeting Conference Call Group
<input type="checkbox"/>	Phone the phone group
<input type="checkbox"/>	Send out Code Update Email - if info received from Dept. Lead
<input type="checkbox"/>	Complete Section 4. Additional Duties as required

Sending Stage All Clear Notification	
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

**Code Grey – Internal Unknown Odour/Gas Leak– Stage 3 Critical**

Definition	Internal unknown odour/gas leak on premises affecting a site(s).	
1. SENDING ALERTS		
PA Announcement (3 times)	Code Grey – Gas Leak – Stage 3 [location description not required]	
<b>Phone/Contact Responders</b>	<b>SCS NFS, WS, FES, &amp; PCS Sites</b>	<ul style="list-style-type: none"> <li>• Security</li> <li>• Facilities Management/Engineering Services On-Call</li> <li>• 9-1-1 Fire Department – advise of gas/odour</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	NH Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Grey – Internal Unknown Odour/Gas Leak – Stage 3 – [Site(s)]
	Email Body (cut and paste, update site(s))	<p>There has been an unknown odour/gas leak on premises affecting the following [site(s)]</p> <p><i>A Code Update Email will be sent as more information comes available</i></p>
2.EOC ACTIVATION		
<b>A.Call the Director On-Call</b> (according to schedule)  1/ Confirm the Director On-Call is aware of the Code and has spoken with the Dept. Lead or Manager	Mon-Fri: 0830-1630  (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>



**NAME: Code Grey – Gas Leak; Air Exclusion; Utility Failure; Elevator Failure; Medical Gas Failure**

<p>On-Call</p> <p><b>2/ Confirm the Director On-Call wants to activate the EOC Teleconference Meeting</b></p>	<p>After-hours</p>	<p>Refer to Director On-call schedule</p>
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<b>B. Establish 'Teleconference Meeting' as per Director On-Call</b>	1. Teleconference Meeting invitation subject line ( <b>cut and paste, update site</b> )	EOC Conference Call –Internal Unknown Odour/Gas Leak– Stage 3 – [Site(s)]
	1 Send Teleconference Meeting invitation via email to leadership list <ol style="list-style-type: none"> <li>1. Set start time to begin immediately</li> <li>2. Call Leadership list to advise of Teleconference Meeting invitation</li> </ol>	<ul style="list-style-type: none"> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Security</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>• Director On-Call</li> <li>• Executive Site Lead</li> <li>• Director Facilities Management</li> <li>• Director of EVS / Security</li> <li>• Communications</li> <li>• VP On-Call</li> </ul>
<b>3.CODE UPDATE EMAIL</b>		
1. <b>Receive information from Department Lead</b>	Email distribution groups:	NH Emergency Management
	Subject Line ( <b>cut and paste, update site</b> )	Code Update Email: Code Grey – Internal Unknown Odour/Gas Leak– Stage 3 - [Site(s)]
2. <b>Send Code Update Email</b>	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents
<b>4.ADDITIONAL DUTIES AS REQUIRED</b>		
<b>Complete Documentation</b>	N/A	
<b>Media Inquiries</b>	Direct media inquiries to Communications Dept.	
<b>Patient Inquiries</b>	Transfer call to unaffected Depts. For affected depts. advise caller there is an emergency code in effect and to please call back in 30 minutes.	
<b>ED Closure Notifications – as directed</b>	Notify NEMS of any ED closures Notify other Niagara Health sites of ED closure	
<b>EOC Hotline</b>	N/A	
<b>5.ALL CLEAR</b>		
<b>Authority to give the "All Clear"</b>	VP On-call	
<b>PA Announcement (once)</b>	All Clear Code Grey	
<b>Group Emails</b>	Email distribution groups:	NH Emergency Management
	Subject Line ( <b>cut and paste, update site(s)</b> )	Code Alert: Code Grey –Internal Unknown Odour/Gas Leak- Stage 3 – [Site(s)] – All Clear
<b>6.POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log	

Code Grey- Internal Unknown Odour/Gas Leak - Stage 3 - Checklist	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Phone/ Contact Responders
<input type="checkbox"/>	Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Send email to Teleconference Meeting Call group
<input type="checkbox"/>	Phone the Teleconference Meeting group
<input type="checkbox"/>	Send Code Update Email
<input type="checkbox"/>	Complete Section 4. Additional Duties as required
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Receive All Clear from VP On-Call
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

**Appendix D1 – Gas Leak – Staff Job Action Sheet and Checklist**

Code Grey- Unknown Internal Odour/Gas Leak – Stage 1	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	If an unknown odour / gas is affecting a dept/building/site, notify Dept. Lead
<input type="checkbox"/>	If Dept. Lead is not immediately available, contact Resource Centre at Ext.55555 and advise of Code Grey – Gas Leak – Stage 1 - Location
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Shut down an sources of ignition or fire including fans or electrical appliances that are not intrinsically safe
<input type="checkbox"/>	Open windows in and around work area
<input type="checkbox"/>	Check nearby stairwells and ensure that windows are opened as well
<input type="checkbox"/>	Ensure all air conditioners are turned off
<input type="checkbox"/>	Close all doors in neighbouring departments
<input type="checkbox"/>	Prepare patients for evacuations as directed
<input type="checkbox"/>	Staff will begin to assess the patient's conditions and prioritize those at most risk
<input type="checkbox"/>	Ensure the transfer of patient's belongings, medications and records upon evacuation
<input type="checkbox"/>	Evaluate safety of patients, family, staff; recommend protective actions to minimize hazards and risks
<input type="checkbox"/>	Notify Dept. Lead of any injuries relating to the gas leak
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Advise patients and visitors that the Code has been resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

Code Grey-Unknown internal Odour/Gas Leak– Stage 2	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	If an unknown odour / gas is affecting a department/building/site, notify Department Lea
<input type="checkbox"/>	If Dept. Lead is not immediately available, contact Resource Centre at Ext.55555 and advise of Code Grey – Gas Leak – Stage 2 - Location
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Shut down an sources of ignition or fire including fans or electrical appliances that are not intrinsically safe
<input type="checkbox"/>	Open windows in and around work area
<input type="checkbox"/>	Check nearby stairwells and ensure that windows are opened as well
<input type="checkbox"/>	Close all doors in neighbouring departments
<input type="checkbox"/>	Prepare patients for evacuations as directed
<input type="checkbox"/>	Staff will begin to assess the patient's conditions and prioritize those at most risk
<input type="checkbox"/>	Ensure the transfer of patient's belongings, medications and records upon evacuation
<input type="checkbox"/>	Evaluate safety of patients, family, staff; recommend protective actions to minimize hazards and risks
<input type="checkbox"/>	Notify Dept. Lead of any injuries relating to the gas leak
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Advise patients and visitors that the Code has been resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required



Code Grey- Unknown Internal Odour/Gas Leak– Stage 3	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	If an unknown odour / gas is affecting a dept/buildiing/site, notify Dept. Lead
<input type="checkbox"/>	If Dept. Lead is not immediately available, contact Resource Centre at Ext.55555 and advise of Code Grey – Gas Leak – Stage 3 - Location
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Shut down an sources of ignition or fire including fans or electrical appliances that are not intrinsically safe
<input type="checkbox"/>	Open windows in and around work area
<input type="checkbox"/>	Check nearby stairwells and ensure that windows are opened as well
<input type="checkbox"/>	Ensure all air conditioners are turned off
<input type="checkbox"/>	Close all doors in neighbouring departments
<input type="checkbox"/>	Prepare patients for evacuations as directed
<input type="checkbox"/>	Staff will begin to assess the patient's conditions and prioritize those at most risk
<input type="checkbox"/>	Ensure the transfer of patient's belongings, medications and records upon evacuation
<input type="checkbox"/>	Evaluate safety of patients, family, staff; recommend protective actions to minimize hazards and risks
<input type="checkbox"/>	Notify Dept. Lead of any injuries relating to the gas leak
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Advise patients and visitors that the Code has been resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

**Appendix E1 – Gas Leak – Security Job Action Sheet and Checklist**

Code Grey- Unknown Internal Odour/Gas Leak– Stage 1	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Advise Security Command upon arrival
<input type="checkbox"/>	Receive update from Dept Lead
<input type="checkbox"/>	Establish and maintain perimeter as directed
<input type="checkbox"/>	Contact and update Security Command via radio
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Security Command when the code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements

Code Grey- Unknown Internal Odour/Gas Leak– Stage 2	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Advise Security Command upon arrival
<input type="checkbox"/>	Receive update from Dept Lead
<input type="checkbox"/>	Establish and maintain perimeter as directed
<input type="checkbox"/>	Contact and update Security Command via radio
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Security Command when the code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements

Code Grey-Unknown Internal Odour/Gas Leak– Stage 3	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Advise Security Command upon arrival
<input type="checkbox"/>	Receive update from Dept Lead
<input type="checkbox"/>	Establish and maintain perimeter as directed
<input type="checkbox"/>	Contact and update Security Command via radio
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Security Command when the code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements

**Appendix F1 – Gas Leak – Code Team Job Action Sheet and Checklist**

<b>Code Grey-Unknown Odour/Gas Leak– Stage 1</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Go to Code location
<input type="checkbox"/>	Reassess Code Initial Assessment
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Liaise with Department Lead of affected department or Incident Commander, if established
<input type="checkbox"/>	Determine source of odour or gas leak
<input type="checkbox"/>	Stop or repair odour/leak, or arrange for a Vendor to attend
<input type="checkbox"/>	Determine if evacuation is required; advise the Dept. Lead
<input type="checkbox"/>	Liaise with responding Fire Dept.
<input type="checkbox"/>	Identify systems within the department that process air exchange
<input type="checkbox"/>	Refer to Fire Plan technical drawings in the <a href="#">SITE MAPS AND FLOOR PLANS</a> section as required.
<input type="checkbox"/>	Ensure doors to neighbouring depts. are closed
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	In consultation with Fire Dept, advise Incident Commander when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<b>Code Grey-Unknown Odour/Gas Leak– Stage 2</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Go to Code location
<input type="checkbox"/>	Reassess Code Initial Assessment
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Liaise with Department Lead of affected department or Incident Commander, if established
<input type="checkbox"/>	Determine source of odour or gas leak
<input type="checkbox"/>	Stop or repair odour/leak, or arrange for a Vendor to attend
<input type="checkbox"/>	Determine if evacuation is required; advise the Dept. Lead
<input type="checkbox"/>	Liaise with responding Fire Dept.
<input type="checkbox"/>	Consider ventilation strategies
<input type="checkbox"/>	Identify systems within the department that process air exchange
<input type="checkbox"/>	Refer to Fire Plan technical drawings in the <a href="#">SITE MAPS AND FLOOR PLANS</a> section as required.
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	In consultation with Fire Dept, advise Incident Commander when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

Code Grey-Unknown Odour/Gas Leak– Stage 3	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Go to Code location
<input type="checkbox"/>	Reassess Code Initial Assessment
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Liaise with Incident Commander
<input type="checkbox"/>	Determine source of odour or gas leak
<input type="checkbox"/>	Stop or repair odour/leak, or arrange for a Vendor to attend
<input type="checkbox"/>	Determine if evacuation is required; advise the Dept. Lead; Go to Code Green
<input type="checkbox"/>	Liaise with responding Fire Dept.
<input type="checkbox"/>	Consider ventilation strategies
<input type="checkbox"/>	Identify systems within the department that process air exchange
<input type="checkbox"/>	Refer to Fire Plan technical drawings in the <a href="#">SITE MAPS AND FLOOR PLANS</a> section as required.
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	In consultation with Fire Dept, advise Incident Commander when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

**Appendix G1 – Gas Leak – Department Lead Job Action Sheet and Checklist**

Code Grey-Unknown Odour/Gas Leak– Stage 1	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	If an unknown odour / gas leak is affecting a dept Contact Resource Centre Ext. 55555 and advise of Code Grey - Gas Leak - Stage 1 - Location
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post location; assume role Incident Commander; don IC vest
<input type="checkbox"/>	Advise Resource Centre Ext. 55555 of Code Team arrival
<input type="checkbox"/>	Update Manager On-Call
<input type="checkbox"/>	Liaise with Code Team
<input type="checkbox"/>	Direct staff to prepare patients for evacuations and to stand-by for possible CODE GREEN
<input type="checkbox"/>	Direct staff to assess the patient's conditions and prioritize those at most risk
<input type="checkbox"/>	Direct staff to ensure the transfer of patient's belongings, medications and records upon evacuation
<input type="checkbox"/>	Contact Resource Centre at Ext. 55555 and provide information for Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Code Team when the Code has been resolved
<input type="checkbox"/>	Notify the Resource Centre Ext. 55555 when the Code is All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Code IRS
<input type="checkbox"/>	Assist as required
Code Grey-Unknown Odour/Gas Leak– Stage 2	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	If an unknown odour / gas leak is affecting a dept Contact Resource Centre Ext. 55555 and advise of Code Grey - Gas Leak - Stage 2 - Location
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post location; assume role Incident Commander; don IC vest
<input type="checkbox"/>	Advise Resource Centre Ext. 55555 of Code Team arrival
<input type="checkbox"/>	Update Manager On-Call
<input type="checkbox"/>	Direct staff to prepare patients for evacuations and to stand-by for possible CODE GREEN
<input type="checkbox"/>	Direct staff to assess the patient's conditions and prioritize those at most risk
<input type="checkbox"/>	Direct staff to ensure the transfer of patient's belongings, medications and records upon evacuation
<input type="checkbox"/>	Contact Resource Centre at Ext. 55555 and provide information for Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Code Team when the Code has been resolved
<input type="checkbox"/>	Notify the Resource Centre Ext. 55555 of the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Code IRS
<input type="checkbox"/>	Assist as required

Code Grey-Unknown Odour/Gas Leak– Stage 3	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	If an unknown odour / gas leak is affecting a dept Contact Resource Centre Ext. 55555 and advise of Code Grey - Gas Leak - Stage 3 - Site
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post location; assume role Incident Commander; don IC vest
<input type="checkbox"/>	Advise Resource Centre Ext. 55555 of Code Team arrival
<input type="checkbox"/>	Update Manager On-Call
<input type="checkbox"/>	Liaise with Code Team
<input type="checkbox"/>	Direct staff to prepare patients for evacuations and to stand-by for possible CODE GREEN
<input type="checkbox"/>	Direct staff to assess the patient's conditions and prioritize those at most risk
<input type="checkbox"/>	Direct staff to ensure the transfer of patient's belongings, medications and records upon evacuation
<input type="checkbox"/>	Contact Resource Centre at Ext. 55555 and provide information for Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Code Team when the Code has been resolved; advise Manager On-Call
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Code IRS
<input type="checkbox"/>	Assist as required

**Appendix H1 – Gas Leak – Manager On-Call Job Action Sheet and Checklist**

Code Grey-Unknown Odour/Gas Leak– Stage 1	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive update from Dept. Lead, attend Code location as required
<input type="checkbox"/>	Take over as Incident Commander; don IC vest as required
<input type="checkbox"/>	Liaise with Dept Lead and Code Team to determine impact
<input type="checkbox"/>	Liaise with Fire Dept. if onsite
<input type="checkbox"/>	Update the Director On-Call as required
<input type="checkbox"/>	In the event of an Emergency Department closure, ensure that EMS is notified to redirect patient flow to another site
<input type="checkbox"/>	Ensure that other sites are notified by Resource Centre Ext. 55555, in the event of an Emergency Department closure
<input type="checkbox"/>	Consider Codes CBRNE, External Air Exclusion, Green
<input type="checkbox"/>	Liaise with Dept Lead's and determine affect on patient care
<input type="checkbox"/>	If evacuation is being considered, notify Dept Leads to make preparations
<input type="checkbox"/>	Direct Dept Leads to determine the need for cancelling elective procedures, surgeries, non-essential hospital services and advise accordingly
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Contact and advise Resource Centre to discontinue ambulance diversion
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
Code Grey-Unknown Odour/Gas Leak– Stage 2	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Go to Code location
<input type="checkbox"/>	Receive update from Dept. Lead
<input type="checkbox"/>	Take over as Incident Commander; don IC vest as required
<input type="checkbox"/>	Liaise with Dept Lead and Code Team to determine impact
<input type="checkbox"/>	Liaise with Fire Dept.
<input type="checkbox"/>	Update the Director On-Call
<input type="checkbox"/>	In the event of an Emergency Department closure, ensure that EMS is notified to redirect patient flow to another site.
<input type="checkbox"/>	Ensure that other sites are notified by Resource Centre Ext 55555, in the event of an Emergency Department closure
<input type="checkbox"/>	Consider Codes CBRNE, External Air Exclusion, Green
<input type="checkbox"/>	Liaise with Dept Leads and determine affect on patient care
<input type="checkbox"/>	If evacuation is being considered, notify Dept Leads to make preparations
<input type="checkbox"/>	Direct Dept Leads to determine the need for cancelling elective procedures, surgeries, non-essential hospital services and advise accordingly
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Contact the Director On-Call and advise the Code has been resolved
<input type="checkbox"/>	Contact and advise Resource Centre to discontinue ambulance diversion
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

Code Grey-Unknown Odour/Gas Leak– Stage 3	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Go to Code location
<input type="checkbox"/>	Receive update from Dept. Lead
<input type="checkbox"/>	Take over as Incident Commander; don IC vest as required
<input type="checkbox"/>	Liaise with Dept Lead and Code Team to determine impact
<input type="checkbox"/>	Liaise with Fire Dept.
<input type="checkbox"/>	Update the Director On-Call; determine if Code CBRNE, External Air Exclusion and Green are required
<input type="checkbox"/>	In the event of an Emergency Department closure, ensure that EMS is notified to redirect patient flow to another site.
<input type="checkbox"/>	Ensure that other sites are notified by Resource Centre Ext. 55555, in the event of an Emergency Department closure
<input type="checkbox"/>	Liaise with Dept Leads and determine affect on patient care
<input type="checkbox"/>	If evacuation is being considered, notify Dept Leads to make preparations
<input type="checkbox"/>	Direct Dept Leads to determine the need for cancelling elective procedures, surgeries, non-essential hospital services and advise accordingly
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Contact the Director On-Call and advise the Code has been resolved
<input type="checkbox"/>	Contact and advise Resource Centre to discontinue ambulance diversion
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required



**Appendix I1 – Gas Leak – Director On-Call Job Action Sheet and Checklist**

Code Grey-Unknown Odour/Gas Leak– Stage 1	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive update from Manager On-Call as required
<input type="checkbox"/>	Receive Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No actions required

Code Grey-Unknown Odour/Gas Leak – Stage 2	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive update from Incident Commander and determine impact
<input type="checkbox"/>	Determine the nature of the odour or gas leak
<input type="checkbox"/>	Contact each Dept Lead and determine status
<input type="checkbox"/>	Update the VP On-Call
<input type="checkbox"/>	Establish <a href="#">EOC CONFERENCE CALL</a>
<input type="checkbox"/>	Determine impact on operations and consider <a href="#">COOP activation</a>
<input type="checkbox"/>	Determine the need to delay or cancel non-essential functions
<input type="checkbox"/>	Receive the Code Update Email
<input type="checkbox"/>	Continually liaise with Fire Service and Niagara Regional Police service for regular updates
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Incident Commander when the Code has been resolved
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

Code Grey-Unknown Odour/Gas Leak – Stage 3	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Liaise with Incident Commander and determine the impact
<input type="checkbox"/>	Receive call from the Resource Centre; get a situation update, determine requirement for EOC Conference Call
<input type="checkbox"/>	Determine impact on operations and consider <a href="#">COOP activation</a>
<input type="checkbox"/>	Determine the need to delay or cancel non-essential functions
<input type="checkbox"/>	Update VP On-Call
<input type="checkbox"/>	Notify Emergency Management and Public Health
<input type="checkbox"/>	Receive the Code Update Email
<input type="checkbox"/>	Continually liaise with Fire Service and Niagara Regional Police service for regular updates

<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive information from Incident Commander/Manager that the Code has been resolved
<input type="checkbox"/>	Advise VP On-Call that the Code has been resolved
<input type="checkbox"/>	Work with Department Managers for restoring normal facility visitation, and non-essential service operations
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Post Incident Debrief as required

**Appendix J1 – Gas Leak – Vice President On-Call Job Action Sheet and Checklist**

Code Grey-Unknown Odour/Gas Leak– Stage 1	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive Code Update Email
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No actions required
Code Grey-Unknown Odour/Gas Leak– Stage 2	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive situation report from Director On-Call
<input type="checkbox"/>	Join the EOC Conference Call
<input type="checkbox"/>	Determine impact on operations and consider <a href="#">COOP activation</a>
<input type="checkbox"/>	Discuss communication needs with Director On-Call
<input type="checkbox"/>	Receive Code Update Email
<input type="checkbox"/>	Update Executive Leadership Team as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call when the incident has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No actions required
Code Grey-Unknown Odour/Gas Leak– Stage 3	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Attend Emergency Operations Centre
<input type="checkbox"/>	Determine impact on operations and consider <a href="#">COOP activation</a>
<input type="checkbox"/>	Develop communications plan
<input type="checkbox"/>	Direct any Media communications
<input type="checkbox"/>	Review and approve communications
<input type="checkbox"/>	Liaise with the Executive Leadership Team
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<input type="checkbox"/>	Discuss Code with Community Officials as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call when the Code has been resolved
<input type="checkbox"/>	Notify Resource Centre Ext. 55555 to advise of the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – support as required

**Appendix K1 – Gas Leak – Executive Job Action Sheet and Checklist**

Code Grey-Unknown Odour/Gas Leak– Stage 1	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive Code Update Email
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No actions required
Code Grey-Unknown Odour/Gas Leak– Stage 2	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive situation report from VP On-Call and discuss impact
<input type="checkbox"/>	Receive Code Update Email
<input type="checkbox"/>	Review and Approve Communications to internal / external stakeholders as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from VP On-Call when the code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist with Post Incident Debrief as required
Code Grey-Unknown Odour/Gas Leak– Stage 3	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Discuss the incident with the VP On-Call
<input type="checkbox"/>	Receive Code Update Email
<input type="checkbox"/>	ELT members will meet to discuss the Code (Executive Offices, however, consider alternate location if incident is at SCS)
<input type="checkbox"/>	If needed, President to approve decision to evacuate the hospital based on nature of incident
<input type="checkbox"/>	Determine impact to other depts., patient care, hospital operations, risk and reputation, site, length of time, etc.
<input type="checkbox"/>	Review and approve communications for both internal and external stakeholders
<input type="checkbox"/>	Direct any Media communications
<input type="checkbox"/>	Receive updates from VP On-Call and Director On-Call
<input type="checkbox"/>	Approve Continuity of Operations (COOP) plan, approve AD Hoc Crisis Management Team to oversee COOP
<input type="checkbox"/>	Provide direction and instructions to Director On-Call (EOC Director)
<input type="checkbox"/>	Discuss incident with Police, Fire and EMS Officials, Community Officials as required
<input type="checkbox"/>	Advise the Chief of Staff
<input type="checkbox"/>	Contact the Board of Directors and CEO
<input type="checkbox"/>	Contact the LHIN
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Discuss the Code All Clear with the VP On-Call
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – Support as required

## Appendix A2 – Code Grey – External Air Exclusion – Initial Checklist

### Definitions, Code Team Members and Assessment

#### Initial Discovery and Immediate Actions:

Upon discovery of a toxic gas or plume nearing any Niagara Health facility, or portion of any Niagara Health facility:

- Close all doors and windows
- Notify Dept. Lead
- Notify Resource Centre Ext. 55555
- Determine if there are any injuries or exposures and report to Dept. Lead

#### Code Stage Definitions

##### Stage 1 - Minor:

- Outside contaminated air affecting non-critical department or area of a building

##### Stage 2 - Major:

- Outside contaminated air affecting multiple departments
- Contaminated air is ONLY affecting NON-critical area(s)

##### Stage 3 - Critical:

- Outside contaminated air affecting entire site or multiple sites
- Affecting critical area/patient care area(s)

#### Code Team:

- Facilities

Air Exclusion Initial Assessment Checklist	
<input type="checkbox"/>	Information is received re: toxic gas, unknown gas, or smoke plume is nearing or affecting hospital premise
<input type="checkbox"/>	And/or toxic gas, unknown gas, or smoke plume is discovered nearing or affecting hospital premises
<input type="checkbox"/>	This assessment is to be performed by the Code Team (Facilities Management) in consultation with the Fire Dept, and Niagara Regional Police if needed
<input type="checkbox"/>	This process should be expedited as quickly as possible to limit further exposure/contamination
<input type="checkbox"/>	If the source of the unknown gas/odour appears to be inside hospital building, then go to CODE GREY UNKNOWN INTERNAL ODOUR/ GAS LEAK
Assessment Criteria for Code Grey - Air Exclusion - Stage 1 Minor	
<input type="checkbox"/>	Toxic gas, unknown gas, or smoke plume affecting single department or area of the building
<input type="checkbox"/>	AND area affected is non-critical
<input type="checkbox"/>	Evacuation is not feasible due to weather, insufficient time, or other factors
<input type="checkbox"/>	If answered "yes" to all of the above, then the incident is a Stage 1
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise Code Grey - External Air Exclusion Stage 1 - Site - Location
<input type="checkbox"/>	Go to corresponding JAS Stage 1
Assessment Criteria for Code Grey - Air Exclusion - Stage 2 - Major	
<input type="checkbox"/>	Toxic gas, unknown gas, or smoke plume affecting entire building (only includes any building that does not conduct critical functions)
<input type="checkbox"/>	AND area affected is non-critical
<input type="checkbox"/>	Evacuation is not feasible due to weather, insufficient time, or other factors
<input type="checkbox"/>	If answered "yes" to all of the above, then the incident is a Stage 2
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise Code Grey External Air Exclusion Stage 2 - Site - Location
<input type="checkbox"/>	Go to corresponding JAS Stage 2
Assessment Criteria for Code Grey - Air Exclusion - Stage 3 - Critical	
<input type="checkbox"/>	Toxic gas, unknown gas, or smoke plume affecting entire site
<input type="checkbox"/>	and/or affecting entire site or multiple sites
<input type="checkbox"/>	and/or affecting critical area(s)
<input type="checkbox"/>	Evacuation is not feasible due to weather, insufficient time, or other factors
<input type="checkbox"/>	If answered "yes" to any of the Stage 3 criteria, the incident is a Stage 3
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise Code Grey External Air Exclusion Stage 3 - Site - Location
<input type="checkbox"/>	Go to corresponding JAS Stage 3

**Appendix B2 – Air Exclusion – Job Action Sheet Summary (All Roles)**

Group	Stage 1	Stage 2	Stage 3
<b>Chain of Command</b>			
			<b>ELT:</b>
<b>Executive Leadership Team (ELT) / VP On-Call</b>	No action required	<b>VP On-Call:</b> <ul style="list-style-type: none"> <li>Join EOC Conference Call</li> <li>Review and approve Communications</li> <li>Determine impact on operations and consider COOP activation</li> <li>Consider Code Green</li> <li>Update ELT</li> </ul>	<ul style="list-style-type: none"> <li>Establish ELT meeting</li> <li>Review and approve communications</li> <li>Approve Continuity of Operations Plan</li> <li>Advise stakeholders</li> <li>Review and approve plan to recovery and re-open hospital</li> </ul> <b>VP On-Call:</b> <ul style="list-style-type: none"> <li>Attend the EOC</li> <li>Consider Code Green</li> <li>Determine impact on operations and consider COOP activation</li> <li>Issue All Clear</li> </ul>
<b>EOC / Director On-Call</b>	<ul style="list-style-type: none"> <li>Update with Incident Commander as required</li> </ul>	<ul style="list-style-type: none"> <li>Lead EOC Conference Call; develop Code Action Plan</li> <li>Discuss with Incident Commander and VP On-Call</li> <li>Consider escalation to Stage 3; Code Green, Code CBRNE, Code Orange</li> <li>Approve requirement to delay/cancel non-essential function</li> <li>Determine impact on operations and consider COOP activation</li> <li>Determine communication requirements</li> <li>Issue All Clear</li> </ul>	<ul style="list-style-type: none"> <li>Establish EOC; develop Code Action Plan</li> <li>Discuss with Incident Commander and VP On-Call</li> <li>Consider Code Green, Code CBRNE, Code Orange</li> <li>Approve requirement to delay/cancel non-essential function</li> <li>Determine impact on operations and consider COOP activation</li> <li>Determine communication requirements</li> </ul>
	<b>Staff:</b>	<b>Staff:</b>	<b>Staff:</b>
<b>Incident Command Post (ICP)</b>	<ul style="list-style-type: none"> <li>Close all windows and doors</li> <li>Turn off air conditioners, fans</li> <li>Prepare patients for evacuation as directed</li> <li>Ensure transfer of belongings, medications and medical records as required</li> </ul>	<ul style="list-style-type: none"> <li>Close all windows and doors</li> <li>Turn off air conditioners, fans</li> <li>Limit movement across fire zones</li> <li>Prepare patients for evacuation as directed</li> <li>Ensure transfer of</li> </ul>	<ul style="list-style-type: none"> <li>Close all windows and doors</li> <li>Turn off air conditioners, fans</li> <li>Limit movement across fire zones</li> <li>Prepare patients for evacuation as directed</li> <li>Ensure transfer of</li> </ul>

	<ul style="list-style-type: none"> <li>Evaluate safety of patients, visitors and staff</li> </ul> <p><b>Dept. Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Determine requirement to evacuate patients; direct preparations for evacuation</li> <li>Determine status of each department</li> <li>Provide information to Resource Centre for Code Update Email</li> <li>Issue All Clear</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Secure perimeter doors as directed</li> <li>Maintain security at singular ingress/egress point</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Ensure building doors and windows are closed</li> <li>Ensure all air conditioners and fans are turned off</li> <li>Identify systems that may be impacted by shutting down the HVAC; shut down HVAC if safe to do so</li> <li>Call Resource Centre for Fire Dept. as required</li> </ul>	<p>belongings, medications and medical records as required</p> <ul style="list-style-type: none"> <li>Evaluate safety of patients, visitors and staff</li> </ul> <p><b>Dept. Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Determine requirement to evacuate patients; direct preparations for evacuation</li> <li>Determine status of each department</li> <li>Advise EMS of any redirects</li> <li>Determine need to cancel/delay non-essential functions</li> <li>Consider limited visitation</li> <li>Provide information to Resource Centre for Code Update Email</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Secure perimeter doors as directed</li> <li>Do not allow people outside; direct people outside to come indoors and remain</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Ensure building doors and windows are closed</li> <li>Ensure all air conditioners and fans are turned off</li> <li>Identify systems that may be impacted by shutting down the HVAC; shut down HVAC if safe to do so</li> <li>Call Resource Centre for Fire Dept. as required</li> </ul>	<p>belongings, medications and medical records as required</p> <ul style="list-style-type: none"> <li>Evaluate safety of patients, visitors and staff</li> </ul> <p><b>Dept. Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Determine requirement to evacuate patients; direct preparations for evacuation</li> <li>Determine status of each department; determine if evacuation or shelter-in-place is required</li> <li>Advise EMS of any redirects</li> <li>Determine need to cancel/delay non-essential functions</li> <li>Consider limited visitation</li> <li>Provide information to Resource Centre for Code Update Email</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Secure perimeter doors as directed</li> <li>Do not allow people outside; direct people outside to come indoors and remain</li> <li>Escort Fire Dept. to ICP</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Ensure building doors and windows are closed</li> <li>Ensure all air conditioners and fans are turned off</li> <li>Identify systems that may be impacted by shutting down the HVAC; shut down HVAC if safe to do so</li> </ul>
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### Communications

<b>Resource Centre</b>	<ul style="list-style-type: none"> <li>Send out PA Announcement</li> <li>Phone Security, Code Team, Manager On-Call</li> <li>Send NH Emergency Management group email</li> <li>Send out All Clear PA, email</li> </ul>	<ul style="list-style-type: none"> <li>Send out PA Announcement</li> <li>Phone Security, Code Team, Manager On-Call, Director On-Call</li> <li>Send NH Emergency Management group email</li> <li>Send out All Clear PA, email</li> </ul>	<ul style="list-style-type: none"> <li>Send out PA Announcement</li> <li>Phone 9-1-1 for Fire Dept., Code Team, Manager On-Call, Director On-Call, Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>Send NH Emergency</li> </ul>
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**NAME: Code Grey – Gas Leak; Air Exclusion; Utility Failure; Elevator Failure; Medical Gas Failure**

			<p>Management group email</p> <ul style="list-style-type: none"><li>• Send out All Clear PA, email</li></ul>
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**Appendix C2 – Air Exclusion – Switchboard / Resource Centre Checklist**

<b>Code Grey – External Air Exclusion - Stage 1 Minor</b>		
<b>Definition</b>	Restricting contaminated air into one department or HVAC zone	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	Code Grey – External Air Exclusion – Stage 1 – [Location]	
<b>Phone/Contact Responders</b>	<b>SCS NFS, WS, FES, &amp; PCS Sites</b>	<ul style="list-style-type: none"> <li>Security</li> <li>Facilities Management/Engineering Services On-Call</li> <li>Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	NH Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Grey – External Air Exclusion – Stage 1 – [Location - Site]
	Email Body (cut and paste, update location)	<p>There is contaminated air being restricted into [location].</p> <p>A Code Update Email will be sent as more information comes available.</p>
<b>2. CODE UPDATE EMAIL</b>		
<ul style="list-style-type: none"> <li>Receive information from Department Lead</li> <li>Send Code Update Email</li> </ul>	Email distribution groups:	NH Emergency Management
	Subject Line (cut and paste, update site)	Code Update Email: Code Grey – External Air Exclusion – Stage 1 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>Open CODE UPDATE EMAIL</li> <li>Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents
<b>3. ADDITIONAL DUTIES AS REQUIRED</b>		
<b>Emergency Responders</b>	Call 9-1-1 Fire Dept. as directed	
<b>4. ALL CLEAR</b>		
<b>Authority to give the “All Clear”</b>	Dept. Lead	
<b>PA Announcement (once)</b>	Code Grey All Clear	
<b>Group Emails</b>	Email distribution groups:	NH Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Grey – External Air Exclusion – [Site] – All Clear
<b>5. POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log	

<b>Code Grey - Stage 1 Minor Resource Centre Checklist</b>	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone/Contact Responders
<input type="checkbox"/>	Group email sent
<input type="checkbox"/>	Send Code Update Email as per Dept. Lead
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

<b>Code Grey – External Air Exclusion – Stage 2 Major</b>		
<b>Definition</b>	Restricting contaminated air into multiple departments	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	Code Grey – Air Exclusion – Stage 2 - [location]	
<b>Phone/Contact Responders</b>	<b>SCS NFS, WS, FES, &amp; PCS Sites</b>	<ul style="list-style-type: none"> <li>• Security</li> <li>• Facilities Management/Engineering Services On-Call</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	NH Emergency Management
	Subject Line ( <b>cut and paste, update site</b> )	Code Alert: Code Grey – External Air Exclusion – Stage 2 – [Site]
	Email Body ( <b>cut and paste, list affected departments</b> )	There is contaminated air restriction in the following Departments/HVAC zones: [ <b>list departments</b> ]  <i>A Code Update Email will be sent as more information comes available</i>
<b>2.EOC ACTIVATION</b>		
<b>A.Call the Director On-Call</b>  (according to schedule)  <b>1/</b> Confirm the Director On-Call is aware of the Code and has spoken with	Mon-Fri: 0830-1630  (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>



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<p>the Dept. Lead or Manager On-Call</p>	<p>After-hours</p>	<p>Refer to Director On-call schedule</p>
<p><b>2/</b> Confirm the Director On-Call wants to activate the EOC Teleconference Meeting</p>		

<b>B. Establish 'Teleconference Meeting' as per Director On-Call</b>	1. Teleconference Meeting invitation subject line ( <b>cut and paste, update site</b> )	EOC Conference Call – External Air Exclusion – Stage 2 – [Site]
	1 Send Teleconference Meeting invitation via email to leadership list <ol style="list-style-type: none"> <li>1. Set start time to begin immediately</li> <li>2. Call Leadership list to advise of Teleconference Meeting invitation</li> </ol>	<ul style="list-style-type: none"> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Security</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours) Director On-Call</li> <li>• Executive Site Lead</li> <li>• Director Facilities Management</li> <li>• Director of EVS / Security</li> <li>• Communications</li> <li>• VP On-Call</li> </ul>
<b>3.CODE UPDATE EMAIL</b>		
<b>Receive information from Department Lead</b>	Email distribution groups:	NH Emergency Management
	Subject Line ( <b>cut and paste, update site</b> )	Code Update Email: Code Grey – External Air Exclusion– Stage 2 - [Site]
<b>Send Code Update Email</b>	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents
<b>4.ADDITIONAL DUTIES AS REQUIRED</b>		
<b>Emergency Responders</b>	Call 9-1-1 for Fire Dept. as directed	
<b>5.ALL CLEAR</b>		
<b>Authority to give the "All Clear"</b>	Director On-call	
<b>PA Announcement (once)</b>	All Clear Code Grey	
<b>Group Emails</b>	Email distribution groups:	NH Emergency Management
	Subject Line ( <b>cut and paste, update site</b> )	Code Alert: Code Grey – External Air Exclusion - Stage 2 – [Site] – All Clear
<b>6.POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log	

**Code Grey- External Air Exclusion - Stage 2 Checklist**
**Sending Stage Alerts**

<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Phone/Contact Responders
<input type="checkbox"/>	Code Alert Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Email the Teleconference Meeting Conference Call Group
<input type="checkbox"/>	Phone the phone group
<input type="checkbox"/>	Send out Code Update Email - if info received from Dept. Lead
<input type="checkbox"/>	Complete Section 4. Additional Duties as required

**Sending Stage All Clear Notification**

<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

**Code Grey – External Air Exclusion – Stage 3 Critical**

<b>Definition</b>	Restricting contaminated air into site(s)	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	Code Grey – External Air Exclusion – Stage 3 [location description not required] Immediately shut all windows and doors.	
<b>Phone/Contact Responders</b>	<b>SCS NFS, WS, FES, &amp; PCS Sites</b>	<ul style="list-style-type: none"> <li>• Security</li> <li>• Facilities Management/Engineering Services On-Call</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	NH Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Grey – External Air Exclusion – Stage 3 – [Site(s)]
	Email Body (cut and paste, update site(s))	<p>There is contaminated air restriction at sites]</p> <p>A Code Update Email will be sent as more information comes available</p>
<b>2.EOC ACTIVATION</b>		
<b>A.Call the Director On-Call</b> (according to schedule)  <b>1/</b> Confirm the Director On-Call is aware of the Code and has spoken with the Dept. Lead or Manager On-Call  <b>2/</b> Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri: 0830-1630  (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
	After-hours	Refer to Director On-call schedule
	1. Teleconference Meeting invitation subject line (cut and paste, update site)	EOC Conference Call – External Air Exclusion – Stage 3 – [Site(s)]

**NAME: Code Grey – Gas Leak; Air Exclusion; Utility Failure; Elevator Failure; Medical Gas Failure**

<p><b>B. Establish 'Teleconference Meeting' as per Director On-Call</b></p>	<p>1 Send Teleconference Meeting invitation via email to leadership list          1. Set start time to begin immediately          2. Call Leadership list to advise of Teleconference Meeting invitation</p>	<ul style="list-style-type: none"> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Security</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>• Director On-Call</li> <li>• Executive Site Lead</li> <li>• Director Facilities Management</li> <li>• Director of EVS / Security</li> <li>• Communications</li> </ul>
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3.



3.CODE UPDATE EMAIL		
3. <b>Receive information from Department Lead</b>	Email distribution groups:	NH Emergency Management
	Subject Line ( <b>cut and paste, update site</b> )	Code Update Email: Code Grey – External Air Exclusion– Stage 3 - [ <b>Site(s)</b> ]
4. <b>Send Code Update Email</b>	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents
4.ADDITIONAL DUTIES AS REQUIRED		
<b>Complete Documentation</b>	N/A	
<b>Media Inquiries</b>	Direct media inquiries to Communications Dept.	
<b>Patient Inquiries</b>	Transfer call to unaffected Depts. For affected depts. advise caller there is an emergency code in effect and to please call back in 30 minutes.	
<b>ED Closure Notifications – as directed</b>	Notify NEMS of any ED closures Notify other Niagara Health sites of ED closure	
<b>EOC Hotline</b>	N/A	
5.ALL CLEAR		
<b>Authority to give the “All Clear”</b>	VP On-call	
<b>PA Announcement (once)</b>	All Clear Code Grey	
<b>Group Emails</b>	Email distribution groups:	NH Emergency Management
	Subject Line ( <b>cut and paste, update site(s)</b> )	Code Alert: Code Grey – External Air Exclusion - Stage 3 – [ <b>Site(s)</b> ] – All Clear
6.POST INCIDENT PROCEDURES		
<b>Record</b>	Code Log	

Code Grey- External Air Exclusion - Stage 3 - Checklist	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Phone/ Contact Responders
<input type="checkbox"/>	Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Send email to Teleconference Meeting Call group
<input type="checkbox"/>	Phone the Teleconference Meeting group
<input type="checkbox"/>	Send Code Update Email
<input type="checkbox"/>	Complete Section 4. Additional Duties as required

<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Receive All Clear from VP On-Call
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

**Appendix D2 – External Air Exclusion – Staff Job Action Sheet and Checklist**

<b>Code Grey- External Air Exclusion – Stage 1</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	If an unknown gas smell, smoke plume, unknown gas is discovered, that is affecting a department, notify supervisor
<input type="checkbox"/>	If Dept. Lead is not immediately available, contact Resource Centre at Ext.55555 and advise
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Shut down cooking surfaces, fume hoods (if safe to do so), and dishwasher fans where they exist
<input type="checkbox"/>	Shut down bathroom/toilet fans in and around work area
<input type="checkbox"/>	Shut down other fans that draw/exhaust air, such as laundry, kitchen, mechanical areas, labs etc.
<input type="checkbox"/>	Close windows in and around work area
<input type="checkbox"/>	Check nearby stairwells and ensure that windows are closed as well
<input type="checkbox"/>	Ensure all windows and air conditioners are turned off
<input type="checkbox"/>	Close all doors within department
<input type="checkbox"/>	Notify patient's family members of the situation, as directed
<input type="checkbox"/>	Prepare patients for evacuations as directed
<input type="checkbox"/>	Assess the patient's conditions and prioritize those at most risk
<input type="checkbox"/>	Ensure the transfer of patient's belongings, medications and records upon evacuation
<input type="checkbox"/>	Evaluate safety of patients, family, staff and facility and recommend protective and corrective actions to minimize hazards and risks
<input type="checkbox"/>	Notify Dept. Lead of any injuries
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Return work area to normal operating conditions
<input type="checkbox"/>	Advise patients and visitors that the Code has been resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

**Code Grey- External Air Exclusion – Stage 2**
**Step 1 - Activate and Notify**

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | If an unknown gas smell, smoke plume, unknown gas is discovered, that is affecting a department. notify supervisor |
| <input type="checkbox"/> | If Dept. Lead is not immediately available, contact Resource Centre at Ext.55555 and advise                        |
| <input type="checkbox"/> | Receive Code Alert   |

**Step 2 - Action Plan**

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Shut down cooking surfaces, fume hoods (if safe to do so), and dishwasher fans where they exist                                       |
| <input type="checkbox"/> | Shut down bathroom/toilet fans in and around work area  |
| <input type="checkbox"/> | Shut down other fans that draw/exhaust air, such as laundry, kitchen, mechanical areas, labs etc.                                     |
| <input type="checkbox"/> | Close windows in and around work area   |
| <input type="checkbox"/> | Check nearby stairwells and ensure that windows are closed as well  |
| <input type="checkbox"/> | Ensure all windows and air conditioners are turned off  |
| <input type="checkbox"/> | Close all doors within department   |
| <input type="checkbox"/> | Limit movement within the department and do not enter/exit fire zone or department areas  |
| <input type="checkbox"/> | Notify patient's family members of the situation, as directed   |
| <input type="checkbox"/> | Prepare patients for evacuations as directed  |
| <input type="checkbox"/> | Assess the patient's conditions and prioritize those at most risk   |
| <input type="checkbox"/> | Ensure the transfer of patient's belongings, medications and records upon evacuation  |
| <input type="checkbox"/> | Evaluate safety of patients, family, staff and facility and recommend protective and corrective actions to minimize hazards and risks |
| <input type="checkbox"/> | Notify Dept. Lead of any injuries   |

**Step 3 – All Clear**

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | Receive Code Alert: All Clear                                |
| <input type="checkbox"/> | Advise patients and visitors that the Code has been resolved |

**Step 4 – Post Incident**

- |                          |                    |
|--------------------------|--------------------|
| <input type="checkbox"/> | Assist as required |
|--------------------------|--------------------|

**Code Grey- External Air Exclusion – Stage 3**
**Step 1 - Activate and Notify**

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | If an unknown gas smell, smoke plume, unknown gas is discovered, that is affecting a department, notify supervisor |
| <input type="checkbox"/> | If Dept. Lead is not immediately available, contact Resource Centre at Ext.55555 and advise                        |
| <input type="checkbox"/> | Receive Code Alert   |

<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Shut down cooking surfaces, fume hoods (if safe to do so), and dishwasher fans where they exist
<input type="checkbox"/>	Shut down bathroom/toilet fans in and around work area
<input type="checkbox"/>	Shut down other fans that draw/exhaust air, such as laundry, kitchen, mechanical areas, labs etc.
<input type="checkbox"/>	Close windows in and around work area
<input type="checkbox"/>	Check nearby stairwells and ensure that windows are closed as well
<input type="checkbox"/>	Ensure all windows and air conditioners are turned off
<input type="checkbox"/>	Close all doors within department
<input type="checkbox"/>	Limit movement within the department and do not enter/exit fire zone or department areas
<input type="checkbox"/>	Notify patient's family members of the situation, as directed
<input type="checkbox"/>	Prepare patients for evacuations as directed
<input type="checkbox"/>	Assess the patient's conditions and prioritize those at most risk
<input type="checkbox"/>	Ensure the transfer of patient's belongings, medications and records upon evacuation
<input type="checkbox"/>	Evaluate safety of patients, family, staff and facility and recommend protective and corrective actions to minimize hazards and risks
<input type="checkbox"/>	Notify Dept. Lead of any injuries
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Advise patients and visitors that the Code has been resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

**Appendix E2 – External Air Exclusion – Security Job Action Sheet**

<b>Code Grey- External Air Exclusion – Stage 1</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Advise Security Command upon arrival
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive update from Department Lead
<input type="checkbox"/>	As directed by the Incident Commander, close and secure perimeter doors and post signage
<input type="checkbox"/>	Maintain security presence at singular ingress/egress point to mitigate the potential ingress of an external hazmat
<input type="checkbox"/>	Assist with Code Green as required
<input type="checkbox"/>	Contact and update Security Command via radio
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Security Command when the code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements
<b>Code Grey- External Air Exclusion – Stage 2</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Advise Security Command upon arrival
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive update from Department Lead
<input type="checkbox"/>	Close and secure perimeter doors; do not allow people outside and direct people outside to come in the building
<input type="checkbox"/>	Assist with Code Green as required
<input type="checkbox"/>	Contact and update Security Command via radio
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Security Command when the code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements

<b>Code Grey- External Air Exclusion – Stage 3</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Advise Security Command upon arrival
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive update from Department Lead
<input type="checkbox"/>	Close and secure perimeter doors; do not allow people outside and direct people outside to come in the building
<input type="checkbox"/>	Assist with Code Green as required
<input type="checkbox"/>	Contact and update Security Command via radio
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Security Command when the code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements

**Appendix F2 – External Air Exclusion – Code Team Job Action Sheet and Checklist**

<b>Code Grey- External Air Exclusion – Stage 1</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Attend Code location and liaise with Department Lead
<input type="checkbox"/>	If the Fire Dept. is required - notify the Resource Centre Ext. 55555 to call 911 Fire Dept.
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Identify systems within the department that may be impacted by shutting down the HVAC
<input type="checkbox"/>	Refer to Fire Plan technical drawings in the SITE MAPS AND FLOOR PLANS Section as required
<input type="checkbox"/>	Ensure building doors and windows are closed in order reduce external air entry
<b>Where hospital staff are not present:</b>	
<input type="checkbox"/>	Ensure other fans that draw air from the external environment are shut down (eg. fans that circulate air to and from the laundry (if applicable), kitchen or mechanical areas, lab areas etc.)
<input type="checkbox"/>	Check stairwells and ensure that windows and vent areas are closed as well
<input type="checkbox"/>	Ensure all doors, windows and air conditioners are turned off
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Security Command when the code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Restore facility to normal operating function
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<b>Code Grey- External Air Exclusion – Stage 2</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Attend Code location, liaise with Department Lead and receive update
<input type="checkbox"/>	Receive information on what areas/departments/buildings are affected
<input type="checkbox"/>	If the Fire Dept. is required - notify the Resource Centre Ext. 55555 to call 911 Fire Dept.
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Ensure building doors and windows are closed in order reduce external air entry
<input type="checkbox"/>	Refer to Fire Plan technical drawings in the SITE MAPS AND FLOOR PLANS Section as required
<input type="checkbox"/>	Ensure building doors and windows are closed in order reduce external air entry
<b>Where hospital staff are not present:</b>	
<input type="checkbox"/>	Ensure other fans that draw air from the external environment are shut down (eg. fans that circulate air to and from the laundry (if applicable), kitchen or mechanical areas, lab areas etc.)



<input type="checkbox"/>	Check stairwells and ensure that windows and vent areas are closed as well
<input type="checkbox"/>	Ensure all doors, windows and air conditioners are turned off
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Department Lead when the code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Restore facility to normal operating function
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

**Code Grey- External Air Exclusion – Stage 3**

<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Attend Code location, liaise with Incident Commander
<input type="checkbox"/>	Receive information on what areas/departments/buildings are affected
<input type="checkbox"/>	If the Fire Dept. is required - notify the Resource Centre Ext. 55555 to call 911 Fire Dept.
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Ensure building doors and windows are closed in order reduce external air entry
<input type="checkbox"/>	Refer to Fire Plan technical drawings in the SITE MAPS AND FLOOR PLANS Section as required
<input type="checkbox"/>	Ensure building doors and windows are closed in order reduce external air entry
<b>Where hospital staff are not present:</b>	
<input type="checkbox"/>	Ensure other fans that draw air from the external environment are shut down (eg. fans that circulate air to and from the laundry (if applicable), kitchen or mechanical areas, lab areas etc.)
<input type="checkbox"/>	Check stairwells and ensure that windows and vent areas are closed as well
<input type="checkbox"/>	Ensure all doors, windows and air conditioners are turned off
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Restore facility to normal operating function
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

**Appendix G2 – Air Exclusion – Department Lead Job Action Sheet and Checklist**

<b>Code Grey- External Air Exclusion – Stage 1</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Conduct an Initial Code Assessment if an unknown gas smell, smoke plume, unknown gas is discovered
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise of Code Grey - External Air Exclusion - Stage 2
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post location and assume role of Incident Commander, don the IC Vest
<input type="checkbox"/>	Update Code Team upon their arrival
<input type="checkbox"/>	Advise Resource Centre Ext. 55555 of Code Team arrival
<input type="checkbox"/>	Ensure all doors, windows and air conditioners are turned off within the dept.
<input type="checkbox"/>	Direct staff to stay in the dept.
<input type="checkbox"/>	Contact Resource Centre and provide information for the Code Update Email
<input type="checkbox"/>	Direct staff to notify patient's family members of the situation
<input type="checkbox"/>	Direct staff to prepare patients for evacuations and to stand-by for possible CODE GREEN
<input type="checkbox"/>	Direct staff to assess the patient's conditions and prioritize those at most risk
<input type="checkbox"/>	Direct staff to ensure the transfer of patient's belongings, medications and records upon evacuation
<input type="checkbox"/>	Direct staff to evaluate safety of patients, family, staff and facility and recommend protective and corrective actions to minimize hazards and risks
<input type="checkbox"/>	Consider limiting visitation
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Manager On-Call the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Code IRS Remove
<input type="checkbox"/>	Assist as required

<b>Code Grey- External Air Exclusion – Stage 2</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Conduct an Initial Code Assessment if an unknown gas smell, smoke plume, unknown gas is discovered
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise of Code Grey - External Air Exclusion - Stage 2
<input type="checkbox"/>	Receive Code Alert

<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post location and assume role of Incident Commander, don the IC Vest
<input type="checkbox"/>	Update Code Team upon their arrival
<input type="checkbox"/>	Advise Resource Centre Ext. 55555 of Code Team arrival
<input type="checkbox"/>	Ensure all doors, windows and air conditioners are turned off within the dept.
<input type="checkbox"/>	Direct staff to stay in the dept.
<input type="checkbox"/>	Contact Resource Centre and provide information for the Code Update Email
<input type="checkbox"/>	Direct staff to notify patient's family members of the situation
<input type="checkbox"/>	Direct staff to prepare patients for evacuations and to stand-by for possible CODE GREEN
<input type="checkbox"/>	Direct staff to assess the patient's conditions and prioritize those at most risk
<input type="checkbox"/>	Direct staff to ensure the transfer of patient's belongings, medications and records upon evacuation
<input type="checkbox"/>	Direct staff to evaluate safety of patients, family, staff and facility and recommend protective and corrective actions to minimize hazards and risks
<input type="checkbox"/>	Consider limiting visitation
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Manager On-Call the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Code IRS Remove
<input type="checkbox"/>	Assist as required

### **Code Grey- External Air Exclusion – Stage 3**

<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Conduct an Initial Code Assessment if an unknown gas smell, smoke plume, unknown gas is discovered
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise of Code Grey - External Air Exclusion - Stage 3
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post location and assume role of Incident Commander, don the IC Vest
<input type="checkbox"/>	Update Code Team upon their arrival
<input type="checkbox"/>	Advise Resource Centre Ext. 55555 of Code Team arrival
<input type="checkbox"/>	Ensure all doors, windows and air conditioners are turned off within the dept.
<input type="checkbox"/>	Direct staff to stay in the dept.
<input type="checkbox"/>	Contact Resource Centre and provide information for the Code Update Email
<input type="checkbox"/>	Direct staff to notify patient's family members of the situation
<input type="checkbox"/>	Direct staff to prepare patients for evacuations and to stand-by for possible CODE GREEN
<input type="checkbox"/>	Direct staff to assess the patient's conditions and prioritize those at most risk

<input type="checkbox"/>	Direct staff to ensure the transfer of patient's belongings, medications and records upon evacuation
<input type="checkbox"/>	Direct staff to evaluate safety of patients, family, staff and facility and recommend protective and corrective actions to minimize hazards and risks
<input type="checkbox"/>	Consider limiting visitation
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Manager On-Call the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Code IRS REMOVE
<input type="checkbox"/>	Assist as required

**Appendix H2 – External Air Exclusion – Manager On-Call Job Action Sheet and Checklist**

<b>Code Grey- External Air Exclusion – Stage 1</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive update from Dept. Lead; attend Code location as required
<input type="checkbox"/>	Assume role as Incident Commander from Department Lead as required
<input type="checkbox"/>	Liaise with Department Lead and Code Team to determine extent of department affected
<input type="checkbox"/>	Liaise with responding Fire Dept. to determine any protective actions
<input type="checkbox"/>	Contact Director On-Call and update as required
<input type="checkbox"/>	In the event of an Emergency Department closure, ensure that EMS is notified to redirect patient flow to another site
<input type="checkbox"/>	Ensure that other sites are notified by Resource Centre Ext. 55555, in the event of an Emergency Department closure
<input type="checkbox"/>	Contact each department on site and determine the status of each building
<input type="checkbox"/>	If evacuation is being considered, notify Department Lead to make preparations
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Dept. Lead to advise when the Code has been resolved
<input type="checkbox"/>	Contact and advise Resource Centre to discontinue ambulance diversion as needed
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<b>Code Grey- External Air Exclusion – Stage 2</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Go to Code location
<input type="checkbox"/>	Assume role as Incident Commander from Department Lead
<input type="checkbox"/>	Liaise with Dept. Lead and Code Team to determine extent of department(s) affected
<input type="checkbox"/>	Contact Director On-Call and update
<input type="checkbox"/>	Liaise with responding Fire Dept. to determine any protective actions
<input type="checkbox"/>	In the event of an Emergency Department closure, ensure that EMS is notified to redirect patient flow to another site.
<input type="checkbox"/>	Ensure that other sites are notified by Resource Centre, in the event of an Emergency Department closure
<input type="checkbox"/>	Liaise with Director On-Call
<input type="checkbox"/>	Direct Department Leads to determine the need for cancelling elective procedures, surgeries, non-essential hospital services and advise accordingly

<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Department Lead to advise when the Code has been resolved
<input type="checkbox"/>	Advise Director On-Call when the Code has been resolved
<input type="checkbox"/>	Restore normal patient care operations when appropriate
<input type="checkbox"/>	Contact and advise Resource Centre to discontinue ambulance diversion as required
<input type="checkbox"/>	Advise Department Leads to discontinue visitor limitations
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Grey- External Air Exclusion – Stage 3</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Go to Code location
<input type="checkbox"/>	Assume role as Incident Commander from Department Lead
<input type="checkbox"/>	Liaise with Department Lead and Code Team to determine extent of site affected
<input type="checkbox"/>	Contact Director On-Call and update
<input type="checkbox"/>	Liaise with responding Fire Dept. to determine any protective actions
<input type="checkbox"/>	In the event of an Emergency Department closure, ensure that EMS is notified to redirect patient flow to another site
<input type="checkbox"/>	Ensure that other sites are notified by Resource Centre in the event of an Emergency Department closure
<input type="checkbox"/>	Liaise with Department Lead's and determine affect on patient care
<input type="checkbox"/>	Liaise with Director On-Call
<input type="checkbox"/>	If a critical department is affected, determine if shelter-in-place or evacuation is required
<input type="checkbox"/>	If evacuation is being considered, notify Department Leads to make preparations
<input type="checkbox"/>	Direct Department Leads to determine the need for cancelling elective procedures, surgeries, non-essential hospital services and advise accordingly
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Department Lead to advise when the Code has been resolved
<input type="checkbox"/>	Advise Director On-Call/CEO when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Advise Department Leads to discontinue visitor limitations
<input type="checkbox"/>	Contact and advise Resource Centre to discontinue ambulance diversion as required
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

**Appendix I2 – External Air Exclusion – Director On-Call Job Action Sheet and Checklist**

<b>Code Grey- External Air Exclusion – Stage 1</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive update from Manager On-Call
<input type="checkbox"/>	Receive Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No actions required
<b>Code Grey- External Air Exclusion – Stage 2</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Receive update from Manager On-Call
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Liaise with Manager On-Call and determine the required extent of Air Exclusion
<input type="checkbox"/>	Establish EOC Conference Call
<input type="checkbox"/>	Update the VP On-Call as required
<input type="checkbox"/>	Continually evaluate critical areas to determine effects. If critical areas are affected, upgrade to a STAGE 3; consider Code Green, CBRNE and Orange
<input type="checkbox"/>	Determine impact on operations and consider <u>COOP activation</u>
<input type="checkbox"/>	Determine the need to delay or cancel non-essential functions
<input type="checkbox"/>	Determine any limitations of staff, patients, visitors of entering or leaving the building
<input type="checkbox"/>	Monitor weather conditions and assess impact on the current situation
<input type="checkbox"/>	Liaise with the Incident Commander
<input type="checkbox"/>	Receive the Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Incident Commander when the Code has been resolved
<input type="checkbox"/>	Upon restoration of normal operations, advise Resource Centre re: All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Grey- External Air Exclusion – Stage 3</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Receive update from Manager On-Call
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Liaise with Manager On-Call and determine the required extent of Air Exclusion
<input type="checkbox"/>	Receive call from the Resource Centre; get a situation update; determine requirement for EOC Conference Call
<input type="checkbox"/>	Continually evaluate critical areas to determine impact and consider Code Green, CBRNE and Orange
<input type="checkbox"/>	Determine impact on operations and consider COOP activation
<input type="checkbox"/>	Update the VP On-Call
<input type="checkbox"/>	Notify local emergency management, public health department of situation
<input type="checkbox"/>	Determine any limitations of staff, patients, visitors of entering or leaving the site
<input type="checkbox"/>	Determine the need to extend delay or cancel non-essential function
<input type="checkbox"/>	Approve content for posting on the Niagara Health website
<input type="checkbox"/>	Provide accurate and timely briefings to staff, patients, families, and area hospitals during extended operations
<input type="checkbox"/>	Monitor weather conditions and assess impact on the current situation
<input type="checkbox"/>	Receive updates from Incident Commander
<input type="checkbox"/>	Receive the Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Incident Commander when the Code has been resolved
<input type="checkbox"/>	Discuss All Clear with VP On-Call
<input type="checkbox"/>	Work with Department Managers for restoring normal facility visitation, and non-essential service operations
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required



**Appendix J2 – External Air Exclusion – Vice President On-Call Job Action Sheet**

<b>Code Grey- External Air Exclusion – Stage 1</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No actions required

<b>Code Grey- External Air Exclusion – Stage 2</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Discuss patient care impact with Director On-Call
<input type="checkbox"/>	Join EOC Conference Call
<input type="checkbox"/>	Consider Codes Green, CBRNE and Orange; discuss with Director On-Call
<input type="checkbox"/>	Determine impact on operations and consider COOP activation
<input type="checkbox"/>	Develop communication plan
<input type="checkbox"/>	Advise Executive Leadership Team as required
<input type="checkbox"/>	Receive Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call when the incident has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No actions required

<b>Code Grey- External Air Exclusion – Stage 3</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert

<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Report to the Emergency Operations Centre
<input type="checkbox"/>	Consider Codes Green, CBRNE, Orange
<input type="checkbox"/>	Determine impact on operations and consider COOP activation
<input type="checkbox"/>	Develop an action plan with the Director On-Call
<input type="checkbox"/>	Update ELT
<input type="checkbox"/>	Develop communications plan
<input type="checkbox"/>	Direct any Media communications
<input type="checkbox"/>	Review and approve communications with the ELT
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call when the incident has been resolved
<input type="checkbox"/>	Notify Resource Centre Ext. 55555 when the Code has been resolved to announce the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – support as required

**Appendix K2 – External Air Exclusion – Executive Leadership Team Job Action Sheet and Checklist**

<b>Code Grey- External Air Exclusion – Stage 1</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No actions required

<b>Code Grey- External Air Exclusion – Stage 2</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive situation report from VP On-Call
<input type="checkbox"/>	Receive Code Update Email
<input type="checkbox"/>	Receive updates and discuss incident with VP On-Call as required, possible timelines
<input type="checkbox"/>	Discuss impact on hospital operations and affected departments
<input type="checkbox"/>	Discuss possibility for evacuation, and approve if required
<input type="checkbox"/>	Review and approve and communications as required
<input type="checkbox"/>	Assist with Media Communications and statements to the media
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from VP On-Call when the incident has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Grey- External Air Exclusion – Stage 3</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert

<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Discuss the incident with the VP On-Call
<input type="checkbox"/>	Receive Code Update Email
<input type="checkbox"/>	ELT members will meet to discuss the Code (Executive Offices, however, consider alternative locations based on sites impacted)
<input type="checkbox"/>	If needed, President to approve decision to evacuate the hospital based on nature of incident
<input type="checkbox"/>	Determine impact to other depts., patient care, hospital operations, risk and reputation, site, length of time, etc.
<input type="checkbox"/>	Determine with Communications Dept. what must be prepared for both internal and external stakeholders
<input type="checkbox"/>	Direct any Media communications
<input type="checkbox"/>	Receive updates from VP On-Call
<input type="checkbox"/>	Approve Continuity of Operations (COOP) plan, approve AD Hoc Crisis Management Team to oversee COOP
<input type="checkbox"/>	Provide direction and instructions to Director On-Call / Director of EOC as required
<input type="checkbox"/>	Discuss incident with Police, Fire and EMS Officials, Community officials as required
<input type="checkbox"/>	Advise the Chief of Staff
<input type="checkbox"/>	Contact the Board of Directors, CEO
<input type="checkbox"/>	Contact the LHIN
<input type="checkbox"/>	Review and approve plan to recovery and re-open hospital as required
<b>Step 3 - All Clear</b>	
<input type="checkbox"/>	VP On-Call will approve the All Clear and advise the Resource Centre
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – Support as required

## Appendix A3 – Code Grey Utility Failure – Initial Assessment Checklist

### Definitions, Code Team and Assessments

#### Initial Discovery and Immediate Actions

- Notify Dept. Lead
- Contact Resource Centre Ext. 55555 and advise of Utility Failure
- Ensure persons are removed from any hazards

#### Code Stage Definitions

##### Work Order

- A work order is a utility service call and not a Code.
- Consider a Work Order only if the failure impacts only one patient or one room, i.e. a single light, toilet, sink, HVAC, thermostat

##### Stage 1 Minor – Utility Failure

- Isolated utility outage within a non-critical department or area of a building

##### Stage 2 Major – Utility Failure

- Utility interruption lasting up to 60 minutes, after 60 minutes consider impact before moving to Stage 3
- Affecting multiple departments
- Utility Failure is ONLY affecting non-critical area(s)

##### Stage 3 Critical - Utility Failure

- Interruption lasting longer than 60 minutes
- Affecting entire site or multiple sites
- Affecting critical area(s)

#### Code Team Membership

- Facilities Management

<b>Utility Failure Initial Assessment Checklist</b>	
<input type="checkbox"/>	Information is received re: utility failure
<input type="checkbox"/>	Ensure Resource Centre Ext. 55555 has been notified re: Code Grey Utility Failure
<input type="checkbox"/>	Determine Stage 1, 2 or 3 based on Code Stage Definitions and assessment below
<b>Assessment Criteria for Facilities Management - Work Order</b>	
<input type="checkbox"/>	Utility failure does NOT result in the loss of an essential service
<input type="checkbox"/>	Utility failure does NOT result in the loss of an critical function(s)
<input type="checkbox"/>	Utility failure does NOT impact or prevent care to more than one patient or one clinical or patient room
<input type="checkbox"/>	Utility failure does NOT fit the Assessment Criteria for all other Code Stages (see below)
<input type="checkbox"/>	Situation requires immediate need for Facilities Management attendance (if not, simply generate a work order)
<input type="checkbox"/>	If answered yes to ALL of the above, then the incident is a Work Order
<input type="checkbox"/>	Contact Resource Centre Ext. 33500 to have a Work Order Ticket generated
<b>Assessment Criteria for Code Grey - Utility Failure - Stage 1 Minor</b>	
<input type="checkbox"/>	Isolated utility outage ONLY within a non-critical department or area of a building
<input type="checkbox"/>	Patient care is, or could be, impacted or prevented by utility failure
<input type="checkbox"/>	If answered "yes" to the above questions, the Code is a Stage 1
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise Code Grey - Utility Failure - Stage 1 - Site - Location
<input type="checkbox"/>	Go to corresponding JAS Stage 1
<b>Assessment Criteria for Code Grey - Utility Failure - Stage 2 Major</b>	
<input type="checkbox"/>	Utility interruption lasting shorter than 60 minutes and/or affecting multiple departments
<input type="checkbox"/>	Utility failure is affecting non-critical areas
<input type="checkbox"/>	Patient care is, or could be, impacted or prevented by utility failure
<input type="checkbox"/>	If answered "yes" to any of the above questions, the Code is a Stage 2
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise Code Grey - Utility Failure - Stage 2 - Site - Location
<input type="checkbox"/>	Go to corresponding JAS Stage 2
<b>Assessment Criteria for Code Grey - Utility Failure - Stage 3 Critical</b>	
<input type="checkbox"/>	Interruption lasting longer than 60 minutes and/or affecting entire site or multiple sites and/or affecting critical area(s)
<input type="checkbox"/>	If answered "yes" to any Stage 3 criteria, the Code is a Stage 3
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise Code Grey - Utility Failure - Stage 3 - Site - Location
<input type="checkbox"/>	Go to corresponding JAS Stage 3

**Appendix B3 – Utility Failure – Job Action Sheet (All Roles)**

Group	Stage 1	Stage 2	Stage 3
<b>Chain of Command</b>			
			<b>ELT:</b>
<b>Executive Leadership Team (ELT) / VP On-Call</b>	No action required	<b>VP On-Call:</b> <ul style="list-style-type: none"> <li>Join EOC Conference Call</li> <li>Approve Code Green</li> <li>Determine impact on operations and consider COOP activation</li> <li>Review and approve Communications</li> <li>Update ELT</li> </ul>	<ul style="list-style-type: none"> <li>Establish ELT meeting</li> <li>Review and approve communications</li> <li>Approve Continuity of Operations Plan</li> <li>Advise stakeholders</li> </ul> <b>VP On-Call:</b> <ul style="list-style-type: none"> <li>Attend the EOC</li> <li>Approve Code Green</li> <li>Determine impact on operations and consider COOP activation</li> <li>Issue All Clear</li> </ul>
<b>EOC / Director On-Call</b>	<ul style="list-style-type: none"> <li>Update with Incident Commander as required</li> </ul>	<ul style="list-style-type: none"> <li>Lead EOC Conference Call; develop Code Action Plan</li> <li>Discuss with Incident Commander at each site, and VP On- Call</li> <li>Consider escalation to Stage 3</li> <li>Determine impact on operations and consider COOP activation</li> <li>Conduct patient census; consider early discharge as required</li> <li>Consider delay/cancel non-essential functions</li> <li>Acquire additional resources as required</li> <li>Issue All Clear</li> </ul>	<ul style="list-style-type: none"> <li>Establish EOC in non- affected site; develop Code Action Plan</li> <li>Discuss with Incident Commander and VP On- Call</li> <li>Determine impact on operations and consider COOP activation</li> <li>Consider Code Green</li> <li>Develop Communications Plan</li> <li>Conduct patient census; consider early discharge as required</li> <li>Consider delay/cancel non-essential functions</li> <li>Acquire additional resources as required</li> <li>Advise NEMS of ED closures or redirects</li> </ul>

	Staff:		Staff:		Staff:	
<b>Incident Command Post (ICP)</b>		<ul style="list-style-type: none"> <li>Turn off equipment affected by utility failure</li> <li>Assess patients' conditions, safety of occupants</li> <li>Prepare patients for evacuation as directed</li> </ul>		<ul style="list-style-type: none"> <li>Turn off equipment affected by utility failure</li> <li>Assess patients' conditions, safety of occupants</li> <li>Prepare patients for evacuation as directed</li> </ul>		<ul style="list-style-type: none"> <li>Turn off equipment affected by utility failure</li> <li>Assess patients' conditions, safety of occupants</li> <li>Prepare patients for evacuation as directed;</li> </ul>
		<p><b>Dept. Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Determine if patient care is compromised by utility failure</li> <li>Determine utility status of each department</li> <li>Provide information to Resource Centre for Code Update Email</li> <li>Issue All Clear</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Assist as required</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Ensure back-up systems are operational</li> <li>Prioritize power allocation to critical infrastructure</li> <li>Initiate power conservation measures as required</li> </ul>		<ul style="list-style-type: none"> <li>Ensure transfer of belongings, medications and records upon evacuation</li> </ul> <p><b>Dept. Lead/Manager On-Call</b></p> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Determine if patient care is compromised by utility failure</li> <li>Liaise with Dept. Leads; determine utility status of each department and impact on patient care</li> <li>Provide information to Resource Centre for Code Update Email</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Assist with evacuation preparations as required</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Ensure back-up systems are operational</li> <li>Prioritize power allocation to critical infrastructure</li> <li>Initiate power conservation measures as required</li> <li>Determine requirements for vendor/contractor attendance, additional resources</li> </ul>		<p>prioritize those most at risk</p> <ul style="list-style-type: none"> <li>Ensure transfer of belongings, medications and records upon evacuation</li> </ul> <p><b>Dept. Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Determine if patient care is compromised by utility failure</li> <li>Liaise with Dept. Leads; determine utility status of each department and impact on patient care</li> <li>Determine upstaffing requirements</li> <li>Provide information to Resource Centre for Code Update Email</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Assist with evacuation efforts as required</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Ensure back-up systems are operational</li> <li>Prioritize power allocation to critical infrastructure</li> </ul>



			<ul style="list-style-type: none"> <li>• Initiate power conservation measures as required</li> <li>• Determine requirements for vendor/contractor attendance, additional resources</li> </ul>
<b>Communications</b>			
<b>Resource Centre</b>	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone Security, Code Team, Manager On-Call</li> <li>• Send NH Emergency Management group email</li> <li>• Send out All Clear PA, email</li> </ul>	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone Security, Code Team, Manager On-Call, Director On-Call</li> <li>• Send NH Emergency Management group email</li> <li>• Send out All Clear PA, email</li> </ul>	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone Security, Code Team, Manager On-Call, Director On-Call</li> <li>• Send NH Emergency Management group email</li> <li>• Send out All Clear PA, email</li> </ul>

**Appendix C3 – Utility Failure – Switchboard / Resource Centre Job Action Sheet and Checklist**

<b>Code Grey – Utility Failure - Stage 1 Minor</b>		
<b>Definition</b>	Loss of critical infrastructure: electricity, municipal water, sewage, HVAC affecting a single department	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	Code Grey – Utility Failure – Stage 1 – [Location]	
<b>Phone/Contact Responders</b>	<b>SCS, NFS, WS, FES, PCS</b>	<ul style="list-style-type: none"> <li>• Security</li> <li>• Facilities Management/Engineering Services On-Call</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NH Emergency Management</li> </ul>

<b>Code Grey – Utility Failure – Stage 1 Resource Centre Checklist</b>	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone/Contact Responder
<input type="checkbox"/>	Group email sent
<input type="checkbox"/>	Send Code Update Email as per Dept. Lead
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

<b>Code Grey – Utility Failure – Stage 2 Major</b>	
<b>Definition</b>	Loss of critical infrastructure: electricity, municipal water, sewage, HVAC affecting multiple departments.
<b>1. SENDING ALERTS</b>	

<b>PA Announcement</b> <b>(3 times)</b>	Code Grey – Utility Failure – Stage 2 - [location]	
<b>Phone/Contact Responders</b>	<b>SCS, WS, NFS, FES, PCS</b>	<ul style="list-style-type: none"> <li>• Security</li> <li>• Facilities Management/Engineering Services On-Call</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NH Emergency Management</li> </ul>
	Subject Line (cut and paste, update site)	Code Alert: Code Grey – Utility Failure – Stage 2 – [Site]
	Email Body (cut and paste, update utility that has failed, list affected departments)	<p>There has been a loss of utilities: [describe i.e. electricity, municipal water, sewage, HVAC] affecting the following departments: [list all departments].</p> <p>.</p> <p>A Code Update Email will be sent as more information comes available</p>
<b>2. EOC ACTIVATION</b>		
<b>A.Call the Director On-Call</b> (according to schedule)  <b>1/</b> Confirm the Director On-Call is aware of the Code and has spoke with the Dept. Lead or Manager On-Call  <b>2/</b> Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri: 0830-1630  (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
	After-hours	Refer to Director On-call schedule

**NAME: Code Grey – Gas Leak; Air Exclusion; Utility Failure; Elevator Failure; Medical Gas Failure**

	1. Teleconference Meeting invitation subject line ( <b>cut and paste, update site</b> )	EOC Conference Call – Code Grey – Utility Failure – Stage 2 – <b>[Site]</b>
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<b>B. Establish 'Teleconference Meeting' as per Director On-Call</b>	<ol style="list-style-type: none"> <li>1. Send Teleconference Meeting invitation via email to leadership list           <ol style="list-style-type: none"> <li>1. Set start time to begin immediately</li> </ol> </li> <li>2. Call Leadership list to advise of Teleconference Meeting invitation</li> </ol>	<ul style="list-style-type: none"> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>• Director On-Call</li> <li>• Executive Site Lead</li> <li>• Director Facilities Management</li> <li>• Director of EVS / Security</li> <li>• VP On-Call</li> <li>• Communications</li> </ul>
<b>3. CODE UPDATE EMAIL</b>		
<ul style="list-style-type: none"> <li>• <b>Receive information</b></li> </ul>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NH Emergency Management</li> </ul>
<p style="text-align: center;">from Dept. Lead</p> <ul style="list-style-type: none"> <li>• <b>Send Code Update Email</b></li> </ul>	Subject Line ( <b>cut and paste, update site</b> )	Code Update Email: Code Grey – Utility Failure – Stage 2 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents
<b>4. ADDITIONAL DUTIES AS REQUIRED</b>		
<b>Complete Documentation</b>	N/A	
<b>Media Inquiries</b>	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Dept.</li> </ul>	
<b>Patient Inquiries</b>	<ul style="list-style-type: none"> <li>• Transfer call to unaffected Depts.</li> <li>• For affected depts. advise caller there is an emergency code in effect and to please call back in 30 minutes.</li> </ul>	
<b>ED Closure Notifications – as directed</b>	N/A	
<b>EOC Hotline</b>	N/A	

**5. ALL CLEAR**

<b>Authority to give the “All Clear”</b>	Director On-call	
<b>PA Announcement (once)</b>	All Clear Code Grey	
<b>Group Emails</b>	Email distribution groups:	• NH Emergency Management
	Subject Line ( <b>cut and paste, update site</b> )	Code Alert: Code Grey – Utility Failure – Stage 2 – [Site] – All Clear

**6. POST INCIDENT PROCEDURES**

<b>Record</b>	Code Log
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<b>Code Grey- Utility Failure- Stage 2 Checklist</b>	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Phone/Contact Responders
<input type="checkbox"/>	Code Alert Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Email the Teleconference Meeting Conference Call Group
<input type="checkbox"/>	Phone the phone group
<input type="checkbox"/>	Send out Code Update Email - if info received from Dept. Lead
<input type="checkbox"/>	Complete Section 4. Additional Duties as required
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

**Code Grey – Utility Failure – Stage 3 Critical**

<b>Definition</b>	Loss of critical infrastructure: electricity, municipal water, sewage, HVAC affecting a site(s).
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1. SENDING ALERTS		
<b>PA Announcement</b>  <b>(3 times)</b>	Code Grey – Utility Failure – Stage 3 [ <b>location description not required</b> ]	
<b>Phone/Contact Responders</b>	<b>SCS, NFS, WS, FES, PCS</b>	<ul style="list-style-type: none"> <li>• Security</li> <li>• Facilities Management/Engineering Services On-Call</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NH Emergency Management</li> </ul>
	Subject Line ( <b>cut and paste, update site(s)</b> )	Code Alert: Code Grey – Utility Failure – Stage 3 – [ <b>Site(s)</b> ]
	Email Body ( <b>cut and paste, update failed utility description, site(s)</b> )	There has been a loss of utilities: [ <b>describe i.e. electricity, municipal water, sewage, HVAC</b> ] affecting [ <b>site (s)</b> ].  A <i>Code Update Email</i> will be sent as more information comes available.
2. EOC ACTIVATION		
<b>a. Call the Director On-Call</b>  (according to schedule)  <b>1/</b> Confirm the Director On-Call is aware of the Code and has spoke with the Dept. Lead or	Mon-Fri 0830-1630  (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>

Manager On-Call  <b>2/</b> Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	After-hours	Refer to Director On-call schedule
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<b>b.Establish ‘Teleconference Meeting’ as per Director On-Call</b>	1. Teleconference Meeting invitation subject line ( <b>cut and paste, update site(s)</b> )	EOC Conference Call – Code Grey – Utility Failure – Stage 3 – [ <b>Site(s)</b> ]
	<ol style="list-style-type: none"> <li>1. Send Teleconference Meeting invitation via email to leadership list           <ol style="list-style-type: none"> <li>1. Set start time to begin immediately</li> </ol> </li> <li>2. Phone leadership list to advise of Teleconference Meeting invitation</li> </ol>	<ul style="list-style-type: none"> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>• Director On-Call</li> <li>• Executive Site Lead</li> <li>• Director Facilities Management</li> <li>• Director of EVS / Security</li> <li>• Director of QPSR</li> <li>• VP On-Call</li> <li>• Communications</li> </ul>
<b>3. CODE UPDATE EMAIL</b>		
• <b>Receive information from Dept. Lead</b>	Email distribution groups:	• NH Emergency Management
	Subject Line ( <b>cut and paste, update site</b> )	Code Update Email: Code Grey – Utility Failure –
• <b>Send Code Update Email</b>		Stage 3 – [ <b>Site</b> ]
	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents
<b>4. ADDITIONAL DUTIES AS REQUIRED</b>		
<b>Complete Documentation</b>	N/A	
<b>Media Inquiries</b>	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Dept.</li> </ul>	
<b>Patient Inquiries</b>	<ul style="list-style-type: none"> <li>• Transfer call to unaffected Depts.</li> <li>• For affected depts. advise caller there is an emergency code in effect and to please call back in 30 minutes.</li> </ul>	

**ED Closure Notifications – as directed**

- Notify NEMS of any ED closures
- Notify other Niagara Health sites of ED closure

<b>EOC Hotline</b>	N/A	
<b>5. ALL CLEAR</b>		
<b>Authority to give the “All Clear”</b>	VP On-call	
<b>PA Announcement (once)</b>	All Clear Code Grey Utility Failure	
<b>Group Emails</b>	Email distribution groups:	• NH Emergency Management
	Subject Line ( <b>cut and paste, update site</b> )	Code Alert: Code Grey – Utility Failure – Stage 3 – [Site(s)] – All Clear
<b>6. POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log	

Code Grey- Utility Failure - Stage 3 - Checklist	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Phone/ Contact Responders
<input type="checkbox"/>	Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Send email to Teleconference Meeting Call group
<input type="checkbox"/>	Phone the Teleconference Meeting group
<input type="checkbox"/>	Send Code Update Email
<input type="checkbox"/>	Complete Section 4. Additional Duties as required
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Receive All Clear from VP On-Call
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

**Appendix D3 – Utility Failure – Staff Job Action Sheet and Checklist**

Code Grey- Utility Failure – Stage 1	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive information regarding Utility Failure or discover a Utility Failure
<input type="checkbox"/>	Contact Dept. Lead and Resource Centre Ext. 55555 and advise Code Grey - Utility Failure - Site - Location
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Turn off equipment affected by the utility failure
<input type="checkbox"/>	Update Code Team upon arrival
<input type="checkbox"/>	Notify patient's family members of the situation as directed
<input type="checkbox"/>	Prepare patients for evacuations when directed to
<input type="checkbox"/>	Assess patients conditions and prioritize those at most risk
<input type="checkbox"/>	Ensure the transfer of patient's belongings, medications and records upon evacuation
<input type="checkbox"/>	Evaluate safety of patients, family, staff and facility and recommend protective and corrective actions to minimize hazards and risks
<input type="checkbox"/>	Notify Dept. Lead of any injuries relating to the loss of utilities
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Advise patients and visitors that the code no longer exists
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Document as required

Code Grey-Utility Failure– Stage 2	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Notice the Utility Failure
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Turn off equipment affected by the utility failure
<input type="checkbox"/>	Update Code Team upon arrival
<input type="checkbox"/>	Notify patient's family members of the situation as directed
<input type="checkbox"/>	Prepare patients for evacuation as directed
<input type="checkbox"/>	Assess patients conditions and prioritize those at most risk for heat related injuries
<input type="checkbox"/>	Ensure the transfer of patient's belongings, medications and records upon evacuation
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

Code Grey- Utility Failure– Stage 3	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Notice the Utility Failure
<input type="checkbox"/>	Contact Dept. Lead and Resource Centre Ext. 55555 and advise Code Grey - Utility Failure - Site - Location
<input type="checkbox"/>	Receive Code Alert

<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Turn off equipment affected by the utility failure
<input type="checkbox"/>	Update Code Team upon arrival
<input type="checkbox"/>	Notify patient's family members of the situation as directed
<input type="checkbox"/>	Prepare patients for evacuation as directed
<input type="checkbox"/>	Assess patients conditions and prioritize those at most risk
<input type="checkbox"/>	Ensure the transfer of patient's belongings, medications and records upon evacuation
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

**Appendix E3 – Utility Failure – Security Job Action Sheet and Checklist**

Code Grey- Utility Failure– Stage 1	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Advise Security Command upon arrival
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive update from Dept. Lead
<input type="checkbox"/>	Determine if assistance will be required in the event of a CODE GREEN
<input type="checkbox"/>	Assist staff in preparing for an evacuation as required
<input type="checkbox"/>	Contact and update Security Command via radio
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Security Command when the code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements

Code Grey- Utility Failure– Stage 2	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Advise Security Command upon arrival
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive update from Dept. Lead
<input type="checkbox"/>	Determine if assistance will be required in the event of a Code Green
<input type="checkbox"/>	Assist staff with preparations for evacuation as required
<input type="checkbox"/>	Contact and update Security Command via radio
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Security Command when the code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements

Code Grey- Utility Failure– Stage 3	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Advise Security Command upon arrival
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive update from Dept. Lead
<input type="checkbox"/>	Determine if assistance will be required in the event of a Code Green
<input type="checkbox"/>	Assist staff in preparation for evacuation as required
<input type="checkbox"/>	Contact and update Security Command via radio
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Security Command when the code has been resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements

**Appendix F3 – Utility Failure – Code Team Job Action Sheet and Checklist**

<b>Code Grey-Utility Failure– Stage 1</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Attend Code location
<input type="checkbox"/>	Liaise with Dept Lead for information and update
<input type="checkbox"/>	If not already done so, complete <a href="#">INITIAL CODE ASSESSMENT</a> and advise Resource Centre ext 55555
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Assess and advise Dept Lead of the extent and possible duration of utility loss
<input type="checkbox"/>	Verify that the exhaust fans and air handlers supplied by emergency power are operating
<input type="checkbox"/>	Investigate and provide recommendations for rental of portable generator units if required
<input type="checkbox"/>	Verify that only essential equipment is plugged into emergency power outlets throughout the facility
<input type="checkbox"/>	Prioritize emergency power allocation to critical infrastructure (i.e. HVAC units, morgue, elevators, patient monitors, ventilators, ICT systems)
<input type="checkbox"/>	Activate alternate systems as needed
<input type="checkbox"/>	Ensure batteries are charged for essential equipment (Biomed)
<input type="checkbox"/>	Liaise with Dept Lead and determine critical equipment that is affected
<input type="checkbox"/>	Determine and advise on the affects on other departments, if any
<input type="checkbox"/>	Evaluate the power system for load shedding potential
<input type="checkbox"/>	Evaluate the emergency power supply and appropriate usage within the facility
<input type="checkbox"/>	Initiate power conservation measures
<input type="checkbox"/>	Determine and advise on length of time required for utility failure correction, cleanup, and equipment maintenance
<input type="checkbox"/>	Determine if vendors are required
<input type="checkbox"/>	Communicate to the Dept Lead when the following thresholds have occurred:
<input type="checkbox"/>	Utility Failure source discovered
<input type="checkbox"/>	Utility has been restored
<input type="checkbox"/>	Cleanup started
<input type="checkbox"/>	Cleanup completed
<input type="checkbox"/>	Equipment maintenance initiated (if required)
<input type="checkbox"/>	Equipment maintenance completed (if required)
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Grey-Utility Failure– Stage 2</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Attend Code location
<input type="checkbox"/>	Liaise with Dept Lead for information and update
<input type="checkbox"/>	If not already done so, complete <a href="#">INITIAL CODE ASSESSMENT</a> and advise Resource Centre ext 55555
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Assess and advise Dept Lead of the extent and possible duration of utility loss
<input type="checkbox"/>	Verify that the exhaust fans and air handlers supplied by emergency power are operating
<input type="checkbox"/>	Investigate and provide recommendations for rental of portable generator units if required
<input type="checkbox"/>	Verify that only essential equipment is plugged into emergency power outlets throughout the facility

<input type="checkbox"/>	Prioritize emergency power allocation to critical infrastructure (i.e. HVAC units, morgue, elevators, patient monitors, ventilators, ICT systems)
<input type="checkbox"/>	Activate alternate systems as needed
<input type="checkbox"/>	Ensure batteries are charged for essential equipment (Biomed)
<input type="checkbox"/>	Liaise with Dept Lead and determine critical equipment that is affected
<input type="checkbox"/>	Determine and advise on the affects on other departments, if any
<input type="checkbox"/>	Evaluate the power system for load shedding potential
<input type="checkbox"/>	Evaluate the emergency power supply and appropriate usage within the facility
<input type="checkbox"/>	Initiate power conservation measures
<input type="checkbox"/>	Determine and advise on length of time required for utility failure correction, cleanup, and equipment maintenance
<input type="checkbox"/>	Determine if vendors are required
<input type="checkbox"/>	Assess and advise on requirement for additional Facilities Management staff to be brought in
<input type="checkbox"/>	Communicate to the Dept Lead when the following thresholds have occurred:
<input type="checkbox"/>	Utility Failure source discovered
<input type="checkbox"/>	Utility has been restored
<input type="checkbox"/>	Cleanup started
<input type="checkbox"/>	Cleanup completed
<input type="checkbox"/>	Equipment maintenance initiated (if required)
<input type="checkbox"/>	Equipment maintenance completed (if required)
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

**Code Grey-Utility Failure– Stage 3**
**Step 1 - Activate and Notify**

<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Attend Code location
<input type="checkbox"/>	Liaise with Dept Lead for information and update
<input type="checkbox"/>	If not already done so, complete <a href="#">INITIAL CODE ASSESSMENT</a> and advise Resource Centre ext 55555

**Step 2 - Action Plan**

<input type="checkbox"/>	Assess and advise Dept Lead of the extent and possible duration of utility loss
<input type="checkbox"/>	Verify that the exhaust fans and air handlers supplied by emergency power are operating
<input type="checkbox"/>	Investigate and provide recommendations for rental of portable generator units if required
<input type="checkbox"/>	Verify that only essential equipment is plugged into emergency power outlets throughout the facility
<input type="checkbox"/>	Prioritize emergency power allocation to critical infrastructure (i.e. HVAC units, morgue, elevators, patient monitors, ventilators, ICT systems)
<input type="checkbox"/>	Activate alternate systems as needed
<input type="checkbox"/>	Ensure batteries are charged for essential equipment (Biomed)
<input type="checkbox"/>	Liaise with Dept Lead and determine critical equipment that is affected
<input type="checkbox"/>	Determine and advise on the affects on other departments, if any
<input type="checkbox"/>	Evaluate the power system for load shedding potential
<input type="checkbox"/>	Evaluate the emergency power supply and appropriate usage within the facility
<input type="checkbox"/>	Initiate power conservation measures
<input type="checkbox"/>	Determine and advise on length of time required for utility failure correction, cleanup, and equipment maintenance
<input type="checkbox"/>	Determine if vendors are required



<input type="checkbox"/>	Assess and advise on requirement for additional Facilities Management staff to be brought in
<input type="checkbox"/>	Communicate to the Dept Lead when the following thresholds have occurred:
<input type="checkbox"/>	Utility Failure source discovered
<input type="checkbox"/>	Utility has been restored
<input type="checkbox"/>	Cleanup started
<input type="checkbox"/>	Cleanup completed
<input type="checkbox"/>	Equipment maintenance initiated (if required)
<input type="checkbox"/>	Equipment maintenance completed (if required)
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

**Appendix G3 – Utility Failure – Department Lead Job Action Sheet and Checklist**

Code Grey-Utility Failure– Stage 1	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post location and assume role of site Incident Commander; don vest
<input type="checkbox"/>	Advise Resource Centre Ext 55555 of Code Team arrival
<input type="checkbox"/>	Determine if patient care is being compromised by the utility interruption
<input type="checkbox"/>	Update Manager On-Call as required
<input type="checkbox"/>	Contact Resource Centre Ext. 55555; provide information for Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Liaise with Code Team to determine when the Code has been resolved
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 to advise of the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete IRS
Code Grey-Utility Failure– Stage 2	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post location and assume role of site Incident Commander; don vest
<input type="checkbox"/>	Update Code Team upon their arrival
<input type="checkbox"/>	Advise Resource Centre Ext. 55555 of Code Team arrival
<input type="checkbox"/>	Determine if patient care is being compromised by the power interruption
<input type="checkbox"/>	Update Manager On-Call as required
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and provide information for Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	When utility is restored, advise Manager On-Call/Director On-Call
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete IRS
Code Grey-Utility Failure– Stage 3	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post location and assume role of site Incident Commander; don vest
<input type="checkbox"/>	Update Code Team upon their arrival
<input type="checkbox"/>	Advise Resource Centre Ext. 55555 of Code Team arrival
<input type="checkbox"/>	Determine if patient care is being compromised by the power interruption
<input type="checkbox"/>	Update Manager On-Call as required
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and provide information for Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	When utility is restored, advise Manager On-Call/Director On-Call
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete IRS

**Appendix H3 – Utility Failure – Manager On-Call Job Action Sheet and Checklist**

Code Grey - Utility Failure – Stage 1	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Attend Code location
<input type="checkbox"/>	Assume role as Incident Commander (take over from Dept Lead; don vest) as required
<input type="checkbox"/>	Liaise with Dept Lead and Code team to determine extent of utility failure
<input type="checkbox"/>	Contact each department on site and determine the utility status of each department
<input type="checkbox"/>	Liaise with Dept Lead's and determine affect on patient care
<input type="checkbox"/>	Contact Director On-Call and update as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Dept Lead when utilities have been restored
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
Code Grey - Utility Failure – Stage 2	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Go to Code location
<input type="checkbox"/>	Assume role as Incident Commander (take over from Dept Lead; don vest) as required
<input type="checkbox"/>	Liaise with Dept Lead and Code team to determine extent of utility failure
<input type="checkbox"/>	Liaise with Dept Leads and determine affect on patient care
<input type="checkbox"/>	Contact Director On-Call and update
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Code Team will advise when Code has been resolved
<input type="checkbox"/>	Contact Director On-Call and advise All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
Code Grey - Utility Failure – Stage 3	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Go to Code location
<input type="checkbox"/>	Assume role as Incident Commander (take over from Dept Lead; don vest) as required
<input type="checkbox"/>	Liaise with Dept Lead and Code team to determine extent of utility failure
<input type="checkbox"/>	Liaise with Dept Leads and determine affect on patient care
<input type="checkbox"/>	Update Director On-Call
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive notice from Dept. Lead / Code Team when Code has been resolved
<input type="checkbox"/>	Contact Director On-Call and advise of the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

**Appendix I3 – Utility Failure – Director On-Call Job Action Sheet and Checklist**

<b>Code Grey - Utility Failure – Stage 1</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive update from Manager On-Call as required
<input type="checkbox"/>	Receive Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No actions required
<b>Code Grey - Utility Failure – Stage 2</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Liaise with Incident Commander; determine extent of utility failure
<input type="checkbox"/>	Establish the EOC Conference Call - after 60 minutes consider impact before moving to Stage 3
<input type="checkbox"/>	Consider the backup communications systems, (two-way radios, cell phone)
<input type="checkbox"/>	Contact and update VP On-Call; determine the need for partial or complete evacuation of the facility
<input type="checkbox"/>	Determine the impact on operations and consider COOP activation
<input type="checkbox"/>	Notify departments to assess patients for early discharge to decrease patient census if required
<input type="checkbox"/>	Develop plan to provide staff information on the situation and temporary measures to implement to protect patients and visitors (i.e. fans, cooling measures, hydration, etc.)
<input type="checkbox"/>	Determine the need to delay or cancel non-essential function
<input type="checkbox"/>	Monitor weather conditions and assess their impact on the current utility outage
<input type="checkbox"/>	Receive the Code Update Email from Resource Center
<b>In the event of loss of water</b>	
<input type="checkbox"/>	Notify the water utility and outside agencies of water loss and estimated time for water main repair and restoration of service
<input type="checkbox"/>	Develop a plan for rationing potable water
<input type="checkbox"/>	Evaluate critical areas to determine emergency water needs
<input type="checkbox"/>	Contact Municipal/Regional Emergency Management Coordinator for assistance, i.e. bottled water supply
<input type="checkbox"/>	Provide regular situation status updates to the Municipal Emergency Management Office
<input type="checkbox"/>	If needed contact vendors to provide emergency potable and non-potable water supplies
<input type="checkbox"/>	Contact vendors to provide emergency portable toilets
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Work with Department Leads for restoring normal facility visitation, and non-essential service operations
<input type="checkbox"/>	Upon restoration of normal operations, advise Resource Centre Ext. 55555 and advise all clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Grey - Utility Failure – Stage 3</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive update from Dept. Lead/Manager On-Call
<input type="checkbox"/>	Establish the EOC Conference Call - after 60 minutes consider impact before moving to Stage 3
<input type="checkbox"/>	Receive call from Resource Centre; get a situation update, determine need for EOC Conference Call
<input type="checkbox"/>	Contact and update the VP On-Call; consider <a href="#">CODE GREEN</a>
<input type="checkbox"/>	Determine the impact on operations and consider <a href="#">COOP activation</a>
<input type="checkbox"/>	Consider the backup communications systems, (two-way radios, cell phone)
<input type="checkbox"/>	Evaluate critical areas to determine emergency power needs and supply; provide alternative light sources (i.e. battery powered lights, flashlights)
<input type="checkbox"/>	Notify departments to assess patients for early discharge to decrease patient census if required
<input type="checkbox"/>	Direct the EOC staff and Code Team to plan to provide staff information on the situation and temporary measures to implement to protect patients and visitors (i.e., fans, cooling measures, hydration, etc)
<input type="checkbox"/>	Determine the need to delay or cancel non-essential function
<input type="checkbox"/>	Monitor weather conditions and assess their impact on the current utility outage
<input type="checkbox"/>	Receive the Code Update Email from Resource Center
<b>In the event of loss of water</b>	
<input type="checkbox"/>	Notify the water utility and outside agencies of water loss and estimated time for water main repair and restoration of service
<input type="checkbox"/>	Develop a plan for rationing potable water
<input type="checkbox"/>	Evaluate critical areas to determine emergency water needs
<input type="checkbox"/>	Contact Municipal/Regional Emergency Management Coordinator for assistance, i.e. bottled water supply
<input type="checkbox"/>	Provide regular situation status updates to the Municipal Emergency Management Office
<input type="checkbox"/>	Contact vendors to provide emergency portable toilet
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Work with Department Leads for restoring normal facility visitation, and non-essential service operations
<input type="checkbox"/>	Receive confirmation from Incident Commanders at each site, that the Code has been resolved
<input type="checkbox"/>	Advise VP On-Call that the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

**Appendix J3 – Utility Failure – Vice President On-Call Job Action Sheet and Checklist**

<b>Code Grey - Utility Failure – Stage 1</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No actions required

<b>Code Grey - Utility Failure – Stage 2</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive situation report from Director On-Call
<input type="checkbox"/>	Consider and approve Code Green
<input type="checkbox"/>	Determine the impact on operations and consider COOP activation
<input type="checkbox"/>	Discuss communication needs with Director On-Call
<input type="checkbox"/>	Advise Executive Leadership as required
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call when the incident has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

<b>Code Grey - Utility Failure – Stage 3</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Receive call from Director On-Call to discuss the escalation to STAGE 3
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Attend the Emergency Operations Centre
<input type="checkbox"/>	Consider and approve Code Green
<input type="checkbox"/>	Determine impact on operations and consider COOP activation
<input type="checkbox"/>	Develop communications plan
<input type="checkbox"/>	Direct any Media communications
<input type="checkbox"/>	Update Executive Leadership Team
<input type="checkbox"/>	Discuss Code with vendor, Fire Dept. or community officials as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call when the code has been resolved
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 to advise of the All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – support as required

**Appendix K3 – Utility Failure – Executive Leadership Team Job Action Sheet and Checklist**

<b>Code Grey - Utility Failure – Stage 1</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive Code Update Email from the Resource Centre
<input type="checkbox"/>	No further action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No actions required
<b>Code Grey - Utility Failure – Stage 2</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive situation report from VP On-Call
<input type="checkbox"/>	Discuss impact on hospital operations and affected departments
<input type="checkbox"/>	Discuss extent of evacuation (consider Code Green), and approve if required
<input type="checkbox"/>	Review and approve communications as required
<input type="checkbox"/>	Assist with Media Communications and statements to the media
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from VP On-Call when the code is All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist with Post Incident Debrief as required
<b>Code Grey - Utility Failure – Stage 3</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive updates from VP On-Call
<input type="checkbox"/>	ELT members will meet to discuss the Code (Executive Offices)
<input type="checkbox"/>	If needed, President to approve decision to evacuate the hospital based on nature of incident
<input type="checkbox"/>	Determine impact to other depts., patient care, hospital operations, risk and reputation, site, length of time, etc
<input type="checkbox"/>	Determine with Communications Dept. what must be prepared for both internal and external stakeholders
<input type="checkbox"/>	Direct any Media communications
<input type="checkbox"/>	Approve Continuity of Operations (COOP) plan, approve AD Hoc Crisis Management Team to oversee COOP
<input type="checkbox"/>	Discuss incident with Police, Fire and EMS Officials, Community officials as required
<input type="checkbox"/>	President or designate to approve communications (external/internal)
<input type="checkbox"/>	Advise the Chief of Staff
<input type="checkbox"/>	Contact the Board of Directors, CEO
<input type="checkbox"/>	Contact the LHIN ? new name
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<input type="checkbox"/>	Prepare recovery plan to re-open hospital

<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	ELT will call the All Clear through the VP On-Call
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 to advise of the All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – support as required



## Appendix A4 – Elevator Failure Initial Assessment Checklist

### Definitions, Code Team and Assessment

#### Initial Discovery and Immediate Actions

- Determine if there is an entrapment
- Notify Dept. Lead of elevator failure and if there is an entrapment issue
- Contact Resource Centre Ext 55555 and notify of the Code Grey - Elevator Failure

### Code Stage Definitions

#### Stage 1 Minor:

##### There is no stage 1 for this code

If there is a failure of a single elevator or bank of elevators, with no entrapment and not affecting patient safety, contact the Resource Centre to submit an elevator service call work order

#### Stage 2 Major:

- Failure of any single elevator or bank of elevators that affect patient safety (ie: due to rerouting)
- Entrapment issue with NO risk to safety (can be dealt with by vendor)

#### Stage 3 Critical:

- Failure of single elevator or bank of elevators where entrapped persons are injured or patient's safety will be in immediate jeopardy if Vendor response is delayed
- Fire Dept. response required for emergency or technical rescue

### Code Team Membership

- Engineering & Maintenance
- Vendor

**Elevator Failure Initial Assessment Checklist**

<input type="checkbox"/>	Information is received re: Elevator Failure
<input type="checkbox"/>	Ensure Resource Centre Ext 55555 is contacted and advised re: Code Grey – Elevator Failure

**Assessment Criteria for Code Grey - Elevator Failure - Stage 1 - Minor**

<input type="checkbox"/>	Failure of single elevator or bank of elevators not affecting patient safety
<input type="checkbox"/>	No entrapment or safety issues
<input type="checkbox"/>	If answered yes to the above questions, but no to all others below, contact Resource Centre Ext. 55555 and submit an elevator service call work order
<input type="checkbox"/>	Go to corresponding JAS Stage 1

**Assessment Criteria for Code Grey - Elevator Failure - Stage 2 - Major**

<input type="checkbox"/>	Failure of a single elevator, bank of elevators, or all elevators
<input type="checkbox"/>	Elevator failure affects patient safety (i.e. unable to move patients)
<input type="checkbox"/>	Elevator failure may impact patient care (i.e. rerouting traffic and access patterns)
<input type="checkbox"/>	Elevator failure results in an entrapment issue with NO safety or medical concern (Vendor assistance required)
<input type="checkbox"/>	If answered yes to any of the above questions, but no to all others below, contact Resource Centre Ext. 55555 and advise Code Grey - Elevator Failure - Stage 2 - Site - Location
<input type="checkbox"/>	Go to corresponding JAS Stage 2

**Assessment Criteria for Code Grey - Elevator Failure - Stage 3 - Critical**

<input type="checkbox"/>	Entrapped person is injured or patient's safety is in jeopardy if vendor response is delayed
<input type="checkbox"/>	Elevator entrapment; Fire Department response required
<input type="checkbox"/>	If answered yes to either of the above, contact Resource Centre Ext. 55555 and advise Code Grey- Elevator Failure - Stage 3 - Site - Location
<input type="checkbox"/>	Go to corresponding JAS Stage 3

**Appendix B4 – Elevator Failure Job Action Sheet Summary (All Roles)**

Group	Stage 1	Stage 2	Stage 3
<b>Chain of Command</b>			
		<b>ELT:</b>	<b>ELT:</b>
<b>Executive Leadership Team (ELT) / VP On-Call</b>	NO STAGE 1 - Work Order Only	<ul style="list-style-type: none"> <li>Establish ELT meeting</li> <li>Review and approve communications</li> <li>Approve Continuity of Operations Plan</li> <li>Advise stakeholders</li> </ul> <b>VP On-Call:</b> <ul style="list-style-type: none"> <li>Join EOC Conference Call</li> <li>Determine impact on operations and consider COOP activation</li> <li>Review and approve Communications</li> <li>Approve Continuity of Operations Plan</li> <li>Update ELT</li> </ul>	<ul style="list-style-type: none"> <li>Establish ELT meeting</li> <li>Review and approve communications</li> <li>Approve Continuity of Operations Plan</li> <li>Advise stakeholders</li> </ul> <b>VP On-Call:</b> <ul style="list-style-type: none"> <li>Attend the EOC</li> <li>Determine impact on operations and consider COOP activation</li> <li>Develop communications plan</li> <li>Issue All Clear</li> </ul>
<b>EOC / Director On-Call</b>	NO STAGE 1 - Work Order Only	<ul style="list-style-type: none"> <li>Lead EOC Conference Call; develop Code Action Plan</li> <li>Discuss with Incident Commander and VP On-Call</li> <li>Determine impact on operations and consider COOP activation</li> <li>Develop communications plan</li> <li>Issue All Clear</li> </ul>	<ul style="list-style-type: none"> <li>Establish EOC; develop Code Action Plan</li> <li>Discuss with Incident Commander and VP On-Call</li> <li>Determine impact on operations and consider COOP activation</li> <li>Develop Communications Plan</li> </ul>
		<b>Staff:</b>	<b>Staff:</b>
<b>Incident Command Post (ICP)</b>	NO STAGE 1 - Work Order Only	<ul style="list-style-type: none"> <li>Attempt to determine which floor the elevator is stopped</li> <li>Ensure no one is trapped inside</li> <li>Assist with rerouting traffic and access to patients as directed</li> </ul>	<ul style="list-style-type: none"> <li>Attempt to determine which floor the elevator is stopped</li> <li>Gain and maintain communication with any trapped persons</li> <li>Identify life safety concerns</li> </ul>

		<b>Dept. Lead/Manager On-Call</b>	<b>Dept. Lead/Manager On-Call:</b>
		<ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Determine if elevators are</li> </ul>	<ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Determine health status of person(s) trapped</li> </ul>
		<p>used for critical movement of patients, or that patient safety is impacted</p> <ul style="list-style-type: none"> <li>Ensure Code Blue/Pink teams have necessary supplies on affected floors</li> <li>Ensure patient services are maintained (i.e. lab, meals)</li> <li>Direct rerouting of traffic and access to patients</li> <li>Consider staffing needs to assist with portering</li> <li>Consider opening flex beds on accessible floors</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Establish and maintain perimeter as required</li> <li>Assist with rerouting traffic and access to patients as required</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Investigate cause of elevator failure</li> <li>Post signage</li> <li>Liaise with Vendors</li> </ul>	<ul style="list-style-type: none"> <li>Consider activation of Code ONE</li> <li>Determine if elevator failure impacts patient safety</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Establish and maintain perimeter as required</li> <li>Escort Fire Dept. and Vendors as required</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Ensure Resource Centre has contacted 9-1-1 for Fire Dept.; specify Elevator Entrapment</li> <li>Investigate cause of elevator failure</li> <li>Post signage</li> <li>Liaise with Fire Dept., Vendors</li> <li>Assist as required</li> </ul>

### Communications

<b>Resource Centre</b>	NO STAGE 1 - Work Order Only	<ul style="list-style-type: none"> <li>Send out PA Announcement</li> <li>Phone Security,</li> <li>Code Team,</li> <li>Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>, Director On-Call</li> <li>Send NH Emergency Management group email</li> <li>Send out All Clear PA, email</li> </ul>	<ul style="list-style-type: none"> <li>Send out PA Announcement</li> <li>Phone 9-1-1 for Fire Dept. (entrapment),</li> <li>Security,</li> <li>Code Team,</li> <li>Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>Director On-Call</li> <li>Send NH Emergency Management group email</li> <li>Send out All Clear PA, email</li> </ul>
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**Appendix C4 – Elevator Failure – Switchboard / Resource Centre Job Action Sheet and Checklist**

<b>Code Grey- Elevator Failure - Stage 2 Major - Resource Centre Job Action Sheet</b>		
<b>Definition</b>	Failure of any single elevator or bank of elevators where a rerouting of traffic will be required to maintain patient safety  and/or Entrapment issue with NO risk to safety (can be dealt with by vendor)	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	Code Grey – Elevator Failure – Stage 2 - [location as required]	
<b>Phone/Contact Responders</b>	<b>SCS, NFS, WS, FES &amp; PCS</b>	<ul style="list-style-type: none"> <li>• Security</li> <li>• Facilities Management On-Call</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	NH Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Grey – Stage 2 – [Site]
	Email Body (cut and paste, update location)	<p>A bank of elevators has failed at [site]. Patient safety is impacted.</p> <p><i>A Code Update Email</i> will be sent as more information comes available</p>
<b>2. EOC ACTIVATION</b>		
<b>A. Call the Director On-Call</b>  (according to schedule)  <b>1.</b> Confirm the Director On-Call is aware of the Code and has spoken with the Dept. Lead or Manager On-Call  <b>2.</b> Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri: 0830-1630 (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
	After-hours	Refer to Director On-call schedule

<b>B. Establish 'Teleconference Meeting' as per Director On-Call</b>	1. Teleconference Meeting invitation subject line ( <b>cut and paste, update site</b> )	EOC Conference Call – Code Grey – Elevator Failure – Stage 2 – [Site]
	1. Send Teleconference Meeting invitation via email to leadership list 1. Set start time to begin immediately Call Leadership list to advise of Teleconference Meeting invitation	<ul style="list-style-type: none"> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>• Director On-Call</li> <li>• Executive Site Lead</li> <li>• Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>• Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>• VP On-Call</li> <li>• Communications</li> </ul>
<b>3. CODE UPDATE EMAIL</b>		
<ul style="list-style-type: none"> <li>• Receive information from Department Lead</li> <li>• Send Code Update Email</li> </ul>	Email distribution groups:	• NH Emergency Management
	Subject Line ( <b>cut and paste, update site</b> )	Code Update Email: Code Grey – Stage 2 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents
<b>4. ADDITIONAL DUTIES AS REQUIRED</b>		
<b>Complete documentation</b>	• N/A	
<b>Media Inquiries</b>	• Direct media inquiries to Communications Department	
<b>Patient Inquiries</b>	<ul style="list-style-type: none"> <li>• Transfer call to unaffected Departments</li> <li>• For affected departments, advise caller there is an emergency code in effect and to please call back in 30 minutes.</li> </ul>	
<b>ED Closure Notifications – as directed</b>	N/A	
<b>EOC Hotline</b>	N/A	
<b>5. ALL CLEAR</b>		
Authority to give the “All Clear”	Director On-call	
PA Announcement (once)	All Clear Code Grey	
Group Emails	Email distribution groups:	NH Emergency Management
	Subject Line ( <b>cut and paste, update site</b> )	Code Alert: Code Grey – Stage 2 – [Site] – All Clear
<b>6. POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log	

**Code Grey - Stage 2 Checklist**
**Sending Stage Alerts**

<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was receive
<input type="checkbox"/>	Phone/Contact Responders
<input type="checkbox"/>	Code Alert Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Email the Teleconference Meeting Conference Call Group
<input type="checkbox"/>	Send out Code Update Email - if info received from Dept. Lead
<input type="checkbox"/>	Complete Section 4. Additional Duties as required
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

**Code Grey - Elevator Failure - Stage 3 Critical**

<b>Definition</b>	Elevator entrapment involving injuries and patient safety is in immediate jeopardy	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	Code Grey – Elevator Failure – Stage 3 - [location]	
<b>Phone/Contact Responders</b>	<b>SCS, NFS, WS, FES, PCS Sites</b>	<ul style="list-style-type: none"> <li>9-1-1 Fire Department (advise of entrapment)</li> <li>Security</li> <li>Facilities Management On-Call</li> <li>Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	<ul style="list-style-type: none"> <li>NH Emergency Management</li> </ul>
	Subject Line (cut and paste, update site)	Code Alert: Code Grey – Stage 3 – [Site]
	Email Body (cut and paste, update location)	<p>There has been an elevator entrapment requiring Fire Department and vendor response at [site].</p> <p>A Code Update Email will be sent as more information comes available.</p>

2. EOC ACTIVATION		
<b>A. Call the Director On-Call</b>  (according to schedule)  1. Confirm the Director On-Call is aware of the Code and has spoken with the Department Lead or Manager On-Call  2. Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri: 0830-1630 (start with #1 until someone answers)	1. Director, Quality, Patient Safety, Risk and Patient Relations 2. Director, EVS, Patient Transportation, Waste and Linen Services 3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security 4. Director, Finance 5. Director, Patient Care SCS
	After-hours	Refer to Director On-call schedule
<b>B. Establish 'Teleconference Meeting' as per Director On-Call</b>	Teleconference Meeting invitation subject line ( <b>cut and paste, update site</b> )	EOC Conference Call – Code Grey – Stage 3 – [Site]
	Send Teleconference Meeting invitation via email to leadership list  Set start time to begin immediately  Call Leadership list to advise of Teleconference Meeting invitation	<ul style="list-style-type: none"> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>• Director On-Call</li> <li>• Executive Site Lead</li> <li>• Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>• Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>• VP On-Call</li> <li>• Communications</li> </ul>
3. CODE UPDATE EMAIL		
<ul style="list-style-type: none"> <li>• <b>Receive information from Department Lead</b></li> <li>• <b>Send Code Update Email</b></li> </ul>	Email distribution groups:	NH Emergency Management
	Subject Line ( <b>cut and paste, update site</b> )	Code Update Email: Code Grey – Stage 3 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents
4. ADDITIONAL DUTIES AS REQUIRED		
<b>Complete documentation</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	
<b>Media Inquiries</b>	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Department</li> </ul>	



**NAME: Code Grey – Gas Leak; Air Exclusion; Utility Failure; Elevator Failure; Medical Gas Failure**

<b>Patient Inquiries</b>	<ul style="list-style-type: none"> <li>• Transfer call to unaffected Depts.</li> <li>• For affected departments advise caller there is an emergency code in effect and to please call back in 30 minutes.</li> </ul>
<b>ED Closure Notifications – as directed</b>	<ul style="list-style-type: none"> <li>• Notify NEMS of any ED closures</li> <li>• Notify other Niagara Health sites of ED closure</li> </ul>
<b>EOC Hotline</b>	N/A

5. ALL CLEAR		
Authority to give the “All Clear”	VP On-call	
PA Announcement (once)	All Clear Code Grey	
Group Emails	Email distribution groups:	NH Emergency Management
	Subject Line ( <b>cut and paste, update site</b> )	Code Alert: Code Grey – Stage 3 – [Site] – All Clear
6. POST INCIDENT PROCEDURE		
Record	Code Log	

Code Grey - Stage 3 Critical Resource Centre Checklist	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Phone / Contact Responders
<input type="checkbox"/>	Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Email the Teleconference Meeting Conference Call Group
<input type="checkbox"/>	Phone the Teleconference Meeting Group
<input type="checkbox"/>	Send out CODE UPDATE EMAIL as per Department Lead
<input type="checkbox"/>	Complete Section 4. Additional Duties as required
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Receive All Clear from VP On-Call
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

**Appendix D4 – Elevator Failure – Staff Job Action Sheet and Checklist**

<b>Code Grey – Elevator Failure - Stage 2</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Upon discovery of an elevator failure, contact Dept. Lead
<input type="checkbox"/>	If Dept. Lead is not available, contact Resource Centre Ext. 55555 and advise Code Grey - Elevator Failure - Site - Location
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Assist Dept. Lead in determining which elevators are affected by the failure
<input type="checkbox"/>	Assist Dept. Lead in attempting to determine which floor(s) the elevator(s) is stopped on
<input type="checkbox"/>	Bang on the elevator doors and ensure that no one is inside. If it is discovered that someone is trapped and is in jeopardy, UPGRADE TO STAGE 3; notify Dept. Lead and contact Resource Centre Ext. 55555
<input type="checkbox"/>	Alert staff and patrons which elevators or bank of elevators are out of service
<input type="checkbox"/>	Update Code Team upon arrival
<input type="checkbox"/>	Assist with rerouting traffic and access to patients as directed
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Grey – Elevator Failure - Stage 3 Checklist</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Upon discovery of an elevator failure with an entrapment contact Dept. Lead
<input type="checkbox"/>	If Dept. Lead is not available, contact Resource Centre Ext. 55555 and advise Code Grey - Elevator Failure - Stage 3 - Site - Location
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Assist Dept. Lead in determining which elevator is affected by the failure and/or contains the trapped person(s)
<input type="checkbox"/>	Assist Dept. Lead in attempting to determine which floor(s) the elevator is stopped on
<input type="checkbox"/>	Bang on the elevator door and attempt to gain communication with the person(s) inside
<input type="checkbox"/>	Advise the trapped person(s) that help is on the way and to stay calm
<input type="checkbox"/>	Identify any life safety concerns of person(s) trapped
<input type="checkbox"/>	Update Code Team upon arrival
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Code Team will confirm once the elevator is back online
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

**Appendix E4 – Elevator Failure – Code Team Job Action Sheet and Checklist**

<b>Code Grey – Elevator Failure - Stage 2</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Attend Code location
<input type="checkbox"/>	Liaise with Incident Commander for information
<input type="checkbox"/>	Reassess the <a href="#">INITIAL ASSESSMENT CHECKLIST</a> ; contact the Resource Centre Ext. 55555 if there are any changes from the current stage
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Investigate cause of elevator failures
<input type="checkbox"/>	Update the Incident Commander
<input type="checkbox"/>	Post signage RE: Elevator Out of Service
<input type="checkbox"/>	Communicate to the Incident Commander when the following thresholds have occurred:
<input type="checkbox"/>	Elevator failure source discovered
<input type="checkbox"/>	Elevator service restored
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<b>Code Grey – Elevator Failure - Stage 3 Checklist</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Attend Code location
<input type="checkbox"/>	Liaise with Incident Commander for information
<input type="checkbox"/>	If a person(s) is trapped in the elevator ensure the Fire Dept. has been called by the Resource Centre and specify Elevator Rescue
<input type="checkbox"/>	Reassess the <a href="#">INITIAL ASSESSMENT CHECKLIST</a> ; contact the Resource Centre Ext. 55555 if there are any changes from the current stage
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Investigate cause of elevator failures
<input type="checkbox"/>	Post signage RE: Elevator Out of Service
<input type="checkbox"/>	Update the Incident Commander
<input type="checkbox"/>	Assist Fire Dept. as required
<input type="checkbox"/>	Consider calling the Resource Centre for a Code ON
<input type="checkbox"/>	Communicate to the Incident Commander when the following thresholds have occurred
<input type="checkbox"/>	Elevator failure source discovered
<input type="checkbox"/>	Elevator service restored
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

**Appendix F4 – Elevator Failure – Security Job Action Sheet and Checklist**

<b>Code Grey – Elevator Failure - Stage 2</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Receive update from Incident Commander
<input type="checkbox"/>	Advise Security Command upon arrival
<input type="checkbox"/>	Assist with establishing and maintaining a perimeter/cordon as required
<input type="checkbox"/>	Assist with rerouting traffic and access to patients as required
<input type="checkbox"/>	Contact and update Security Command via radio
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Confirm with Code Team when the elevator service has been restored; remove perimeter barriers
<input type="checkbox"/>	Advise Security Command when the code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements

<b>Code Grey – Elevator Failure - Stage 3</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Upon discovery of an elevator contact the Resource Centre Ext. 55555
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Receive update from Incident Commander
<input type="checkbox"/>	Advise Security Command upon arrival
<input type="checkbox"/>	Assist with establishing and maintaining a perimeter/cordon as required
<input type="checkbox"/>	Escort the Fire Dept. and Vendors to the Code location
<input type="checkbox"/>	Contact and update Security Command via radio
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Confirm with Code Team when the elevator service has been restored; remove perimeter barriers
<input type="checkbox"/>	Advise Security Command when the code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirement

**Appendix G4 – Elevator Failure – Department Lead Job Action Sheet and Checklist**

<b>Code Grey – Elevator Failure - Stage 2</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive information that there has been an elevator failure
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise Code Grey - Elevator Failure - Site - Location
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Establish the Incident Command Post location and assume role of Incident Commander; don IC vest
<input type="checkbox"/>	Liaise with Code Team
<input type="checkbox"/>	Notify Resource Centre Ext. 55555 of Code Team arrival
<input type="checkbox"/>	Determine which elevators/bank of elevators, is affected by the failure
<input type="checkbox"/>	Direct available staff to assist as required
<input type="checkbox"/>	If it is discovered that someone is trapped and is in jeopardy, UPGRADE TO STAGE 3 and notify Resource Centre Ext. 55555
<input type="checkbox"/>	Determine any of the elevators are used for critical movement of patients, or that patient safety is impacted. If so, advise Manager On-Call and Code Team
<input type="checkbox"/>	Direct rerouting of traffic and access to patients
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and provide information for the Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Code Team will confirm once the elevator service has been restored
<input type="checkbox"/>	Notify Director On-Call that the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete Code IRS

<b>Code Grey – Elevator Failure - Stage 3</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise Code Grey - Elevator Failure - Stage 3 - Site - Location
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Ensure that the Fire Dept. has been contacted via the Resource Centre Ext. 55555 and specify elevator rescue
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post location and assume role of Incident Commander; don the IC Vest
<input type="checkbox"/>	Liaise with Code Team
<input type="checkbox"/>	Advise Resource Centre Ext. 55555 of Code Team arrival
<input type="checkbox"/>	Determine which elevator(s) is affected by the failure and contains trapped person(s)
<input type="checkbox"/>	Enlist the aid of available staff if required
<input type="checkbox"/>	Attempt to determine which floor(s) the elevator is stopped on
<input type="checkbox"/>	Attempt to gain communication with the person inside
<input type="checkbox"/>	Update Fire Service and/or Vendor upon their arrival
<input type="checkbox"/>	Attempt to determine the health status of person(s) trapped
<input type="checkbox"/>	Consider activation of Code ONE
<input type="checkbox"/>	Direct staff to maintain communications with trapped person(s)
<input type="checkbox"/>	Determine if elevator failure impacts patient safety
<input type="checkbox"/>	Update Manager On-Call as required
<input type="checkbox"/>	Contact Resource Centre ext 55555 and provide information for the Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Code Team will confirm once the elevator service has been restored
<input type="checkbox"/>	Contact and advise Manager On-Call of the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete IRS

**Appendix H4 – Elevator Failure – Manager On-Call Job Action Sheet and Checklist**

<b>Code Grey – Elevator Failure- Stage 2</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Attend Code location
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Assume role as Incident Commander (take over from Dept. Lead; don vest) if needed
<input type="checkbox"/>	Receive update from Dept. Lead
<input type="checkbox"/>	Liaise with Department Leads and determine affect on patient care and safety
<input type="checkbox"/>	Contact Director On-Call and update
<input type="checkbox"/>	Direct rerouting of traffic and access to patients
<input type="checkbox"/>	Ensure Code Blue and Pink Teams have the necessary supplies on affected floors (areas)
<input type="checkbox"/>	Ensure additional patient services are maintained (i.e. Lab, meals, etc.)
<input type="checkbox"/>	Consider opening flex beds on accessible floors
<input type="checkbox"/>	Consider staffing needs for supportive roles, patient carries, equipment, supplies, meals, lab, pharmacy etc.
<input type="checkbox"/>	Consider transferring patients to other facilities if critical patient care areas are impacted
<input type="checkbox"/>	Consider stairwell monitoring if Code is prolonged
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Contact Director On-Call and advise when elevator operations have been restored
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Identify and assign follow up with the entrapped person
<b>Code Grey – Elevator Failure- Stage 3</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Assume role as Incident Commander (take over from Dept. Lead and don vest) if needed
<input type="checkbox"/>	Liaise with Dept Lead and receive information on the number of trapped persons, their health concerns and current status
<input type="checkbox"/>	Consider activating <a href="#">Code ONE</a>
<input type="checkbox"/>	Receive update from Dept Lead and determine effect on patient care and safety
<input type="checkbox"/>	Contact Director On-Call and update
<input type="checkbox"/>	Update Director On-Call
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Code Team will advise when all elevator services have been restored
<input type="checkbox"/>	Contact Director On-Call and advise when elevator operations have been restored
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Identify and assign follow up with the entrapped person



**Appendix I4 – Elevator Failure – Director On-Call Job Action Sheet and Checklist**

<b>Code Grey – Elevator Failure- Stage 2</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Ensure Incident Commander has been appointed
<input type="checkbox"/>	Liaise with Incident Commander and determine impact of the elevator failure
<input type="checkbox"/>	Join the EOC Teleconference, discuss the action plan with EOC members
<input type="checkbox"/>	Determine the impact on operations and consider COOP activation
<input type="checkbox"/>	Develop communications plan
<input type="checkbox"/>	Contact and update VP On-Call
<input type="checkbox"/>	Receive Code Update Email from Resource Center
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive notification from Incident Commander when the Code has been resolved
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Conduct Post Incident Debrief as required
<b>Code Grey – Elevator Failure- Stage 3</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive an activation call from the Resource Centre; get a situation update, decide whether to have an EOC Conference Call, attend the EOC or both
<input type="checkbox"/>	Ensure Incident Commander has been appointed
<input type="checkbox"/>	Liaise with Incident Commander and determine extent of failure
<input type="checkbox"/>	Determine impact on operations and consider COOP activation
<input type="checkbox"/>	Contact and update VP On-Call
<input type="checkbox"/>	Receive Code Update Email from Resource Center
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive notification from Incident Commander when the Code has been resolved
<input type="checkbox"/>	Contact VP On-Call and advise All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Conduct Post Incident Debrief as required

**Appendix J4 – Elevator Failure – Vice President Job Action Sheet and Checklist**

<b>Code Grey – Elevator Failure- Stage 2</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Join EOC Conference Call
<input type="checkbox"/>	Determine impact on operations and consider COOP activation
<input type="checkbox"/>	Review and approve communications plan
<input type="checkbox"/>	Update the ELT
<input type="checkbox"/>	Receive Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from the Director On-Call when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No Action required

<b>Code Grey – Elevator Failure- Stage 3</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Report to the EOC as directed
<input type="checkbox"/>	Discuss the Code with the Director On-Call
<input type="checkbox"/>	Determine impact on operations and consider COOP activation
<input type="checkbox"/>	Update the ELT
<input type="checkbox"/>	Develop communications plan
<input type="checkbox"/>	Review and approve communications with ELT
<input type="checkbox"/>	Discuss incident with Vendor, Fire Dept. or Community Officials as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from the Director On-Call when the Code has been resolved
<input type="checkbox"/>	Contact the Resource Centre Ext. 55555 and advise All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – support as required

**Appendix K4 – Elevator Failure – Executive Leadership Team Job Action Sheet and Checklist**

<b>Code Grey – Elevator Failure- Stage 2</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update(s) and discuss Code with VP On-Call
<input type="checkbox"/>	ELT members will meet to discuss the Code (Executive Offices) as required
<input type="checkbox"/>	Determine impact to operations, patient care, risk and reputation, site, length of time, etc.
<input type="checkbox"/>	Approve Continuity of Operations (COOP) plan, approve AD Hoc Crisis Management Team to oversee COOP
<input type="checkbox"/>	Review and approve communications as required
<input type="checkbox"/>	Receive Code Update Email
<input type="checkbox"/>	Advise the Chief of Staff
<input type="checkbox"/>	Advise the Board of Directors, CEO
<input type="checkbox"/>	Contact the LHIN
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	VP On-call will advise when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – Assist as required
<b>Code Grey – Elevator Failure- Stage 3</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Discuss the Code with VP On-Call
<input type="checkbox"/>	ELT members will meet to discuss the Code (Executive Offices) as required
<input type="checkbox"/>	Determine impact to operations, patient care, risk and reputation, site, length of time, etc.
<input type="checkbox"/>	Review and approve communications
<input type="checkbox"/>	Approve Continuity of Operations (COOP) plan, approve AD Hoc Crisis Management Team to oversee COOP
<input type="checkbox"/>	Receive Code Update Email
<input type="checkbox"/>	Advise the Chief of Staff
<input type="checkbox"/>	Advise the Board of Directors, CEO
<input type="checkbox"/>	Contact the LHIN
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	VP On-call will advise when the Code has been resolved
<input type="checkbox"/>	ELT will call the All Clear through the VP On-Call
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – Support as required

## Appendix A5 – Code Grey – Medical Gas Failure – Initial Assessment Checklist

### Definitions, Code Team and Assessment

#### Initial Discovery and Immediate Actions

- Notify co-workers and Dept. Lead
- Identify and attend to vented patient's needs
- Identify and attend to patients being administered oxygen
- Contact Resource Centre Ext. 55555 and advise of Medical Gas Failure

#### Code Definitions

##### Work Order

A work order is a utility service call and not a Code.

- Consider a Work Order only if the failure impacts only one patient or one room, i.e. the oxygen wall unit does not work for a bed

##### Stage 1 Minor:

- Isolated medical gas failure within a single, non-critical department
- No vented patients affected

##### Stage 2 Major:

- Medical gas failure affecting multiple non-critical departments
- No critical or vented patients affected

##### Stage 3 Critical:

- Medical gas failure affecting multiple vented patients
- Failure affects critical department(s) or the entire site

#### Code Team Membership

- Facilities Management
- Respiratory Therapist

<b>Medical Gas Leak Initial Assessment Checklist</b>	
<input type="checkbox"/>	Information is received re: medical gas failure (affecting more than 1 patient - or consider a Work Order Ext. 33500)
<input type="checkbox"/>	Ensure Resource Centre has been notified Ext. 55555
<b>Assessment Criteria for Facilities Management - Work Order</b>	
<input type="checkbox"/>	The impact only affects one medical gas wall unit
<b>Facilities Management, RT, and Department Lead to respond to the location</b>	
<input type="checkbox"/>	Identify any life safety concerns, vented patients or patient's being administered oxygen
<input type="checkbox"/>	Identify any patient care concerns or equipment interruptions or concerns
<input type="checkbox"/>	Situation requires immediate need for Facilities Management attendance (if not, simply generate a work order)
<input type="checkbox"/>	Determine Stage 1, 2 or 3 based on Incident Stage definitions and assessment below
<b>Assessment Criteria for Code Grey – Medical Gas Failure - Stage 1</b>	
<input type="checkbox"/>	Isolated medical gas failure ONLY within a non-critical department affecting more than one patient, a unit or dept.
<input type="checkbox"/>	If answered "yes" to the above questions, the incident is a Stage 1
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise Code Grey - Medical Gas Failure - Stage 1, Site and Location
<input type="checkbox"/>	Go to corresponding JAS Stage 1
<b>Assessment Criteria for Code Grey – Medical Gas Failure - Stage 2</b>	
<input type="checkbox"/>	Medical Gas Failure is affecting multiple departments
<input type="checkbox"/>	Medical Gas Failure is affecting non-critical areas
<input type="checkbox"/>	If answered "yes" to all of the above questions, the incident is a Stage 2
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise Code Grey - Medical Gas Failure - Stage 2 - Site - Location
<input type="checkbox"/>	Go to corresponding JAS Stage 2
<b>Assessment Criteria for Code Grey – Medical Gas Failure - Stage 3</b>	
<input type="checkbox"/>	Medical Gas Failure is affecting critical area
<input type="checkbox"/>	Medical Gas Failure is affecting vented patients
<input type="checkbox"/>	If answered "yes" to any Stage 3 criteria, the Code is a Stage 3
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise Code Grey - Medical Gas Failure - Stage 3 - Site
<input type="checkbox"/>	Go to corresponding JAS Stage 3

**Appendix B5 – Medical Gas Failure – Job Action Sheet Summary (All Roles)**

Group	Stage 1	Stage 2	Stage 3
<b>Chain of Command</b>			
			<b>ELT:</b>
<b>Executive Leadership Team (ELT) / VP On-Call</b>	No action required	<b>VP On-Call:</b> <ul style="list-style-type: none"> <li>Join EOC Conference Call</li> <li>Review and approve Communications</li> <li>Determine impact on operations and consider COOP activation</li> <li>Approve Code Green</li> <li>Update ELT</li> </ul>	<ul style="list-style-type: none"> <li>Establish ELT meeting</li> <li>Review and approve communications</li> <li>Approve Continuity of Operations Plan</li> <li>Advise stakeholders</li> </ul> <b>VP On-Call:</b> <ul style="list-style-type: none"> <li>Attend the EOC</li> <li>Determine impact on operations and consider COOP activation</li> <li>Approve Code Green</li> <li>Issue All Clear</li> </ul>
<b>EOC / Director On-Call</b>	<ul style="list-style-type: none"> <li>Update with Incident Commander as required</li> </ul>	<ul style="list-style-type: none"> <li>Lead EOC Conference Call; develop Code Action Plan</li> <li>Discuss with Incident Commander and VP On-Call</li> <li>Direct Dept. Leads to conduct patient census; determine early discharge</li> <li>Determine requirement to delay/cancel non-essential function</li> <li>Determine impact on operations and consider COOP activation</li> <li>Issue All Clear</li> </ul>	<ul style="list-style-type: none"> <li>Establish EOC in affected site; develop Code Action Plan</li> <li>Discuss with Incident Commander and VP On-Call</li> <li>Consider Code Green</li> <li>Direct Dept. Leads to conduct patient census; determine early discharge</li> <li>Determine requirement to delay/cancel non-essential function</li> <li>Determine impact on operations and consider COOP activation</li> </ul>
	<b>Staff:</b>	<b>Staff:</b>	<b>Staff:</b>
<b>Incident Command Post (ICP)</b>	<ul style="list-style-type: none"> <li>Prepare patients for relocation as directed</li> <li>Ensure transfer of belongings, medications and medical records as required</li> </ul>	<ul style="list-style-type: none"> <li>Prepare patients for relocation as directed</li> <li>Ensure transfer of belongings, medications and medical records as required</li> </ul>	<ul style="list-style-type: none"> <li>Prepare patients for relocation as directed</li> <li>Ensure transfer of belongings, medications and medical records as required</li> </ul>

<p><b>Dept. Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Determine if patient care is compromised by medical gas failure</li> <li>Determine requirement to relocate patients</li> <li>Provide information to Resource Centre for Code Update Email</li> <li>Issue All Clear</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Assist with patient relocation as required</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Determine the extent and impact of medical gas failure</li> <li>Activate alternate systems as required</li> <li>Provide portable gas</li> <li>Determine the need for a vendor/contractor</li> </ul>	<p><b>Dept. Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Determine if patient care is compromised by medical gas failure</li> <li>Determine medical gas status in each department</li> <li>Determine requirement to relocate patients</li> <li>Make preparations for patient transportation, i.e. EMS, patient transfer service</li> <li>Consider upstaffing requirements</li> <li>Consider EMS redirect</li> <li>Provide information to Resource Centre for Code Update Email</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Assist with patient relocation as required</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Determine the extent and impact of medical gas failure</li> <li>Activate alternate systems as required</li> <li>Provide portable gas</li> <li>Determine the need for a vendor/contractor</li> </ul>	<p><b>Dept. Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Determine if patient care is compromised by medical gas failure</li> <li>Determine medical gas status in each department</li> <li>Determine requirement to relocate patients</li> <li>Make preparations for patient transportation, i.e. EMS, patient transfer service</li> <li>Consider upstaffing requirements</li> <li>Consider EMS redirect</li> <li>Consider visitor limitation</li> <li>Provide information to Resource Centre for Code Update Email</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Assist with patient relocation as required</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Determine the extent and impact of medical gas failure</li> <li>Activate alternate systems as required</li> <li>Provide portable gas</li> <li>Determine the need for a vendor/contractor</li> </ul>
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### Communications

<p><b>Resource Centre</b></p>	<ul style="list-style-type: none"> <li>Phone Code Team, Manager On-Call</li> <li>Send NH Emergency group email</li> <li>Send out All Clear email</li> </ul>	<ul style="list-style-type: none"> <li>Send out PA Announcement</li> <li>Phone Code Team,</li> <li>Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>Director On-Call</li> <li>Send NH Emergency Management group email</li> <li>Send out All Clear PA, email</li> </ul>	<ul style="list-style-type: none"> <li>Send out PA Announcement</li> <li>Phone Code Team,</li> <li>Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>Director On-Call</li> <li>Send NH Emergency Management group email</li> <li>Send out All Clear PA, email</li> </ul>
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**Appendix C5  
Medical Gas Failure – Switchboard / Resource Centre Job Action Sheet and Checklist**

Code Grey –Medical Gas Failure – Stage 1 Minor		
<b>Definition</b>	Medical gas and suction failure affecting a single department (patient care not affected)	
1. SENDING ALERTS		
<b>PA Announcement (3 times)</b>	N/A	
<b>Phone/Contact Responders</b>	<b>SCS, WS, NFS, PCS, NFS</b>	<ul style="list-style-type: none"> <li>Facilities Management/Engineering Services On-Call</li> <li>Respiratory Therapist</li> <li>Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> </ul>
<ul style="list-style-type: none"> <li>Receive information from Dept. Lead</li> <li>Send Code Update</li> </ul>	Email distribution groups:	<ul style="list-style-type: none"> <li>NH Emergency Management</li> </ul>
<b>Email</b>	Subject Line (cut and paste, update site)	Code Update Email: Code Grey – Medical Gas Failure – Stage 1 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>Open CODE UPDATE EMAIL</li> <li>Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents
2. CODE UPDATE EMAIL		
<b>Send Group Emails (as per Dept. Lead direction)</b>	Email distribution groups:	<ul style="list-style-type: none"> <li>NH Emergency Management</li> </ul>
	Subject Line (cut and paste, update location and site)	Code Update Email: Code Grey –Medical Gas Failure – Stage 1 – [location - site]



	Email Body	As per Dept. Lead instructions
<b>3. ALL CLEAR</b>		
<b>Authority to give the “All Clear”</b>	Dept. Lead	
<b>PA Announcement (once)</b>	N/A	
<b>Send Group Emails</b>	Email distribution groups:	• NH Emergency Management
	Subject Line ( <b>cut and paste, update site</b> )	Code Alert: Code Grey – Medical Gas Failure – Stage 1 [Site] – All Clear
<b>4. POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log	

**Code Grey – Stage 1 Checklist**
**Sending Stage Alerts**

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | No PA Announcement required              |
| <input type="checkbox"/> | Phone/Contact Responders                 |
| <input type="checkbox"/> | Group email sent                         |
| <input type="checkbox"/> | Send Code Update Email as per Dept. Lead |

**Sending Stage All Clear Notification**

- |                          |                             |
|--------------------------|-----------------------------|
| <input type="checkbox"/> | No PA announcement required |
| <input type="checkbox"/> | All Clear Group email sent  |
| <input type="checkbox"/> | Complete Code Log           |

**Code Grey –Medical Gas Failure – Stage 2 Major**

<b>Definition</b>	Medical gas and suction failure affecting multiple departments (patient care not affected)
<b>1. SENDING ALERTS</b>	

<b>PA Announcement</b> (3 times)	Code Grey –Medical Gas Failure - Stage 2 - [location]	
<b>Phone/Contact Responders</b>	<b>SCS, WS, NFS, PCS, FES</b>	<ul style="list-style-type: none"> <li>• Facilities Management/Engineering Services On-Call</li> <li>• Respiratory Therapist</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NH Emergency Management</li> </ul>
	Subject Line (cut and paste, update site)	Code Alert: Code Grey –Medical Gas Failure – Stage 2 – [Site]
	Email Body (cut and paste, list affected departments)	<p>There has been a medical gas and suction failure affecting the following departments: [list departments]. Patient care has not been affected.</p> <p>A Code Update Email will be sent as more information comes available</p>
<b>2. EOC ACTIVATION</b>		
<b>A.Call the Director On-Call</b> (according to schedule)  <b>1/</b> Confirm the Director On-Call is aware of the Code and has spoke with the Dept. Lead or Manager On-Call  <b>2/</b> Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri: 0830-1630  (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
	After-hours	Refer to Director On-call schedule
	1. Teleconference Meeting invitation subject line (cut and paste, update site)	EOC Conference Call – Code Grey –Medical Gas Failure – Stage 2 – [Site]

<b>B.Establish 'Teleconference Meeting' as per Director On-Call</b>	<ol style="list-style-type: none"> <li>1. Send Teleconference Meeting invitation via email to leadership list           <ol style="list-style-type: none"> <li>1. Set start time to begin immediately</li> </ol> </li> <li>2. Call Leadership list to advise of Teleconference Meeting invitation</li> </ol>	<ul style="list-style-type: none"> <li>• Manager of ICU/RT</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>• Director On-Call</li> <li>• Executive Site Lead</li> <li>• Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>• Communications</li> <li>• VP On-Call</li> </ul>
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3. CODE UPDATE EMAIL		
<ul style="list-style-type: none"> <li>• <b>Receive information from Dept. Lead</b></li> <li>• <b>Send Code Update</b></li> </ul>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NH Emergency Management</li> </ul>
	Subject Line ( <b>cut and paste, update site</b> )	Code Update Email: Code Grey – Medical Gas Failure – Stage 2 – [Site]

**Code Grey- Medical Gas Failure - Stage 2 Checklist**
**Sending Stage Alerts**

<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone/Contact Responders
<input type="checkbox"/>	Code Alert Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Email the Teleconference Meeting Conference Call Group
<input type="checkbox"/>	Phone the phone group
<input type="checkbox"/>	Send out Code Update Email - if info received from Dept. Lead
<input type="checkbox"/>	Complete Section 4. Additional Duties as required

**Sending Stage All Clear Notification**

<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent

<input type="checkbox"/>	Complete Code Log
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<b>Code Grey – Medical Gas Failure – Stage 3 Critical</b>		
<b>Definition</b>	Medical gas and suction failure affecting an entire site(s); impacting patient care.	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	Code Grey – Medical Gas Failure – Stage 3 [location description not required]	
<b>Phone/Contact Responders</b>	<b>SCS, NFS, WS, PCS, FES</b>	<ul style="list-style-type: none"> <li>Facilities Management/Engineering Services On-Call</li> <li>Respiratory Therapist</li> <li>Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	<ul style="list-style-type: none"> <li>NH Emergency Management</li> </ul>
	Subject Line (cut and paste, update site(s))	Code Alert: Code Grey – Medical Gas Failure – Stage 3 – [Site(s)]
	Email Body (cut and paste, update site(s))	<p>There has been a medical gas failure affecting [site(s)]. Patient care has been impacted.</p> <p>A <i>Code Update Email</i> will be sent as more information comes available.</p>
<b>2. EOC ACTIVATION</b>		
<b>a. Call the Director On-Call</b> (according to schedule)  <b>1/ Confirm the Director On-Call is aware of the Code and has</b>	Mon-Fri 0830-1630  (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>Director, Finance</li> <li>Director, Patient Care SCS</li> </ol>



**NAME: Code Grey – Gas Leak; Air Exclusion; Utility Failure; Elevator Failure; Medical Gas Failure**

spoke with the Dept. Lead or Manager On-Call

**2/** Confirm the Director On-Call wants to activate the EOC Teleconference Meeting

	After-hours	Refer to Director On-call schedule
<b>b. Establish 'Teleconference Meeting' as per Director On- Call</b>	1. Teleconference Meeting invitation subject line ( <b>cut and paste, update site(s)</b> )	EOC Conference Call – Code Grey – Medical Gas Failure – Stage 3 – [Site(s)]
	<ol style="list-style-type: none"> <li>1. Send Teleconference Meeting invitation via email to leadership list           <ol style="list-style-type: none"> <li>1. Set start time to begin immediately</li> </ol> </li> <li>2. Phone leadership list to advise of Teleconference Meeting invitation</li> </ol>	<ul style="list-style-type: none"> <li>• Manager of ICU/RT</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>• Director On-Call</li> <li>• Director QPSR</li> <li>• VP On-Call</li> <li>• Executive Site Lead</li> <li>• Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>• Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>• Communications</li> </ul>
<b>3. CODE UPDATE EMAIL</b>		
• <b>Receive information from Dept. Lead</b>	Email distribution groups:	• NH Emergency Management
	Subject Line ( <b>cut and paste, update site</b> )	Code Update Email: Code Grey – Medical Gas Failure
• <b>Send Code Update Email</b>		– Stage 3 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents
<b>4. ADDITIONAL DUTIES AS REQUIRED</b>		
<b>Complete Documentation</b>	N/A	



**NAME: Code Grey – Gas Leak; Air Exclusion; Utility Failure; Elevator Failure; Medical Gas Failure**

**Media Inquiries**

- Direct media inquiries to Communications Dept.



<b>Patient Inquiries</b>	<ul style="list-style-type: none"> <li>• Transfer call to unaffected Depts.</li> <li>• For affected depts. advise caller there is an emergency code in effect and to please call back in 30 minutes.</li> </ul>	
<b>ED Closure Notifications – as directed</b>	<ul style="list-style-type: none"> <li>• Notify NEMS of any ED closures</li> <li>• Notify other Niagara Health sites of ED closure</li> </ul>	
<b>EOC Hotline</b>	N/A	
<b>5. ALL CLEAR</b>		
<b>Authority to give the “All Clear”</b>	VP On-call	
<b>PA Announcement (once)</b>	All Clear Code Grey	
<b>Group Emails</b>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NH Emergency Management</li> </ul>
	Subject Line ( <b>cut and paste, update site</b> )	Code Alert: Code Grey – Medical Gas Failure – Stage 3 – [Site(s)] – All Clear
<b>6. POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log	

Code Grey- Medical Gas Failure - Stage 3 - Checklist	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone/Contact Responders
<input type="checkbox"/>	Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Send email to Teleconference Meeting Call group
<input type="checkbox"/>	Phone the Teleconference Meeting group
<input type="checkbox"/>	Send Code Update Email
<input type="checkbox"/>	Complete Section 4. Additional Duties as required
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Receive All Clear from VP On-Call
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

**Appendix D5 – Medical Gas Failure – Staff Job Action Sheet and Checklist**

<b>Code Grey- Medical Gas Failure – Stage 1</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Discover Medical Gas Failure
<input type="checkbox"/>	Contact Dept. Lead. If Dept. Lead is not available, contact Resource Centre Ext. 55555 and advise Code Grey - Medical Gas Failure
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Update Code Team upon arrival
<input type="checkbox"/>	Prepare patients for evacuations as directed
<input type="checkbox"/>	Assess the patient's conditions and prioritize those at most risk
<input type="checkbox"/>	Ensure the transfer of patient's belongings, medications and records upon evacuation
<input type="checkbox"/>	Evaluate safety of patients, family, staff and facility and recommend protective and corrective actions to minimize hazards and risks
<input type="checkbox"/>	Notify Dept. Lead of any injuries relating to the loss of utilities
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Code Team will confirm once the Code has been resolved
<input type="checkbox"/>	Advise patients and visitors that the Code has been resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<b>Code Grey-Medical Gas Failure– Stage 2</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Discover Medical Gas Failure
<input type="checkbox"/>	Contact Dept. Lead. If Dept. Lead is not available, contact Resource Centre Ext. 55555 and advise Code Grey - Utility Failure - Site - Location
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Update Code Team upon their arrival
<input type="checkbox"/>	Assess the patient's conditions and prioritize those at most risk
<input type="checkbox"/>	Prepare patients for evacuations as directed
<input type="checkbox"/>	Ensure the transfer of patient's belongings, medications and records upon evacuation
<input type="checkbox"/>	Notify Dept. Lead of any injuries relating to the loss of utilities
<input type="checkbox"/>	Evaluate safety of patients, family, staff and facility and recommend protective and corrective actions to minimize hazards and risks
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Code Team will confirm once the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<b>Code Grey- Medical Gas Failure– Stage 3</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Discover Medical Gas Failure
<input type="checkbox"/>	Contact Dept. Lead.. If Dept. Lead is not available, contact Resource Centre Ext. 55555 and advise Code Grey Utility Failure - Location - Site
<input type="checkbox"/>	Receive Code Alert

<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Update Code Team upon their arrival
<input type="checkbox"/>	Assess patients conditions and prioritize those at most risk
<input type="checkbox"/>	Notify Dept. Lead of any injuries relating to the loss of medical gas
<input type="checkbox"/>	Prepare patients for relocation as directed
<input type="checkbox"/>	Ensure the transfer of patient's belongings, medications and records upon relocation
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	The Code Team will advise when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

**Appendix E5 – Medical Gas Failure – Security Job Action Sheet and Checklist**

Code Grey- Medical Gas Failure– Stage 1	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Not applicable
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

Code Grey- Medical Gas Failure – Stage 2	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Advise Security Command upon arrival
<input type="checkbox"/>	Receive update from Dept. Lead
<input type="checkbox"/>	Determine if assistance will be required in the event of a Code Green
<input type="checkbox"/>	Assist with Code Green as required
<input type="checkbox"/>	Contact and update Security Command via radio
<input type="checkbox"/>	Advise Security Command when the code has been resolved
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements

Code Grey- Medical Gas Failure – Stage 3	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Advise Security Command upon arrival
<input type="checkbox"/>	Receive update from Dept. Lead
<input type="checkbox"/>	Determine if assistance will be required in the event of a Code Green
<input type="checkbox"/>	Assist with Code Green as required
<input type="checkbox"/>	Contact and update Security Command via radio
<input type="checkbox"/>	Advise Security Command when the code has been resolved
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements

**Appendix F5 – Medical Gas Failure – Code Team Job Action Sheet and Checklist**

<b>Code Grey-Medical Gas Failure– Stage 1</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Go to Code location
<input type="checkbox"/>	Liaise with Dept Lead for information
<input type="checkbox"/>	If not already done so, completed INITIAL CODE ASSESSMENT and advise Resource Centre Ext 55555
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Liaise with Respiratory Therapist to assist in actions to be taken and prioritization of tasks
<input type="checkbox"/>	Assess and advise Incident Commander of the extent and possible duration
<input type="checkbox"/>	Liaise with Dept Lead and determine critical equipment that is affected
<input type="checkbox"/>	Investigate and provide recommendations for portable gas
<input type="checkbox"/>	Activate alternate systems as needed
<input type="checkbox"/>	Liaise with Respiratory Therapist to verify which essential equipment is to be utilized
<input type="checkbox"/>	Determine and advise on the affects on other departments, if any (if other departments affected, advise Emergency Operations Centre and upgrade to Stage 2
<input type="checkbox"/>	Determine the need for a vendor
<input type="checkbox"/>	Communicate to the Dept Lead when the following thresholds have occurred:
<input type="checkbox"/>	Failure source discovered
<input type="checkbox"/>	Medical gas has been restored
<input type="checkbox"/>	Equipment maintenance initiated (if required)
<input type="checkbox"/>	Equipment maintenance completed (if required)
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Incident Commander when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Grey - Medical Gas Failure– Stage 2</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Go to Code location
<input type="checkbox"/>	Liaise with Dept Lead for information
<input type="checkbox"/>	If not already done so, completed INITIAL CODE ASSESSMENT and advise Resource Centre Ext. 55555
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Liaise with Respiratory Therapist to assist in actions to be taken and prioritization of tasks
<input type="checkbox"/>	Assess and advise Incident Commander of the extent and possible duration
<input type="checkbox"/>	Liaise with Dept Lead and determine critical equipment that is affected
<input type="checkbox"/>	Investigate and provide recommendations for portable gas
<input type="checkbox"/>	Activate alternate systems as needed
<input type="checkbox"/>	Liaise with Respiratory Therapist to verify which essential equipment is to utilized
<input type="checkbox"/>	Determine the need for a vendor
<input type="checkbox"/>	Advise the Incident Commander when the following thresholds have occurred:
<input type="checkbox"/>	Failure source discovered
<input type="checkbox"/>	Medical gas has been restored
<input type="checkbox"/>	Equipment maintenance initiated (if required)
<input type="checkbox"/>	Equipment maintenance completed (if required)

<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Incident Commander when Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

**Appendix G5 – Medical Gas Failure Department Lead Job Action Sheet and Checklist**

Code Grey- Medical Gas Failure Leak– Stage 1	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive information re: medical gas failure
<input type="checkbox"/>	Perform Incident Initial Assessment; contact Resource Centre Ext. 55555 to advise of Code Grey - Medical Gas Failure - Stage 1 - Location
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Establish and declare Incident Command Post location; assume role of Incident Commander; don vest
<input type="checkbox"/>	Advise Resource Centre Ext. 55555 of Code Team arrival
<input type="checkbox"/>	Update Code Team upon arrival
<input type="checkbox"/>	Determine if patient care is being compromised by the medical gas interruption
<input type="checkbox"/>	Update Manager On-Call regarding interruption to operations and patient care concerns
<input type="checkbox"/>	Determine requirement to evacuate or transfer patients to other departments/areas
<input type="checkbox"/>	If movement of patients appears to be imminent, prioritize patients based on risks and needs
<input type="checkbox"/>	Update Manager On-Call as required
<input type="checkbox"/>	Contact Resource Centre and provide information for Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Contact the Resource Centre Ext. 55555 when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete IRS
Code Grey-Medical Gas Failure– Stage 2	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive information re: medical gas failure
<input type="checkbox"/>	Perform Initial Code Assessment and contact Resource Centre Ext. 55555 to advise of Code Grey - Medical Gas Failure - Stage 2 - Location
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post location and assume role of Incident Commander; don the IC Vest
<input type="checkbox"/>	Advise Resource Centre Ext. 55555 of Code Team arrival
<input type="checkbox"/>	Update Code Team upon their arrival
<input type="checkbox"/>	Determine if patient care is being compromised by the medical gas interruption
<input type="checkbox"/>	Update Manager On-Call regarding interruption to operations and patient care concerns
<input type="checkbox"/>	Determine requirement to evacuate or transfer patients to other departments/areas or facilities
<input type="checkbox"/>	If movement of patients appears to be imminent, prioritize patients based on risks and needs
<input type="checkbox"/>	Make preparations for transferring of patients to EMS or patient transfer service
<input type="checkbox"/>	Contact Resource Centre and provide information for Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Manager On-Call when Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete IRS
<input type="checkbox"/>	Assist as required

Code Grey-Medical Gas Failure– Stage 3	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive information re: medical gas failure
<input type="checkbox"/>	Perform Initial Code Assessment and contact Resource Centre Ext. 55555 to advise of Code Grey - Medical Gas Failure - Stage 3 - Location
	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post location and assume role of Incident Commander, don the IC Vest
<input type="checkbox"/>	Advise Resource Centre Ext. 55555 of Code Team arrival
<input type="checkbox"/>	Update Code Team upon their arrival
<input type="checkbox"/>	Determine if patient care is being compromised by the medical gas interruption
<input type="checkbox"/>	Update Manager On-Call regarding interruption to operations and patient care concerns
<input type="checkbox"/>	Determine requirement to evacuate or transfer patients to other departments/areas or facilities
<input type="checkbox"/>	If movement of patients appears to be imminent, prioritize patients based on risks and needs
<input type="checkbox"/>	Make preparations for transferring of patients to EMS or patient transfer service
<input type="checkbox"/>	Contact Resource Centre and provide information for Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Manager On-Call when Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Code IRS
<input type="checkbox"/>	Assist as required



**Appendix H5 – Medical Gas Failure – Manager On-Call Job Action Sheet and Checklist**

Code Grey-Medical Gas Failure– Stage 1	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Liaise with Dept. Lead and Code Team to determine extent of medical gas failure
<input type="checkbox"/>	Consider relieving the Dept. Lead and assume role of Incident Commander from Dept Lead (don vest) and establish and declare Incident Command Post location if not already done
<input type="checkbox"/>	Liaise with Dept Lead's and determine affect on patient care
<input type="checkbox"/>	Liaise with Executive Site Lead (Daytime) to address patient care concerns
<input type="checkbox"/>	Update Director On-Call as required
<input type="checkbox"/>	Direct Dept. Leads to determine the need to limit patient visitation
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Dept Lead will advise when medical gas has been restored
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Advise Dept Leads to discontinue visitor limitations
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

Code Grey-Medical Gas Failure– Stage 2	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Attend Code location
<input type="checkbox"/>	Liaise with Dept Lead and Code Team to determine extent of medical failure
<input type="checkbox"/>	Consider relieving the Dept. Lead and assume role of Incident Commander from Dept. Lead (don vest) as required
<input type="checkbox"/>	Contact each department on site and determine medical gas status
<input type="checkbox"/>	Liaise with Dept. Leads and determine affect on patient care
<input type="checkbox"/>	Liaise with Executive Site Lead (daytime) to address patient care concerns
<input type="checkbox"/>	Consider EMS redirect and notify Director On-Call if required
<input type="checkbox"/>	Update Director On-Call and advise
<input type="checkbox"/>	Direct Dept Leads to determine the need to limit patient visitation
<input type="checkbox"/>	Evaluate need for and obtain additional staff and request up-staffing through Director On-Call
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Code Team will advise when the Code has been resolved
<input type="checkbox"/>	Contact Director On-Call and advise of Code resolution
<input type="checkbox"/>	Contact and advise Resource Centre to discontinue ambulance diversion
<input type="checkbox"/>	Advise Dept. Leads to discontinue visitor limitations
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Grey-Medical Gas Failure– Stage 3</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Attend Code location
<input type="checkbox"/>	Liaise with Dept Lead and Code Team to determine extent of medical gas failure
<input type="checkbox"/>	Consider relieving the Dept. Lead and assume role of Incident Commander from Dept. Lead (don vest)
<input type="checkbox"/>	Contact Director On-Call and update
<input type="checkbox"/>	Contact each unit on site utilizing medical gas and determine the status of each unit
<input type="checkbox"/>	In the event of an Emergency Department closure, ensure that EMS is notified to redirect patient flow to another site.
<input type="checkbox"/>	Ensure that other sites are notified by Resource Centre Ext. 55555, in the event of an Emergency Department closure
<input type="checkbox"/>	Liaise with Dept. Leads and determine viability of moving patients to areas with working medical gasses (based on patient need priority)
<input type="checkbox"/>	Liaise with Dept. Leads and determine affect on patient care
<input type="checkbox"/>	Liaise with Executive Site Lead (daytime) to address patient care concerns
<input type="checkbox"/>	Update Director On-Call
<input type="checkbox"/>	Direct Dept Leads to determine the need to limit patient visitation
<input type="checkbox"/>	Evaluate need for and obtain additional staff and request up-staffing through Director On-Call/EOC
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Code Team will advise when Code has been resolved
<input type="checkbox"/>	Contact Director On-Call and advise re: Code Grey Medical Gas Failure All Clear
<input type="checkbox"/>	Contact and advise Resource Centre to discontinue ambulance diversion
<input type="checkbox"/>	Advise Dept. Leads to discontinue visitor limitations
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

**Appendix 15 – Medical Gas Failure – Director On-Call Job Action Sheet and Checklist**

Code Grey-Medical Gas Failure– Stage 1	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive update from Incident Commander as required
<input type="checkbox"/>	Receive Code Update Email as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No actions required
Code Grey-Medical Gas Failure – Stage 2	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive update from Incident Commander
<input type="checkbox"/>	Establish an <a href="#">EOC CONFERENCE CALL</a> discuss Incident Action Plan
<input type="checkbox"/>	Contact and update VP On-Call
<input type="checkbox"/>	Determine the need for partial or complete evacuation of the unit to protect patients
<input type="checkbox"/>	Consider activating <a href="#">CODE GREEN</a>
<input type="checkbox"/>	Determine impact to operations and consider <a href="#">COOP activation</a>
<input type="checkbox"/>	Notify departments to assess patients for early discharge to decrease patient census if required
<input type="checkbox"/>	Determine the need to delay or cancel non-essential function
<input type="checkbox"/>	Receive the Code Update Email from Resource Center
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Work with Department Managers for restoring normal facility visitation, and non-essential service operations
<input type="checkbox"/>	Upon restoration of normal operations, contact Resource Centre Ext. 55555 and advise of the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
Code Grey-Medical Gas Failure – Stage 3	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive update from Incident Commander
<input type="checkbox"/>	Liaise with Incident Commander and determine the need for partial or complete movement of patients
<input type="checkbox"/>	Receive call from the Resource Centre; get a situation update, determine requirement for an EOC Conference Call
<input type="checkbox"/>	Consider activating <a href="#">Code Green</a>
<input type="checkbox"/>	Contact and update VP On-Call
<input type="checkbox"/>	Determine impact on operations and consider <a href="#">COOP activation</a>
<input type="checkbox"/>	Notify departments to assess patients for early discharge to decrease patient census if required
<input type="checkbox"/>	Determine the need to delay or cancel non-essential function and communicate as needed
<input type="checkbox"/>	Receive the Code Update Email from Resource Center

<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Work with Department Managers for restoring normal facility visitation, and non-essential service operations
<input type="checkbox"/>	Upon restoration of normal operations, discuss the All Clear with VP On-Call
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Post Incident Debrief as required

**Appendix J5 – Medical Gas Failure – Vice President On-Call Job Action Sheet and Checklist**

Code Grey-Medical Gas Failure– Stage 1	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	No action Required
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No actions required

Code Grey-Medical Gas Failure – Stage 2	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive situation report from Director On-Call
<input type="checkbox"/>	Join EOC Conference Call
<input type="checkbox"/>	Consider <a href="#">Code Green</a>
<input type="checkbox"/>	Determine impact on operations and consider <a href="#">COOP activation</a>
<input type="checkbox"/>	Discuss communication needs with Director On-Call
<input type="checkbox"/>	Advise ELT as required
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

Code Grey-Medical Gas Failure– Stage 3	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Attend the Emergency Operations Centre
<input type="checkbox"/>	Determine patient care impact with Director On-Call; develop action plan
<input type="checkbox"/>	Consider and approve <a href="#">Code Green</a>
<input type="checkbox"/>	Determine impact on operations and consider <a href="#">COOP activation</a>
<input type="checkbox"/>	Develop communications plan
<input type="checkbox"/>	Direct any Media communications
<input type="checkbox"/>	Discuss incident with vendor(s), Fire Dept. EMS, or community officials as required
<input type="checkbox"/>	Review and approve communications with ELT
<input type="checkbox"/>	Update ELT as required
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call when the incident has been resolved
<input type="checkbox"/>	Notify Resource Centre Ext. 55555 to advise of the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – support as required

**Appendix K5 – Medical Gas Failure – Executive Leadership Team Job Action Sheet and Checklist**

<b>Code Grey-Medical Gas Failure– Stage 1</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive Code Update Email from the Resource Centre
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No actions required
<b>Code Grey-Medical Gas Failure– Stage 2</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive situation report from VP On-Call
<input type="checkbox"/>	Receive updates and discuss incident with VP On-Call as required, possible timelines
<input type="checkbox"/>	Discuss impact on hospital operations and affected departments
<input type="checkbox"/>	Review communications as required
<input type="checkbox"/>	Assist with Media Communications and statements to the media
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from VP On-Call when the code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<b>Code Grey-Medical Gas Failure– Stage 3</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Discuss the incident with the VP On-Call
<input type="checkbox"/>	ELT members will meet to discuss the Code (Executive Offices)
<input type="checkbox"/>	Determine impact to other depts., patient care, hospital operations, risk and reputation, site, length of time etc.
<input type="checkbox"/>	If needed, President to approve decision to evacuate the hospital based on nature of incident
<input type="checkbox"/>	Determine with Communications Dept. what must be prepared for both internal and external stakeholders
<input type="checkbox"/>	Direct any Media communications
<input type="checkbox"/>	Receive updates from VP On-Call and Director On-Call
<input type="checkbox"/>	Approve Continuity of Operations (COOP) plan, approve AD Hoc Crisis Management Team to oversee COOP
<input type="checkbox"/>	Provide direction and instructions through the VP On-Call to the Director of EOC
<input type="checkbox"/>	Discuss incident with Police, Fire and EMS Officials, Community officials as required
<input type="checkbox"/>	President or designate to approve communications (external/internal)
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<input type="checkbox"/>	Advise the Chief of Staff
<input type="checkbox"/>	Contact the Board of Directors, CEO
	Contact the LHIN
	Prepare plan to recovery and re-open hospital

<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	ELT to discuss the All Clear with the VP On-Call
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – Support as required

**Appendix M**  
**Communications Table – All Codes**

Code Type	Sent by	Stage 1 - Minor	Stage 2 - Major	Stage 3 - Critical
<b>Code Grey – Gas Leak</b>		Internal unknown odour / gas leak on premises affecting a single department	Internal unknown odour / gas leak on premises affecting multiple departments	Internal unknown odour / gas leak on premises affecting a site or critical area
<b>Code Membership – Gas Leak</b>		<ul style="list-style-type: none"> <li>• Facilities Management</li> </ul>	<ul style="list-style-type: none"> <li>• Facilities Management</li> </ul>	<ul style="list-style-type: none"> <li>• Facilities Management</li> <li>• Vendor</li> </ul>
<b>Code Grey – Air Exclusion</b>		Restricting contaminated air into single department	Restricting contaminated air into multiple departments	Restricting contaminated air into site(s)
<b>Code Membership – Air Exclusion</b>		<ul style="list-style-type: none"> <li>• Facilities Management</li> <li>• Risk Remove</li> </ul>	<ul style="list-style-type: none"> <li>• Facilities Management</li> <li>Risk Remove</li> </ul>	<ul style="list-style-type: none"> <li>• Facilities Management</li> <li>• Risk Remove</li> </ul>
<b>Code Grey – Utility Failure</b>		Loss of critical infrastructure: electricity, municipal water, sewage, HVAC affecting single department	Loss of critical infrastructure: electricity, municipal water, sewage, HVAC affecting multiple departments	Loss of critical infrastructure: electricity, municipal water, sewage, HVAC affecting site(s)
<b>Code Membership – Utility Failure</b>		<ul style="list-style-type: none"> <li>• Facilities Management</li> <li>• Risk Remove</li> </ul>	<ul style="list-style-type: none"> <li>• Facilities Management</li> <li>• Risk Remove</li> </ul>	<ul style="list-style-type: none"> <li>• Facilities Management</li> <li>• Risk Remove</li> <li>• Vendor</li> </ul>
<b>Code Grey – Elevator Failure</b>		Failure of single elevator or bank of elevators; patient safety not impacted	Bank or all elevators fail impacting patient safety	Elevator entrapment; person with injuries or patient safety in immediate jeopardy; Fire Department and Vendor response required
Code Membership		<ul style="list-style-type: none"> <li>• Facilities Management</li> <li>• Vendor</li> </ul>	<ul style="list-style-type: none"> <li>• Facilities Management</li> <li>• Vendor</li> <li>• Risk - Remove</li> </ul>	<ul style="list-style-type: none"> <li>• Facilities Management</li> <li>• Vendor</li> <li>• Fire Department</li> <li>• Risk - Remove</li> </ul>
<b>Code Grey – Medical Gas Failure</b>		Loss of medical gas and suction affecting a single department	Loss of medical gas and suction affecting multiple departments	Loss of medical gas affecting vented patients or affecting entire site



**NAME: Code Grey – Gas Leak; Air Exclusion; Utility Failure; Elevator Failure; Medical Gas Failure**

<b>Code Membership – Medical Gas Failure</b>		<ul style="list-style-type: none"> <li>• Facilities Management</li> <li>• RT</li> </ul>	<ul style="list-style-type: none"> <li>• Facilities Management</li> <li>• RT</li> </ul>	<ul style="list-style-type: none"> <li>• Facilities Management</li> <li>• RT</li> </ul>
All Clear Approved by		Department Lead	Director On-Call	VP On-Call
Staff Code Message	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Patient Code Message	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Vendor Code Message	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Website	Communications	N/A	Director On-Call	VP On-Call / ELT Committee
FB	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Twitter	Communications	N/A	Director On-Call	VP On-Call / ELT Committee
			<i>Closed to affected Departments</i>	<i>Re-direct from Hospital Site</i>

**Appendix N  
Messaging – Code Grey Elevator Failure**

**STAFF CODE MESSAGE:**

(DATE and TIME)

**CODE ALERT: CODE GREY – ELEVATOR– STAGE 3 – Site, Location**

(Facilities Management, Fire, Vendor and Security) are on site investigating CODE GREY ELEVATOR STAGE 3 located in (site, location). The elevator delayed at approximately (time)

There is

As a result:

- there is an entrapment (details, e.g. no. of people, status)
- vendor has been contacted and is en route expected to arrive by (time)
- the (nearby area) has been safely evacuated/cleared until further notice.
  - patients, visitors, staff have been redirected away from this elevator bank (area).

Health and safety is always a top priority and we will continue to work with (Facilities Management, Fire, Vendor, Security) to proactively monitor this situation.

(Staff) will remain on stand-by to quickly address incidents that may arise. If you experience an emergency or injury while on site, please dial 55555 to receive aid ASAP.

As you may know, the emergency management program can be found (link, hard copy location).

*This Emergency Bulletin was sent by (NAME and TITLE), and will be updated every (X) hour(s), on the hour. If you have any questions or concerns, please contact (EXTENSION)*

**STAFF CODE MESSAGE UPDATE: FINAL**

(DATE and TIME)

**CODE ALERT: CODE GREY - ELEVATOR – ALL CLEAR**

Please be advised that the (Facilities Management, Fire, Vendor, Security) have confirmed the ALL CLEAR and that no issue exists. All areas have reopened and resumed regular operations.

We would like to thank everyone for their assistance in ensuring the health and safety of our staff, visitors and patients

*This Emergency Bulletin was sent by (NAME and TITLE). If you have any questions or concerns, please contact (EXTENSION)*

**Appendix O – Code Grey – Elevator Failure – Social Media: Twitter and Facebook**
**Twitter:**

Criteria	Draft	Hashtags #	URLs / Links	Include Images
Initial post	Please be aware that are having issues with the elevators and patients, visitors, staff have been redirected away from this elevator bank (area).	Not required	(website)	No
Update 1	The (site entrance, clinic) is experiencing (describe issue: i.e. two people trapped in an elevator)	#NH #NHlocation	(website)	No
Update 2	If you are inquiring about the status of a patient at this time, please contact xxxx sometime after xxxx. More info and updates (website)	#NH #NHlocation	(website)	If there are images
Update 3 (if applicable)	Update on: (site entrance, clinic) is experiencing (describe issue: i.e. two people trapped in an elevator)	#NH #NHlocation	(website)	If there are images
Final post	The incident at (site entrance, clinic) has been resolved and the two people trapped have been freed and are now currently being seen to by medical staff.	#NH #NHlocation #focusonthoseweserve	(website)	If there are images

**Facebook:**

Criteria	Draft	Hashtags #	URLs / Links	Include Images
Initial post	<p>Please be aware that are having issues with the elevators and patients, visitors, staff have been redirected away from this elevator bank (area).</p> <p>We sincerely regret any inconvenience and thank you for your patience.</p>	Not required	(website)	No
Update 1	<p>The (site entrance, clinic) is experiencing (describe issue: i.e. two people trapped in an elevator)</p> <p>Health and safety is always a top priority and we will continue to work with (Facilities Management, Fire, Vendor, Security) to proactively monitor this situation.</p>	#NH #NHlocation	(website)	No
Update 2	<p>If you are inquiring about the status of a patient at this time, please contact xxxx sometime after xxxx.</p> <p>We will provide updates here or on our (website).</p>	#NH #NHlocation	(website)	If there are images
Update 3 (If applicable)	<p>Update on: (site entrance, clinic) is experiencing (describe issue: i.e. two people trapped in an elevator)</p>	#NH #NHlocation	(website)	If there are images
Final post	<p>The incident at (site entrance, clinic) has been resolved and the two people trapped have been freed and are now currently being seen to by medical staff.</p> <p>We sincerely regret any inconvenience and thank you for your patience.</p>	#NH #NHlocation #focusonthoseweserve	(website)	If there are images

**Appendix N1 – All Code Grey Accept Elevator – Messaging**

CODE ALERT: CODE GREY – \*\*\*\* – STAGE 3 – (Site, Location)

**STAFF CODE MESSAGE:**

(DATE and TIME)

(Experts, e.g. Facilities Management, Vendor, Security) are on site investigating and have upgraded (description) to STAGE 3 CRITICAL located in (site, location).

As a result:

- the (area, site) must be safely evacuated until further notice.
  - patients are being relocated to (describe location and status e.g. estimate time to complete evacuation)
  - incoming and day patients will be notified about rescheduling.
  - the site is secured and visitors and vendors are being redirected.
  - pedestrian and vehicular traffic are being rerouted away from the site.

Health and safety is always a top priority and we will continue to work with (experts: e.g. Police, EMS, Fire, Security) to proactively monitor and manage this situation as efficiently as possible.

(Staff) will remain on stand-by to quickly address incidents that may arise. If you experience an emergency or injury while on site, please dial 55555 to receive aid ASAP.

As you may know, the emergency management program can be found (link, hard copy location).

*This Emergency Bulletin was sent by (NAME and TITLE), and will be updated every (X) hour(s), on the hour. If you have any questions or concerns, please contact (EXTENSION)*

STAFF CODE MESSAGE UPDATE: FINAL

(DATE and TIME)

Please be advised that the (Experts, e.g. Facilities Management, Vendor, Security) have confirmed the ALL CLEAR.

All areas have reopened and resumed regular operations.

We would like to thank everyone for their assistance in ensuring the health and safety of our staff, visitors and patients.

*This Emergency Bulletin was sent by (NAME and TITLE). If you have any questions or concerns, please contact (EXTENSION)*

CODE ALERT: CODE GREY – \*\*\*\*\* – STAGE 3 – (Site, Location)

**PATIENT CODE MESSAGE**

(DATE and TIME)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that as a result of (describe the event), (site) is temporarily closed. If you have an appointment on (date), please do not make your way to the (site).

Please contact your referring (doctor/clinic staff) to reschedule your appointment.

Please be assured that we will work with your doctor to ensure your appointment or procedure is rescheduled as quickly as possible.

Health and safety is a top priority and we are working proactively to resolve this situation as quickly as possible. We will provide an update once this status has changed at (website)

We sincerely regret any inconvenience and thank you for your patience.

*Sent by (NAME and TITLE).*

**PATIENT CODE MESSAGE UPDATE – FINAL**

(DATE and TIME)

Please be advised that (site) has reopened and resumed regular operations. We sincerely regret any inconvenience and thank you for your patience.

*Sent by (NAME and TITLE).*

**VISITOR CODE MESSAGE**

(DATE and TIME)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that access to (access to site/area) is temporarily closed. Please do not make your way to the hospital at this time.

We expect the area to reopen shortly.

We will provide regular updates at (website).

If you are inquiring about the status of a patient at this time, please contact xxxx some time after xxxx.

*(option)*

*Please know that (site) has extensive proactive plans in place to manage a situation such as this. We routinely conduct drills and all staff are trained to manage a quick and efficient response.*

*The health and safety of our patients, staff, visitors and community is always a top priority.*

We sincerely regret any inconvenience and thank you for your patience.

*Sent by (NAME and TITLE).*

**VENDOR CODE MESSAGE**

(DATE and TIME)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that access to (site/area) is temporarily closed. Please do not make your way to the hospital at this time.

Please reach out to your main contact at the (site) to reschedule your meeting or delivery. We sincerely regret any inconvenience and thank you

for your patience.

We will provide an update once this status has changed at (website).

*Sent by (NAME and TITLE).*

VENDOR CODE MESSAGE UPDATE – FINAL

(DATE and TIME)

Please be advised that (site) has reopened and resumed regular operations.

We sincerely regret any inconvenience and thank you for your patience.

*Sent by (NAME and TITLE).*




**Appendix O1 – All Code Grey Accept Elevator – Social Media**
**Facebook**

Criteria	Draft	Hashtags #	URLs / Links	Include Images
Initial post	<p>The (site entrance, clinic) is temporarily closed.</p> <p>If you have an appointment, meeting or delivery, please DO NOT make your way to the (site).</p> <p>If you are inquiring about the status of a patient, please contact xxxx</p> <p>We sincerely regret any inconvenience and thank you for your patience.</p> <p>We will provide updates here or on our (website) when more details come to hand.</p>	Not required	(website)	No
Update 1	<p>We would like to remind everyone that (site entrance, clinic)</p> <p>is currently closed so please avoid the area.</p> <p>We will provide updates here or on our (website) when more details come to hand.</p>	#NH #NHlocation	(website)	No
Update 2	<p>The (site entrance, clinic) experienced (describe issue) and is temporarily closed.</p> <p>Patients are being safely relocated to (location).</p> <p>We expect to complete this by (time).</p> <p>If you are inquiring about the status of a patient at this time, please contact xxxx sometime after xxxx.</p>	#NH #NHlocation	(website)	If there are images

	We will provide updates here or on our (website).			
Update 3 (If applicable)	<p>The (site entrance, clinic) experienced (describe issue) and is temporarily closed.</p> <p>If you have an urgent, but non-life threatening problem, please get help at your nearest Walk-in Clinic, Urgent Care Facility or call your Family Health Team if you are enrolled in one. These centres can help with problems like eye injuries, wounds, broken limbs, X-rays and laboratory tests. You don't need an appointment.</p> <p>To find the nearest centre, please visit: <a href="http://Ontario.ca/locations/health">Ontario.ca/locations/health</a></p> <p>We will provide here or on our (website).</p>	#NH #NHlocation	(website)	If there are images
Final post	<p>The (site) has reopened and we have resumed regular operations.</p> <p>We sincerely regret any inconvenience and thank you for your patience.</p> <p>Please contact your doctor or staff to reschedule your appointment or meeting.</p>	#NH #NHlocation #focusonthoseweserve	(website)	If there are images

**Twitter**

Criteria	Draft	Hashtags #	URLs / Links	Include Images
Initial post	(site entrance, clinic) is currently closed, even if you have an appointment. Contact xxxx for status of a patient. Updates on (website)	Not required	(website)	No
Update 1	We would like to remind everyone that (site entrance, clinic) is currently closed so please avoid the area. More info and updates (website)	#NH #NHlocation	(website)	No
Update 2	If you are inquiring about the status of a patient at this time, please contact xxxx sometime after xxxx. More info and updates (website)	#NH #NHlocation	(website)	If there are images
Update 3 (if applicable)	If you have a life-threatening medical emergency, go to a hospital emergency room or call 9-1-1 immediately.  Visit (website) for more details	#NH #NHlocation	(website)	If there are images
Final post	(site) has reopened and we have resumed regular operations. Please contact your doctor or staff to reschedule your appointment or meeting.	#NH #NHlocation #focusonthoseweserve	(website)	If there are images

 Extraordinary Caring. Every Person. Every Time.		<b>NAME: Code Maroon</b>	
CLASSIFICATION:	Emergency Preparedness	DOCUMENT TYPE:	<b>POLICY and PROCEDURE</b>
SECTION:	Emergency Response Codes – Code Maroon	EFFECTIVE DATE: (DD/MM/YY)	01/06/21
APPROVED BY:	Director, Quality, Patient Safety, Risk and Patient Relations	END DATE: (DD/MM/YY)	01/06/24
		DOCUMENT ID:	N/A

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### 1.0 Purpose

To provide instruction to staff in the event of severe weather. To keep people inside and away from windows and glass. In addition, to ensure that vendors and outside contractors are warned in advance of impending severe weather, to ensure materials and equipment are safely stored and staff are not working at height.

### 2.0 Scope

Applies to all employees, persons with practicing privileges (physicians, dentists, midwives and RNs in the Extended Class), volunteers, students/learners, independent and external contact workers) at each hospital site within Niagara Health.

### 3.0 Policy

3.1 A Code Maroon is comprised of 3 stages:

#### Stage 1: Minor

- Weather or Flood Warning issued from Environment Canada or Niagara Peninsula Conservation Authority for Niagara Region.
- Lead time less than 6 hours.

#### Stage 2: Major

- Storm Warning: a storm that is active or imminent, impacting community.
- Severe high wind, precipitation or flooding (causing road closures, power outage within the community).
- Tornado Watch has been issued for the community.
- Lead time less than 4 hours.

**Stage 3: Critical**

- a) A severe storm that is active or imminent, disrupting regular services at the hospital site(s), including surrounding infrastructure or utilities.
- b) Lead time: immediate to 1 hour.
- c) Tornado Warning has been issued or sighted in the area.

**4.0 Procedure**

In accordance to their role, staff are to follow the established processes as set out in the Job Action Sheets attached as appendices and/or in Atlas, which is accessible through SourceNet or on a mobile phone.

Responsibilities at all NH Sites	Refer to Checklists
Switchboard/Resource Centre	<a href="#">Appendix D</a>
Staff	<a href="#">Appendix E</a>
Security	<a href="#">Appendix F</a>
Code Team	<a href="#">Appendix G</a>
Department Lead	<a href="#">Appendix H</a>
Manager On-Call	<a href="#">Appendix I</a>
Director On-call	<a href="#">Appendix J</a>
Vice President	<a href="#">Appendix K</a>
Executive Leadership	<a href="#">Appendix L</a>

**5.0 Definitions**

N/A

**6.0 Appendices**

[Appendix A – Code Maroon Initial Assessment](#)  
[Appendix B – Definitions, Code Team Members and Assessments](#)  
[Appendix C - Job Action Sheet Summary \(All Roles\)](#)  
[Appendix D – Switchboard/Resource Centre Job Action Sheet and Checklist](#)  
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[Appendix G - Code Team Job Action Sheet and Checklist](#)  
[Appendix H - Department Lead Job Action Sheet and Checklist](#)  
[Appendix I - Manager On-Call Job Action Sheet and Checklist](#)  
[Appendix J - Director On-Call Job Action Sheet and Checklist](#)  
[Appendix K - VP On-Call Job Action Sheet and Checklist](#)  
[Appendix L - ELT Job Action Sheet and Checklist](#)  
[Appendix M - Severe Weather Preparations Checklist](#)  
[Appendix N - Flood Water Damage Checklist](#)  
[Appendix O - DMH Site Department Checklist](#)  
[Appendix P - GNG Site Department Checklist](#)  
[Appendix Q - PCG Site Department Checklist](#)  
[Appendix R - SCS Site Department Checklist](#)  
[Appendix S - WHS Site Department Checklist](#)  
[Appendix T - Messaging Templates](#)  
[Appendix U - Social Media Messaging](#)

**7.0 Related Documents**

N/A

**8.0 Related Forms**

N/A

**9.0 References**

N/A

## Appendix A Code Maroon Initial Assessment

### Resource Centre receives email notification from Environment Canada and/or Niagara Region Conservation Authorities and determines Stage of code based on checklist.

If information is received regarding severe weather:

- Notify Dept. Lead
- Contact Resource Centre Ext. 55555

If information is received that a severe storm (i.e.tornado) is fast approaching or currently impacting site:

- Notify Dept. Lead
- Contact Resource Centre Ext. 55555
- Stay away from doors and windows
- Move patients away from doors and windows (close curtains, cover patients, face patients away from windows)
- Advise visitors to move away from doors and windows
- Do not go outside

Review [www.theweathernetwork.com](http://www.theweathernetwork.com) or [www.weather.gc.ca](http://www.weather.gc.ca)

### Code Stage Definitions

#### Stage 1 - Minor

- Weather or Flood Warning: Official warning issued from Environment Canada or Niagara Peninsula Conservation Authority for Niagara Region.
- Lead time less than 6 hours

#### Stage 2 - Major

- Storm Warning: a storm that is active or imminent, impacting community
- Severe high wind, precipitation or flooding (causing road closures, power outage within the community)
- Tornado Watch has been issued for the community
- Lead time less than 4 hours

#### Stage 3 - Critical

- A severe storm that is active or imminent, disrupting regular services at the hospital site(s), including surrounding infrastructure or utilities
- Lead time: immediate to 1 hour
- Tornado Warning has been issued or sighted in the area

## Appendix B

### Definitions, Code Team Members and Assessment

#### Code Team Membership

- Executive Site Leads
- Engineering & Maintenance
- Security & Parking

#### Assessment Criteria for Code Maroon - Stage 1 Minor

	Official warning issued from Environment Canada or Niagara Peninsula Conservation Authority affecting the Niagara Region
	If answered "yes" to the above question, the Code is a Stage 1
	Contact Resource Centre Ext. 55555 and advise Code Maroon - Stage 1
	Go to Stage 1 JAS

#### Assessment Criteria for Code Maroon - Stage 2 Major

	Storm is imminent or currently impacting the community (roads, Utility, communications, 911 status)
	A tornado watch has been issued for the community
	If answered "yes" to any of the above questions, the Code is a Stage 2
	Contact Resource Centre Ext. 55555 and advise Code Maroon - Stage 2
	Go to Stage 2 JAS

#### Assessment Criteria for Code Maroon – Stage 3 Critical

	The weather is disrupting regular services at the hospital site(s), including surrounding infrastructure or utilities
	A tornado warning has been issued for the community
	If answered "yes" to any of the above questions, the Code is a Stage 3
	Contact Resource Centre Ext. 55555 and advise Code Maroon - Stage 3
	Go to Stage 3 JAS

**Appendix C  
Job Action Sheet Summary (All Roles)**

Group	Stage 1	Stage 2	Stage 3
<b>Chain of Command</b>			
<p><b>Executive Leadership Team (ELT) / VP On-Call</b></p>	<p><b>VP On-Call:</b></p> <ul style="list-style-type: none"> <li>• Discuss with Director On-Call</li> <li>• Consider COOP activation and communication plan</li> </ul>	<p><b>VP On-Call:</b></p> <ul style="list-style-type: none"> <li>• Join EOC Conference Call as required</li> <li>• Determine operational impacts and consider COOP activation</li> <li>• Consider Code Orange, Code Green</li> <li>• Determine communication needs</li> <li>• Update ELT</li> </ul>	<p><b>ELT:</b></p> <ul style="list-style-type: none"> <li>• Establish ELT meeting</li> <li>• Review and approve communications</li> <li>• Approve Continuity of Operations Plan</li> <li>• Advise stakeholders</li> <li>• Prepare plan to recovery and reopen hospital</li> </ul> <p><b>VP On-Call:</b></p> <ul style="list-style-type: none"> <li>• Attend the EOC</li> <li>• Consider Code Orange, Code Green</li> <li>• Determine impact on operations and consider COOP activation</li> <li>• Issue All Clear</li> </ul>
<p><b>EOC / Director On-Call</b></p>	<ul style="list-style-type: none"> <li>• Discuss with Executive Site Leads or Manager On-Call from each site</li> <li>• Consider COOP</li> <li>• Consider staffing/medical staffing requirements</li> <li>• Consider escalation to Stage 2</li> <li>• Discuss with VP On-Call as required</li> </ul>	<ul style="list-style-type: none"> <li>• Lead EOC Conference Call; develop Incident Action Plan</li> <li>• Discuss with Incident Commander at each site, and VP On- Call</li> <li>• Discuss shelter-in-place preparation activities with each ICP</li> <li>• Determine operational impacts and consider COOP activation</li> <li>• Consider Code Orange, Code Green</li> <li>• Determine EMS redirect; advise alternate sites</li> <li>• Issue All Clear</li> </ul>	<ul style="list-style-type: none"> <li>• Establish EOC in non-affected site; develop Code Action Plan</li> <li>• Discuss with each site Incident Commander and VP On- Call</li> <li>• Liaise with Community Emergency Response partners</li> <li>• Determine operational impacts or interruptions per site; activate EOC Hotline Ext 45555</li> <li>• Advise NEMS of ED closures or redirects</li> <li>• Consider COOP activation</li> <li>• Develop Communications Plan</li> <li>• Prepare for Code Orange, Code Green</li> </ul>
<p><b>Incident Command Post (ICP)</b></p>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>• No action required</li> </ul> <p><b>Dept. Lead:</b></p>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>• Prepare to shelter-in-place as directed</li> </ul>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>• Shelter-in-place</li> <li>• Move patients away from external windows/doors, shut</li> </ul>



	<ul style="list-style-type: none"> <li>No action required</li> </ul> <p><b>Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Update Director On-Call as required</li> <li>Monitor storm updates</li> <li>Review Severe Weather Preparation Form/Flood – Water Damage Preparation Form</li> <li>Provide information to Resource Centre for Code Update Email</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>No action required</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Monitor weather updates, impacts to the community</li> <li>Review Severe Weather Preparation Form/Flood – Water Damage Preparation Form</li> <li>Issue All Clear (Risk)</li> </ul>	<p><b>Dept. Lead:</b></p> <ul style="list-style-type: none"> <li>Direct staff to make preparations to shelter-in-place</li> <li>Check for injuries or damage once safe to do so</li> </ul> <p><b>Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Direct shelter-in-place preparations</li> <li>Escalate to Stage 3 as required</li> <li>Provide information to Resource Centre for Code Update Email</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Prepare to shelter-in-place as directed</li> <li>Patrol grounds to determine damage and weather conditions</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Monitor weather updates, impacts to the community</li> <li>Utilize Severe Weather Preparation List/Flood Water Damage Preparation List</li> </ul>	<p>window curtains; or cover with pillows and blankets if unable to move patient</p> <ul style="list-style-type: none"> <li>Report injuries/property damage to Dept. Lead</li> </ul> <p><b>Dept. Lead:</b></p> <ul style="list-style-type: none"> <li>Direct staff to take shelter-in-place</li> <li>Determine injuries/damage</li> <li>Provide EOC Hotline Ext 45555 with dept. status</li> <li>Liaise with Incident Commander for further direction</li> </ul> <p><b>Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Direct staff to shelter-in-place</li> <li>Assume role of Incident Commander</li> <li>Determine extent of damage and injuries; respond as required</li> <li>Consider Code Orange, Code Green; liaise with Director On-Call</li> <li>Provide information to Resource Centre for Code Update Email</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Shelter-in-place</li> <li>Close and secure perimeter doors</li> <li>Do not allow people outside; direct people outside to come indoors and remain</li> <li>Patrol grounds to determine damage once safe to do so</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Shelter-in-place</li> <li>Utilize Severe Weather Preparation List/Flood Water Damage Preparation List</li> </ul>
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**Communications**

<b>Resource Centre</b>	<ul style="list-style-type: none"> <li>• Send NHS Emergency Management group email</li> <li>• Send out All Clear email</li> </ul>	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone Code Team, Manager On-Call, Director On-Call</li> <li>• Send NHS Emergency Management group email</li> <li>• Send out All Clear PA, email</li> </ul>	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone Code Team, Manager On-Call, Director On-Call</li> <li>• Send NHS Emergency Management, Regional Chiefs group emails</li> <li>• Activate EOC Hotline Ext 45555</li> <li>• Send out All Clear PA, email</li> </ul>
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## Appendix D – Switchboard / Resource Centre Job Action Sheets and Checklists

Code Maroon - Stage 1 Minor		
<b>Definition</b>	Warning of imminent severe weather is received from Environment Canada or Flooding concerns received from Niagara Peninsula Conservation Authority affecting the Niagara Region	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement</b>	N/A	
<b>Phone/Contact Responders</b>	N/A	
<b>Send Group Emails</b>	Email distribution groups:	• NHS Emergency Management
	Subject Line ( <i>cut and paste, update site</i> )	Code Alert: Code Maroon – Stage 1 – [Site]
	Email Body ( <i>cut and paste, update location and weather details as applicable</i> )	A severe weather warning has been issued for [location]. [Provide weather details as provided].  A <i>Code Update Email</i> will be sent as more information comes available.
<b>2. CODE UPDATE EMAIL</b>		
• <b>Send Code Update Email</b>	Email distribution groups:	NHS Emergency Management
	Subject Line ( <i>cut and paste, update site</i> )	Code Update Email: Code Maroon – Stage 1 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents
<b>3. ALL CLEAR</b>		
<b>Authority to give the “All Clear”</b>	All clear is not required, this is only an Alert or warning	
<b>PA Announcement</b>	N/A	
<b>Send Group Emails</b>	Email distribution groups:	• NHS Emergency Management
	Subject Line ( <i>cut and paste, update site</i> )	Code Alert: Code Maroon – Stage 1 – [Site] – All Clear
<b>4. POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log	

### Code Maroon – Stage 1 – Resource Centre JAS

Sending Stage Alerts	
<input type="checkbox"/>	No PA Announcement required
<input type="checkbox"/>	No Phone/Contact required
<input type="checkbox"/>	Group email sent
<input type="checkbox"/>	Send <a href="#">CODE UPDATE EMAIL</a> only if updates are received from Environment Canada or Niagara Peninsula Conservation Authority affecting the Niagara Region
Sending Stage All Clear Notification	
<input type="checkbox"/>	No PA announcement required
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

### Code Maroon – Stage 2 Major

Definition	Severe weather that impacts the community	
1. SENDING ALERTS		
<b>PA Announcement (3 times)</b>	Code Maroon - Stage 2 [ <a href="#">location description not required</a> ]	
<b>Phone/Contact Responders</b>	<b>SCS, NFS, WS, FES, PCS</b>	<ul style="list-style-type: none"> <li>• Security</li> <li>• Facilities Management/Engineering Services On-Call</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul>
	Subject Line ( <a href="#">cut and paste, update site</a> )	Code Alert: Code Maroon– Stage 2 – [ <a href="#">Site(s)</a> ]
	Email Body ( <a href="#">cut and paste, update storm details and impact</a> )	<p>A severe storm [<a href="#">describe: i.e. Heavy rain, snow, tornado, high wind, etc.</a>] has entered the area causing [<a href="#">describe impact: i.e. utility failures, transportation delays, flooding, etc.</a>].</p> <p>.A <i>Code Update Email</i> will be sent as more information comes available</p>

**2. EOC ACTIVATION**

<b>A. Call the Director On-Call</b> (according to schedule)  <b>1/</b> Confirm the Director On-Call is aware of the Code and has spoken with the Dept. Lead or Manager On-Call  <b>2/</b> Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri: 0830-1630  (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. [Temporarily Vacant]</li> <li>3. Director, Engineering, Facilities, Biomed</li> <li>4. Director, Environmental, Security, Parking</li> <li>5. Director, Finance</li> <li>6. Director, Patient Care SCS</li> </ol>
	After-hours	7. Refer to Director On-call schedule
<b>B. Establish 'Teleconference Meeting' as per Director On-Call</b>	<ol style="list-style-type: none"> <li>1. Teleconference Meeting invitation subject line (<b>cut and paste, update site</b>)</li> <li>1. Send Teleconference Meeting invitation via email to leadership list               <ol style="list-style-type: none"> <li>1. Set start time to begin immediately</li> </ol> </li> <li>2. Call Leadership list to advise of Teleconference Meeting invitation</li> </ol>	EOC Conference Call – Code Maroon – Stage 2 – [Site(s)]  <ul style="list-style-type: none"> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours) Director On-Call</li> <li>• Director Facilities Mgt.</li> <li>• Director of EVS / Security</li> <li>• Communications</li> <li>• Executive Site Lead (daytime)</li> <li>• VP On-Call</li> </ul>

**3. CODE UPDATE EMAIL**

<ul style="list-style-type: none"> <li>• <b>Receive information from Dept. Lead</b></li> </ul>	Email distribution groups:  Subject Line ( <b>cut and paste, update site</b> )	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul> Code Update Email: Code Maroon – Stage 2 – [Site]
<i>Send Code Update Email</i>	Email Body  Email Attachment as required	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul> Code Support Documents

**4. ADDITIONAL DUTIES AS REQUIRED**

Complete Documentation	N/A
Media Inquiries	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Dept.</li> </ul>
Patient Inquiries	<ul style="list-style-type: none"> <li>• Transfer call to unaffected Depts.</li> <li>• For affected depts. advise caller there is an emergency code in effect and to please call back in 30 minutes.</li> </ul>
<b>ED Closure Notifications – as directed</b>	<ul style="list-style-type: none"> <li>• Notify NEMS of any ED closures</li> <li>• Notify other Niagara Health sites of ED closure</li> </ul>

**NAME: Code Maroon**

**EOC Hotline**

- N/A

**5. ALL CLEAR**

<b>Authority to give the “All Clear”</b>	<ul style="list-style-type: none"> <li>Director On-call</li> </ul>	
<b>Group Emails</b>	<ul style="list-style-type: none"> <li>Email distribution groups:</li> </ul>	<ul style="list-style-type: none"> <li>NHS Emergency Management</li> </ul>
	<ul style="list-style-type: none"> <li>Subject Line (<b>cut and paste, update site</b>)</li> </ul>	<ul style="list-style-type: none"> <li>Code Alert: Code Maroon – Stage 2 – <b>[Site(s)]</b> – All Clear</li> </ul>
<b>PA Announcement (once)</b>	<ul style="list-style-type: none"> <li>All Clear Code Maroon</li> </ul>	

**6. POST INCIDENT PROCEDURES**

<b>Record</b>	Code Log
---------------	----------

## Code Maroon Stage 2 - Resource Centre Checklist

### Sending Stage Alerts

<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Phone/Contact Responders
<input type="checkbox"/>	Code Alert Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Email the Teleconference Meeting Conference Call Group
<input type="checkbox"/>	Phone the Teleconference Meeting group
<input type="checkbox"/>	Send <a href="#">CODE UPDATE EMAIL</a> upon reviewing any updated ALERTS
<input type="checkbox"/>	Complete Section 4. Additional Duties as required

### Sending Stage All Clear Notification

<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log



Code Maroon – Stage 3 Critical		
<b>Definition</b>	Severe weather that impacts the site(s)	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	Code Maroon – Stage 3 [location description not required]	
<b>Phone/Contact Responders</b>	SCS, NFS, WS, PCS. FES	<ul style="list-style-type: none"> <li>Security</li> <li>Facilities Management/Engineering Services On-Call</li> <li>Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>Manager of Security</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	<ul style="list-style-type: none"> <li>NHS Emergency Management</li> <li>NHS All Regional Chiefs</li> </ul>
	Subject Line (cut and paste, update site)	Code Alert: Code Maroon – Stage 3 – [Site]
	Email Body (cut and paste, update storm description)	<p>A severe storm [describe: i.e. heavy rain, snow, tornado, high winds, etc.] has directly hit [site(s)].</p> <p>A Code Update Email will be sent as more information comes available.</p>
<b>a. Call the Director On-Call</b> (according to schedule)	Mon-Fri 0830-1630  (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
	After-hours	Refer to Director On-call schedule

**2. EOC ACTIVATION**

<b>b. Call the Director On-Call</b> (according to schedule)  <b>1/</b> Confirm the Director On-Call is aware of the Code and has spoke with the Dept. Lead or Manager On-Call  <b>2/</b> Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri 0830-1630  (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. [Temporarily Vacant]</li> <li>3. Director, Engineering, Facilities, Biomed</li> <li>4. Director, Environmental, Security, Parking</li> <li>5. Director, Finance</li> <li>6. Director, Patient Care SCS</li> </ol>
	After-hours	Refer to Director On-call schedule
<b>c. Establish 'Teleconference Meeting' as per Director On-Call</b>	<ol style="list-style-type: none"> <li>1. Teleconference Meeting invitation subject line (<b>cut and paste, update site</b>)</li> </ol>	EOC Conference Call – Code Maroon – Stage 3 – [Site]
	<ol style="list-style-type: none"> <li>1. Send Teleconference Meeting invitation via email to leadership list             <ol style="list-style-type: none"> <li>1. Set start time to begin immediately</li> </ol> </li> <li>2. Phone leadership list to advise of Teleconference Meeting invitation</li> </ol>	<ul style="list-style-type: none"> <li>• Manager On-Call</li> <li>• Emergency Mgt. Specialist/ Manager of Risk or Risk on-call (depending on time of day)</li> <li>• Director On-Call</li> <li>• Director QPSR</li> <li>• Executive Site Lead</li> <li>• Director Facilities Mgt.</li> <li>• Director of EVS / Security</li> <li>• Communications</li> <li>• VP On-Call</li> <li>• ED Chief</li> <li>• ED Manager</li> </ul>

**3. CODE UPDATE EMAIL**

<ul style="list-style-type: none"> <li>• Receive information from Dept. Lead</li> </ul> <b>Send Code Update Email</b>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul>
	Subject Line ( <b>cut and paste, update site</b> )	Code Update Email: Code Maroon – Stage 3 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open <b>CODE UPDATE EMAIL</b></li> </ul> Enter content into template; Copy and paste template into Email body
	Email Attachment as required	Code Support Documents

**3. CODE UPDATE EMAIL**

<ul style="list-style-type: none"> <li>• Receive information from Dept. Lead</li> <li>• Send Code Update Email</li> </ul>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul>
	Subject Line ( <i>cut and paste, update site</i> )	Code Update Email: Code Maroon – Stage 3 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents

**4. ADDITIONAL DUTIES AS REQUIRED**

Complete Documentation	N/A
Media Inquiries	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Dept.</li> </ul>
Patient Inquiries	<ul style="list-style-type: none"> <li>• Transfer call to unaffected Depts.</li> <li>• For affected depts. advise caller there is an emergency code in effect and to please call back in 30 minutes.</li> </ul>
ED Closure Notifications – as directed	<ul style="list-style-type: none"> <li>• Notify NEMS of any ED closures</li> <li>• Notify other Niagara Health sites of ED closure</li> </ul>
EOC Hotline	<ul style="list-style-type: none"> <li>• Record department search completions on NH SITE DEPARTMENT CHECKLIST</li> </ul>

**5. ALL CLEAR**

Authority to give the “All Clear”	VP On-call	
PA Announcement (once)	All Clear Code Maroon	
Group Emails	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> <li>• NHS All Regional Chiefs</li> </ul>
	Subject Line ( <i>cut and paste, update site</i> )	Code Alert: Code Maroon – Stage 3 – [Site] – All Clear

**6. POST INCIDENT PROCEDURES**

Record	Code Log
--------	----------

### Code Maroon Stage 3 - Resource Centre Checklist

#### Sending Stage Alerts

<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Phone/Contact Responders
<input type="checkbox"/>	Code Alert Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Send email to Teleconference Meeting Call group
<input type="checkbox"/>	Phone the Teleconference Meeting group
<input type="checkbox"/>	Complete Section 4. Additional Duties as required

#### Sending Stage All Clear Notification

<input type="checkbox"/>	Receive All Clear from VP On-Call
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

### Appendix E Staff Job Action Sheet and Checklist

Code Maroon Stage 1	
<b>Step 1. Activate and Notify</b>	
<input type="checkbox"/>	N/A
<b>Step 2. Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3. All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4. Post Incident</b>	
<input type="checkbox"/>	No actions required

Code Maroon Stage 2	
<b>Step 1. Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2. Action Plan</b>	
<input type="checkbox"/>	Prepare to Shelter-in-Place as directed by Dept. Lead
<input type="checkbox"/>	Inform visitors of the impending storm
<b>Step 3. All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4. Post Incident</b>	
<input type="checkbox"/>	Assist as required

Code Maroon Stage 3	
<b>Step 1. Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2. Action Plan</b>	
<input type="checkbox"/>	Take shelter; move self and patients away from windows and doors; close window curtains
<input type="checkbox"/>	Or cover with blankets and pillows if unable to move patient
<input type="checkbox"/>	Be prepared in the event of a <a href="#">CODE ORANGE DISTASTER</a> or <a href="#">CODE GREEN</a>
<input type="checkbox"/>	Report any injuries or property damage to Dept. Lead
<b>Step 3. All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4. Post Incident</b>	
<input type="checkbox"/>	Assist as required

## Appendix F Security Job Action and Checklist

Code Maroon Stage 1	
<b>Step 1. Activate and Notify</b>	
<input type="checkbox"/>	N/A
<b>Step 2. Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3. All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4. Post Incident</b>	
<input type="checkbox"/>	No actions required

Code Maroon Stage 2	
<b>Step 1. Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2. Action Plan</b>	
<input type="checkbox"/>	Monitor Storm conditions
<input type="checkbox"/>	Patrol grounds to determine storm damage and weather conditions, if safe to do so
<input type="checkbox"/>	Assist Code Team with shelter-in-place preparations as required
<input type="checkbox"/>	Update Security Command via radio
<b>Step 3. All Clear</b>	
<input type="checkbox"/>	Advise Security Command when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4. Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements

Code Maroon Stage 3	
<b>Step 1. Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2. Action Plan</b>	
<input type="checkbox"/>	Shelter-in-place
<input type="checkbox"/>	Close and secure perimeter doors; do not allow people outside and direct people outside to come in the building and remain
<input type="checkbox"/>	Patrol grounds to determine damage or injuries once safe to do so
<input type="checkbox"/>	Respond to Code location (area of damage) once safe to do so; Go to Other Codes as directed
<input type="checkbox"/>	Advise Security Command upon arrival
<input type="checkbox"/>	Assist as directed
<input type="checkbox"/>	Assist with <a href="#">CODE GREEN</a> as required
<input type="checkbox"/>	Contact and update Security Command via radio
<b>Step 3. All Clear</b>	
<input type="checkbox"/>	Advise Security Command when the code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4. Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements

## Appendix G - Code Team Job Action and Checklist

<b>Code Maroon Stage 1</b>	
<b>Step 1. Activate and Notify</b>	
<input type="checkbox"/>	Receive Environment Canada Weather Watch; determine Stage 1 and contact the Resource Centre Ext. 55555
<input type="checkbox"/>	Receive Code Alert
<b>Step 2. Action Plan</b>	
<b>Risk</b>	
<input type="checkbox"/>	Monitor storm information
<input type="checkbox"/>	Liase with Director On-Call if the Storm is to impact the community within the next 8 hours
<b>Facilities Management</b>	
<input type="checkbox"/>	Review the <a href="#">Severe Weather Preparations Form and/or the Flood Water Damage Preparation Form</a>
<input type="checkbox"/>	Advise outside contractors of Weather Alert
<b>Step 3. All Clear</b>	
<b>Resource Centre/Switchboard</b>	
<input type="checkbox"/>	Receive update from Environment Canada RE: the Storm Watch has ended
<b>Facilities Management</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Notify outside contractors of the All Clear
<b>Step 4. Post Incident</b>	
<b>Facilities Management</b>	
<input type="checkbox"/>	No action required
<b>Code Maroon Stage 2</b>	
<b>Step 1. Activate and Notify</b>	
<input type="checkbox"/>	Receive Environment Canada Weather Watch; determine Stage 1 and contact the Resource Centre Ext. 55555
<input type="checkbox"/>	Receive Code Alert
<b>Step 2. Action Plan</b>	
<b>Risk</b>	
<input type="checkbox"/>	Monitor storm information
<input type="checkbox"/>	Liase with Director On-Call; determine shelter-in-place preparation requirements
<b>Facilities Management</b>	
<input type="checkbox"/>	Review the <a href="#">Severe Weather Preparations Form and/or the Flood Water Damage Preparation Form</a>
<input type="checkbox"/>	Make shelter-in-place preparations
<input type="checkbox"/>	Advise outside contractors of Weather Alert
<b>Step 3. All Clear</b>	
<b>Resource Centre/Switchboard</b>	
<input type="checkbox"/>	Receive update from Environment Canada RE: the Storm Warning has ended; discuss with Director On-Call
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Facilities Management</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Notify outside contractors of the All Clear

**Step 4. Post Incident****Facilities Management**

- 
- Assist as required

**Code Maroon Stage 3****Step 1. Activate and Notify**

- 
- Receive Environment Canada Weather Alert; determine Stage 3 and contact the Resource Centre Ext. 55555
- 
- 
- Receive Code Alert

**Step 2. Action Plan****Risk**

- 
- Monitor storm information
- 
- 
- Advise Incident Commander and Director On-Call to issue shelter-in-place order
- 
- 
- Participate in EOC; assist in development of Code Action Plan

**Facilities Management**

- 
- Shelter-in-place
- 
- 
- Advise outside contractors to come indoors; shelter-in-place
- 
- 
- Review the
- [Severe Weather Preparations Form](#)
- and/or the
- [Flood Water Damage Preparation Form](#)

**Step 3. All Clear****Resource Centre/Switchboard**

- 
- Receive update from Environment Canada RE: the Storm Warning has ended
- 
- 
- Advise Director On-Call that storm warning has ended
- 
- 
- Receive Code Alert: All Clear

**Facilities Management**

- 
- Receive Code Alert: All Clear
- 
- 
- Notify outside contractors of the All Clear

**Step 4. Post Incident****Facilities Management**

- 
- Assist as required



## Appendix H – Department Lead Job Action Sheet and Checklist

Code Maroon Stage 1	
<b>Step 1. Activate and Notify</b>	
<input type="checkbox"/>	N/A
<b>Step 2. Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3. All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4. Post Incident</b>	
<input type="checkbox"/>	No actions required
Code Maroon Stage 2	
<b>Step 1. Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2. Action Plan</b>	
<input type="checkbox"/>	Liaise with Incident Commander to determine preparations to be made
<input type="checkbox"/>	Assist with completing <a href="#">EXTREME WEATHER PREPARATIONS FORM</a> and/or <a href="#">FLOOD WATER DAMAGE PREPARATION LIST</a> as directed
<input type="checkbox"/>	Direct Staff to begin making preparations to shelter-in-place when storm arrival imminent
<input type="checkbox"/>	If extreme high winds, stay away from doors and windows; close window curtains
<input type="checkbox"/>	Once the storm has passed, check department for damage and injuries
<input type="checkbox"/>	Update Incident Commander
<input type="checkbox"/>	Respond to emergencies within the department as needed
<b>Step 3. All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4. Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Clean up and restock equipment as needed
Code Maroon Stage 3	
<b>Step 1. Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2. Action Plan</b>	
<input type="checkbox"/>	Direct Staff take shelter-in-place
<input type="checkbox"/>	If extreme high winds, stay away from doors and windows; close window curtains
<input type="checkbox"/>	Protect patients with blankets and pillows
<input type="checkbox"/>	If a Tornado is imminent move to centre of department; assist patients with taking shelter
<input type="checkbox"/>	Once the storm has passed, check dept for damage and injuries
<input type="checkbox"/>	Respond to emergencies within the dept as needed
<input type="checkbox"/>	Liaise with Incident Commander and update
<input type="checkbox"/>	Assist with completing <a href="#">EXTREME WEATHER PREPARATIONS FORM</a> and/or <a href="#">FLOOD WATER DAMAGE PREPARATION LIST</a> as directed
<input type="checkbox"/>	Provide EOC Hotline Ext. 45555 with department status update
<input type="checkbox"/>	Notify EOC when department has returned to normal operations

<b>Step 3. All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4. Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Clean up and restock equipment as needed

### Appendix I – Manager On-Call Job Action Sheet and Checklist

Code Maroon Stage 1	
<b>Step 1. Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Receive phone call from Resource Centre
<b>Step 2. Action Plan</b>	
<input type="checkbox"/>	Discuss incident with Director On-Call as required, if the Storm is to impact the community within the next 8 hours
<input type="checkbox"/>	Review the <a href="#">Severe Weather Preparations Form and/or the Flood/Water Damage Preparation Form</a>
<input type="checkbox"/>	Monitor for further storm updates
<input type="checkbox"/>	Provide information to Resource Centre for Code Update Email
<b>Step 3. All Clear</b>	
<input type="checkbox"/>	Code Team to give the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4. Post Incident</b>	
<input type="checkbox"/>	No action required
Code Maroon Stage 2	
<b>Step 1. Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2. Action Plan</b>	
<input type="checkbox"/>	Discuss Code with Dept Leads/Executive Site Lead/Code Team
	If required, set up Incident Command Post at a central location within the facility
<input type="checkbox"/>	Assume role of Incident Commander; don IC vest
<input type="checkbox"/>	Direct Dept. Leads to make shelter-in-place preparations according to weather impact
<input type="checkbox"/>	Track shelter-in-place preparations per department (use <a href="#">SITE DEPARTMENT CHECKLIST</a> )
<input type="checkbox"/>	Review <a href="#">EXTREME WEATHER PREPARATIONS FORM and/or FLOOD WATER DAMAGE PREPARATION LIST</a>
<input type="checkbox"/>	If extreme high winds, stay away from doors and windows, direct patients to be moved and protected with blankets/pillows
<input type="checkbox"/>	If a tornado is imminent move to centre of building and take shelter with patients; escalate to STAGE 3 (advise Resource Centre Ext. 55555)
<input type="checkbox"/>	Update Director On-Call
<input type="checkbox"/>	Once the storm has passed, check injuries (stand-by to respond)
<input type="checkbox"/>	Direct Security to patrol the grounds to determine damage, if safe to do so
<input type="checkbox"/>	Respond to emergencies within the site as needed
<input type="checkbox"/>	Discuss findings with Code Team and determine follow up actions required
<input type="checkbox"/>	Provide information to Resource Centre for Code Update Email
<input type="checkbox"/>	If vendor cleanup required (i.e. damaged trees, roofs, etc.) contact Director On-Call for approval
<input type="checkbox"/>	Listen for news on impact to the community, road closures, utility failures, flooding, etc.

<b>Step 3. All Clear</b>	
<input type="checkbox"/>	Discuss All Clear with Code Team and Director On-Call
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4. Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Clean up and restock equipment as needed

<b>Code Maroon Stage 3</b>	
<b>Step 1. Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2. Action Plan</b>	
<input type="checkbox"/>	Direct staff to shelter-in-place
<input type="checkbox"/>	If extreme high winds, stay away from doors and windows; direct patients to be moved and protected with blankets/pillows
<input type="checkbox"/>	If a tornado is imminent move to centre of building and take shelter with patients
<input type="checkbox"/>	Once safe to do so, liaise with Dept. Leads and Director On-Call
<input type="checkbox"/>	Establish Incident Command Post at a central location within the facility
<input type="checkbox"/>	Assume position of Incident Commander
<input type="checkbox"/>	Once the storm has passed, check injuries (stand by to respond)
<input type="checkbox"/>	Direct Security to patrol the grounds to determine damage or injuries
<input type="checkbox"/>	Respond to emergencies within the site as required
<input type="checkbox"/>	Consider Code Orange, Code Green
<input type="checkbox"/>	Update Director On-Call
<input type="checkbox"/>	Discuss findings with Code Team and determine follow up actions required
<input type="checkbox"/>	Provide information to Resource Centre for Code Update Email
<input type="checkbox"/>	Review <a href="#">EXTREME WEATHER PREPARATIONS FORM</a> and/or <a href="#">FLOOD WATER DAMAGE PREPARATION LIST</a>
<input type="checkbox"/>	If vendor cleanup required (i.e. damaged trees, roofs, etc.) contact Director On-Call for approval
<b>Step 3. All Clear</b>	
<input type="checkbox"/>	Discuss All Clear with Code Team and Director On-Call
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4. Post Incident</b>	
<input type="checkbox"/>	Assist as required

## Appendix J – Director On-Call Job Action Sheet and Checklist

Code Maroon Stage 1	
<b>Step 1. Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2. Action Plan</b>	
<input type="checkbox"/>	Discuss with Executive Site Leads or Manager On-Call from each site
<input type="checkbox"/>	Discuss with VP On-Call if the storm is to impact the community within the next 8 hours
<input type="checkbox"/>	Consider communications
<input type="checkbox"/>	Consider staff and medical levels and ability to move to and from work
<input type="checkbox"/>	Consider <a href="#">COOP activation</a>
<input type="checkbox"/>	Consider escalation to Stage 2
<b>Step 3. All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4. Post Incident</b>	
<input type="checkbox"/>	No action required
Code Maroon Stage 2	
<b>Step 1. Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2. Action Plan</b>	
<input type="checkbox"/>	Receive call from Resource Centre to establish the Teleconference Meeting EOC Conference Call
<input type="checkbox"/>	If EOC activation determined, select secure location for EOC as weather dependent
<input type="checkbox"/>	Discuss the storm preparations with the Manager On-Call at all sites
<input type="checkbox"/>	Receive updates from Code Team/Manager On-Call re: site preparedness
<input type="checkbox"/>	Notify EMS for patient redirect to unaffected hospitals
<input type="checkbox"/>	Determine which hospitals EMS will be using; ensure sites are contacted and informed about the situation
<input type="checkbox"/>	Consider Code Orange, Code Green
<input type="checkbox"/>	Notify VP On-Call of status of storm and site preparedness
<input type="checkbox"/>	Monitor local media
<input type="checkbox"/>	Develop and review the Communications plan with VP On-Call
<input type="checkbox"/>	Determine impact on operations and consider <a href="#">COOP activation</a>
<input type="checkbox"/>	Receive updates from Code Team on any impact to the community, road closures, utility failures, flooding, etc.
<input type="checkbox"/>	Once the storm has passed, receive update on damage and injuries
<input type="checkbox"/>	Advise VP On-Call when storm has passed and of any impact
<b>Step 3. All Clear</b>	
<input type="checkbox"/>	Discuss All Clear with Code Team/Manager On-Call at each site
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 to advise of the All Clear
<b>Step 4. Post Incident</b>	
<input type="checkbox"/>	Complete Post Incident Debrief Form

**Code Maroon Stage 3****Step 1. Activate and Notify**

- 
- Receive Code Alert

**Step 2. Action Plan**

- 
- Issue shelter-in-place order
- 
- 
- If extreme high winds, stay away from doors and windows
- 
- 
- If a Tornado is imminent take shelter
- 
- 
- Receive call from Resource Centre to establish the Teleconference Meeting EOC Conference Call
- 
- 
- Establish EOC, consider EOC location
- 
- 
- Continually liaise with EMO, EMS and local Fire Services and Niagara Regional Police service for regular updates
- 
- 
- Develop Code Action Plan (As EOC Director)
- 
- 
- Develop and review the Communications plan with VP On-Call
- 
- 
- Receive updates from Code Team and Manager On-Call RE: site readiness
- 
- 
- Begin making preparations for
- CODE ORANGE**
- and/or
- CODE GREEN**
- 
- 
- Develop and review the Communications with VP On-Call
- 
- 
- Notify EMS for patient redirect to unaffected hospitals
- 
- 
- Determine which hospitals EMS will be using and have them contacted and informed about the situation
- 
- 
- Notify VP On-Call of status of storm and site readiness
- 
- 
- Receive updates from Incident Command Post (ICP) on any impact to the site, community, road closures, utility failures, flooding, etc.
- 
- 
- Determine impact on operations and consider
- COOP activation**
- 
- 
- Once the storm has passed, receive update on damage and injuries
- 
- 
- Advise VP On-Call when storm has passed and of any impact

**Step 3. All Clear**

- 
- Discuss All Clear with Code Team and each Incident Command Post (ICP)
- 
- 
- Advise VP of All Clear
- 
- 
- Receive Code Alert: All Clear
- 
- 
- Conduct constant status checks with Dept Leads to determine operational status and assess the return to normal operational conditions

**Step 4. Post Incident**

- 
- Complete Post Incident Report

### Appendix K – Vice President On-Call Job Action Sheet and Checklist

Code Maroon Stage 1	
<b>Step 1. Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2. Action Plan</b>	
<input type="checkbox"/>	Discuss with Director On-Call as required
<input type="checkbox"/>	Consider COOP activation and communication plan
<input type="checkbox"/>	Discuss with ELT as required
<b>Step 3. All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4. Post Incident</b>	
<input type="checkbox"/>	No action required
<b>Code Maroon Stage 2</b>	
<b>Step 1. Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Receive situation report from Director On-Call
<b>Step 2. Action Plan</b>	
<input type="checkbox"/>	Join EOC Teleconference Conference Call
<input type="checkbox"/>	Determine impact on operations and consider <a href="#">COOP activation</a>
<input type="checkbox"/>	Consider <a href="#">CODE ORANGE</a> and/or <a href="#">CODE GREEN</a>
<input type="checkbox"/>	Discuss communication needs with Director On-Call
<input type="checkbox"/>	Advise ELT as required
<input type="checkbox"/>	Receive Code Update email from Resource Centre
<b>Step 3. All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call when the incident has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4. Post Incident</b>	
<input type="checkbox"/>	No action required

<b>Code Maroon Stage 3</b>	
<b>Step 1. Activate and Notify</b>	
<input type="checkbox"/>	Receive call from Director On-Call and/or Manager On-Call to discuss a worsening Stage 2 and escalation to STAGE 3
<input type="checkbox"/>	Update ELT
<input type="checkbox"/>	Receive Code Alert
<b>Step 2. Action Plan</b>	
<input type="checkbox"/>	Shelter-in-place
<input type="checkbox"/>	Join Teleconference EOC Conference Call or go to the Emergency Operations Centre as required
<input type="checkbox"/>	Determine impact on operations and consider <a href="#">COOP activation</a>
<input type="checkbox"/>	Consider requirements for and approve <a href="#">CODE ORANGE</a> and <a href="#">CODE GREEN</a>
<input type="checkbox"/>	Develop communications plan
<input type="checkbox"/>	Direct any Media communications
<input type="checkbox"/>	Discuss Code with vendor, Fire Dept/Police/EMS or community officials as required
<input type="checkbox"/>	Review and approve communications
<b>Step 3. All Clear</b>	
<input type="checkbox"/>	Receive notification from Incident Commanders that the Code has been resolved at each location
<input type="checkbox"/>	Receive update from Director On-Call when the Code has been resolved
<input type="checkbox"/>	Contact the Resource Centre Ext. 55555 and advise All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4. Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – support as required



### Appendix L – Executive Leadership Team Job Action Sheet and Checklist

<b>Code Maroon Stage 1</b>	
<b>Step 1. Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2. Action Plan</b>	
<input type="checkbox"/>	Receive updates from VP On-Call as required
<input type="checkbox"/>	No action required
<b>Step 3. All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4. Post Incident</b>	
<input type="checkbox"/>	No action required
<b>Code Maroon Stage 2</b>	
<b>Step 1. Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Receive situation report from VP On-Call
<b>Step 2. Action Plan</b>	
<input type="checkbox"/>	Receive updates and discuss Code with VP On-Call as required
<input type="checkbox"/>	Discuss impact on hospital operations and affected departments
<input type="checkbox"/>	Approve Continuity of Operations (COOP) plan, approve AD Hoc Crisis Management Team to oversee COOP
<input type="checkbox"/>	Review and communications as required
<input type="checkbox"/>	Assist with Media Communications and statements to the media
<input type="checkbox"/>	Receive Code Alert Update Email from Resource Centre
<b>Step 3. All Clear</b>	
<input type="checkbox"/>	Receive update from VP On-Call when the code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4. Post Incident</b>	
<input type="checkbox"/>	Assist with Post Incident Debrief as required

<b>Code Maroon Stage 3</b>	
<b>Step 1. Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2. Action Plan</b>	
<input type="checkbox"/>	Shelter-in-place
<input type="checkbox"/>	Discuss the incident with the VP On-Call
<input type="checkbox"/>	ELT members will meet to discuss the incident (Executive Offices, or consider secure location dependent on weather and risk to travel)
<input type="checkbox"/>	If needed, President to approve decision to evacuate the hospital based on nature of incident
<input type="checkbox"/>	Determine impact to other depts., patient care, hospital operations, risk and reputation, site, length of time, etc.
<input type="checkbox"/>	Determine with Communications Dept. what must be prepared for both internal and external stakeholders
<input type="checkbox"/>	Direct any Media communications
<input type="checkbox"/>	Receive updates from VP On-Call and Director On-Call
<input type="checkbox"/>	Provide direction and instructions to Director On-Call
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<input type="checkbox"/>	Discuss incident with Police, Fire and EMS Officials, Community officials as required
<input type="checkbox"/>	Approve Continuity of Operations (COOP) plan, approve AD Hoc Crisis Management Team to oversee COOP
<input type="checkbox"/>	Review and approve communications
<input type="checkbox"/>	Advise the Chief of Staff
<input type="checkbox"/>	Contact the Board of Directors, CEO
<input type="checkbox"/>	Contact the LHIN
<input type="checkbox"/>	Prepare plan to recovery and re-open hospital
<b>Step 3. All Clear</b>	
<input type="checkbox"/>	ELT will call the All Clear through the VP On-Call
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4. Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – support as required

## Appendix M - Severe Weather Preparations

### General

- Tornadoes, even though they strike specific location(s) with little warning, are usually preceded by a weather bureau alert for the area.
- Hurricane alerts are given by the weather bureau a few days beforehand. However, its direction of travel and/or degree of threat may change.
- If the site is in/near the path of a windstorm, there may be damage by lesser, associated conditions such as gale-force winds.
- The site is best prepared against high winds when it is kept in good repair, and roof coverings are laid properly and strongly anchored.
- Note: the large roof surface of the site will create a hazardous situation during a storm.
- Everyone must learn the location of proper shelter area(s) in their vicinity, and understand their responsibility in preparing the site and what to do before, during, and after the storm.
- Proper shelter areas are areas/rooms in buildings away from external doors and windows (e.g. interior rooms, basement)

### Before Storm

- The Emergency Management Specialist Resource Centre/Switchboard gathers data on storm conditions and distributes the data to senior management who will determine the next course of action, including deciding whether personnel should be allowed to return home.
- If a decision is made to allow personnel to return home, it must be made well in advance of the storm to ensure it is safe to travel home. This may depend on the individuals' direction of travel and distance.
- When a hurricane or tornado warning is in effect, the Emergency Operations Centre shall:
  - develop an action plan
  - develop communications in conjunction with Communications Manager
  - ensure all onsite personnel are notified to assemble in proper shelter areas
  - coordinate the action plan and assign tasks to personnel
  - consult with others as required (e.g. Director Facilities Management, Director Quality, Patient Safety and Risk, and Manager Security).
- Code Teams, Security, Facilities Management, etc. will assemble at the designated Incident Command Post (ICP), be prepared to implement the action plan, and take direction from the Incident Commander. These personnel shall take all emergency equipment necessary to secure facility and protect personnel, such as:
  - spill kits
  - emergency lighting and flashlights
  - emergency tool kit and fire extinguishers
  - first aid kits and oxygen bottle
- The ICP shall ensure the following tasks are completed by Code Team if safe to do so and time permits:
  - Check windows
  - Brace windows
  - Inspect roof coverings, and report any loose roof covering
  - Ensure all roof drains, storm water drains, and catch basins are clear
  - Remove or fasten down all loose objects in the yard
  - Ensure emergency flashlights are operational
  - Ensure everyone has taken shelter in proper shelter areas
  - Prepare back-up generators
  - Be prepared to shut off or disconnect utilities to area(s)/building(s) when necessary
  - Ensure laboratory areas are in a safe state and all chemicals stored
  - Follow the action plan to protect against water damage from hurricanes

- Keep brooms and squeegees available
- Cover computer and laboratory equipment with waterproof material where there is risk of water exposure (e.g. near exterior windows/doors)
- For possible roof damage, have a service ready to provide tarpaulins and waterproof covers at short notice
- Construction project managers must ensure their sites and laydown areas are prepared to secure and protect materials

## During Storm

The Incident Commander shall ensure the following tasks are done:

- Patrol inside the site and along the perimeter area continuously (while safe to do so); report any fire, serious leak, pipe breakage that could impair sprinkler or utility system, and structural damage.
- If sprinkler piping is damaged, close the main sprinkler control valve for that piping to prevent water damage, and continuously monitor affected building(s)/area(s) for fire. Sprinkler valve closures must comply with the building Fire Plan.
- Shut off or disconnect utilities to area(s)/building(s) when necessary (e.g. utility line breakage occurs or is imminent).
- Assign flashlights to all emergency personnel.
- If a person(s) is injured, call the Resource Centre Ext 55555 to report Code ONE and follow instructions. Ensure injured person(s) are removed from hazards and provide/obtain appropriate treatment.

## After Storm

The Incident Commander shall ensure the following tasks are done:

- Inspect site for safety hazards such as live wiring, leaking hazardous liquids/gases, structural damage, damage to underground piping, and loose structural members that may fall.
- Immediately cover broken windows and torn roof coverings to prevent further damage.
- Clear roof drains and remove debris from roof to prevent drainage problems.
- Ensure fire routes are cleared for access.
- Clean up and dispose of debris from collapsed walls and roofs and wind-scattered materials. The heavy clean-up work will involve special heavy equipment.
- Repair or rebuild weakened structures.
- Expedite the restoration of sprinkler systems and other fire and life safety protection equipment. Contact Facilities Management if such equipment requires activation, isolation, or repair.
- Return utilities to service after a complete inspection deems it is safe to do so.
- When an affected building/area is free from danger, the Director On-Call will declare it safe for personnel re-entry.

The Director On-Call shall ensure the following tasks are done:

- Re-establish computer and communication systems if necessary.
- Start salvaging as soon as possible to reduce further damage, but ensure it is done without risking personnel safety. Stockpile unsalvageable materials outdoors. Closely monitor accumulation of combustible materials.
- Note: salvaging includes recovering confidential and critical records, separating the undamaged from damaged materials/equipment, and protecting the salvaged records,

- materials, and equipment. Salvaged items shall be considered unusable until checked and cleared by qualified personnel.
- While communication systems are down, everyone shall communicate using runners, portable phones, and/or portable radios; but must conserve the use of phone and radios for emergency communications only.
- Qualified laboratory personnel shall return laboratories to a safe state and conduct audit of all chemicals. Lab staff shall sort and store chemicals in designated safe area(s) and in correct categories, and prepare the chemicals for proper disposal or recovery. Spill control kits must be ready.
- Anyone with waste due to the storm (including unsalvageable and chemical) shall contact EVS to arrange for waste disposal. Preparation of waste for disposal must comply with waste policies and procedures.
- Dept. Leads of affected areas shall contact the Department Manager for returning affected areas to operations.

## Appendix N - Flood Water Damage Preparation List

### Before Flood

- When flooding conditions can be predicted, planning can begin hours or days in advance. The Emergency Management Specialist will gather data on storm conditions and contact the Resource Centre Ext. 55555 to announce the Code Maroon - Stage 1.
- The Code Team shall ensure all outside construction or work projects are made aware of the possible storm, and make plans accordingly to consider construction material being secured.

### During Flood

The Code Team shall ensure the following tasks are done:

- Continuously patrol site area(s) that are or may be affected by the flood (while safe to do so). While the floodwaters are high, frequently check the sprinkler water pressure.
- If flooding is caused by utility failure, ensure closure of main line, shutdown of powerhouse, etc. and repairs.
- Keep the sprinkler system in service as much as possible.
- If any part of a sprinkler system is at risk of freezing, shut down and drain that sprinkler system, and comply with building Fire Plan.
- Shut off or disconnect utilities to area(s)/building(s) when necessary.
- Change access routes to building when necessary.
- Ensure the following tasks are done for materials/chemicals/equipment:
  - Move materials threatened by the flood if appropriate and feasible.
  - Store water reactive chemicals in a safe place under controlled conditions.
  - Cover electrical equipment if flooding is from above.
  - Avoid using electrical equipment in affected areas, avoid flood areas

### After Flood

The Code Team shall ensure the following tasks are done:

- Expedite the restoration of sprinkler systems and other fire and life safety protection equipment.
- Return utilities to service after a complete inspection deems it is safe to do so
- Drying of wet electrical components shall be done by qualified personnel only.
- Ensure caution when moving through or disposing of floodwater as chemicals may be in/on the floodwater.
- When an affected building/area is free from danger, the Code Maroon Team in discussion with Dept. Lead, Director On-Call or VP On-Call will declare it safe for personnel re-entry.

The Director On-Call shall ensure the following tasks are done:

- Re-establish computer and communication systems if necessary.
- If clean-up is required, ensure an action plan (including PPE requirements) is defined and a clean-up team is identified.
- While communication systems are down, everyone shall communicate using runners, portable phones, and/or portable radios; but must conserve the use of phone and radios for emergency communications only.
- Any waste due to the flood (including floodwater and chemicals) shall be processed through proper waste policies and procedures.

**Appendix O - FES Site Checklist**

<b>Fort Erie Site</b>								
<b>Site</b>	<b>Level (Floor)</b>	<b>Department</b>	<b>Checked</b>	<b>Evacuated</b>	<b>Missing Person</b>	<b>Code Black</b>	<b>Lockdown</b>	<b>Shelter-in-Place</b>
FES	First Floor	Palliative Care						
FES	First Floor	In-Patient Medical						
FES	First Floor	Admin						
FES	First Floor	Diagnostic Imaging						
FES	First Floor	Methadone Clinic						
FES	First Floor	Gift Shop						
FES	First Floor	Health Records						
FES	Second Floor	Human Resources						
FES	Second Floor	Storage						
FES	Second Floor	Office Space						
FES	Second Floor	Physio						
FES	Second Floor	<i>Vacant</i>						
FES	Second Floor	<i>Vacant</i>						
FES	Second Floor	<i>Vacant</i>						
FES	Ground Floor	Urgent Care						
FES	Ground Floor	Housekeeping						
FES	Ground Floor	<i>Vacant</i>						
FES	Ground Floor	Storage Equipment						
FES	Ground Floor	Pharmacy						
FES	Ground Floor	Kitchen						
FES	Ground Floor	<i>Vacant</i>						
FES	Ground Floor	<i>Vacant</i>						
FES	Ground Floor	Storage Equipment						

**Appendix P – NFS Site Department Checklist**

<b>Niagara Falls Site</b>								
Site	Level (Floor)	Department	Checked	Evacuated	Missing Person	Code Black	Lockdown	Shelter-in-Place
NFS	Ground Floor	Unit F						
NFS	Ground Floor	Unit D						
NFS	Ground Floor	Unit C						
NFS	Ground Floor	Unit B						
NFS	Ground Floor	Unit B						
NFS	Ground Floor	vacant						
NFS	Ground Floor	Physio						
NFS	Ground Floor	EVS						
NFS	Ground Floor	Pharmacy						
NFS	Ground Floor	MDR						
NFS	Ground Floor	Cafeteria						
NFS	Ground Floor	Kitchen						
NFS	Ground Floor	Engineering						
NFS	Ground Floor	Biomed						
NFS	Ground Floor	Health Records						
NFS	2nd Floor	vacant						
NFS	2nd Floor	Radiology						
NFS	2nd Floor	ICU						
NFS	2nd Floor	X-Ray						
NFS	2nd Floor	Endoscopy						
NFS	2nd Floor	Lab/Ultrasound						
NFS	2nd Floor	Day Surgery						
NFS	2nd Floor	OR						
NFS	2nd Floor	Medical Day Treatment						
NFS	2nd Floor	Pharmacy						
NFS	2nd Floor	Gift Shop						
NFS	2nd Floor	Emergency						
NFS	2nd Floor	Admin						
NFS	3rd Floor	In-patient Medical Brock						
NFS	3rd Floor	In-Patient Physio						



**Appendix Q – PCS Site Department Checklist**

**Port Colborne Hospital**

Site	Level (Floor)	Department	Checked	Evacuated	Missing Person	Code Black	Lockdown	Shelter-in-Place
PCS	1st Floor	Out-patient unit						
PCS	1st Floor	vacant						
PCS	1st Floor	vacant						
PCS	1st Floor	Human Resources						
PCS	1st Floor	Health & Safety Office						
PCS	1st Floor	Meals on Wheels						
PCS	1st Floor	Speech Pathology Office						
PCS	1st Floor	vacant						
PCS	1st Floor	Gift Shop						
PCS	1st Floor	Kitchen						
PCS	1st Floor	Hospitality and Food Services						
PCS	2nd Floor	2-West In-patient Medical Unit						
PCS	2nd Floor	2-South In-patient Medical Unit						
PCS	2nd Floor	2-East In-patient Medical Unit (CCC)						
PCS	3rd Floor	Engineering						
PCS	3rd Floor	Educator						
PCS	3rd Floor	Vacant/Storage						
PCS	Basement	Urgent Care						
PCS	Basement	vacant						
PCS	Basement	vacant						
PCS	Basement	Physio						
PCS	Basement	Receiving						
PCS	Basement	Engineering						
PCS	Basement	Vacant/Storage						

**Appendix R – SCS Site Department Checklist**

**St Catherines Hospital Site**

Site	Level (Floor)	Department	Checked	Evacuated	Missing Person	Code Black	Lockdown	Shelter-in-Place
SCS	Level 0	Food Services						
SCS	Level 0	Bio-medical						
SCS	Level 0	Environmental Services						
SCS	Level 0	Medical Device Reprocessing						
SCS	Level 0	Materials Management						
SCS	Level 0	Morgue						
SCS	Level 0	Loading Docks						
SCS	Level 1	Specialized Mental Health						
SCS	Level 1	Acute Mental Health						
SCS	Level 1	Psychiatric ICU						
SCS	Level 1	Main Elevator Bank						
SCS	Level 1	Cardiology Diagnostics						
SCS	Level 1	Psychiatric Emergency						
SCS	Level 1	Diagnostic Imaging						
SCS	Level 1	Emergency						
SCS	Level 1	Registration						
SCS	Level 1	Food Court						
SCS	Level 1	Radiation Therapy						
SCS	Level 1	Walker Family Cancer Centre						
SCS	Level 1	Volunteers						
SCS	Level 1	Outpatient Mental Health						
SCS	Level 1	Spiritual Centre						
SCS	Level 2	2B Critical Care (ICU/PCU)						
SCS	Level 2	Respiratory Services						
SCS	Level 2	On Call Rooms						
SCS	Level 2	OR Prep & Recovery						
SCS	Level 2	Operating Rooms						
SCS	Level 2	Heart Investigation Unit						

SCS	Level 2	Chemotherapy						
SCS	Level 2	Administration						
SCS	Level 2	Academic Activities						
SCS	Level 2	DeGroote Satellite Education Centre						
SCS	Level 2	Community Leaders Auditorium						
SCS	Level 2	2A Medical/Telemetry						
SCS	Level 3	3B Medical/Palliative Care						
SCS	Level 3	Pharmacy						
SCS	Level 3	Hospitalists						
SCS	Level 3	Physician Facilities						
SCS	Level 3	Medical Records						
SCS	Level 3	Site Administration	3C26.127					
SCS	Level 3	Washroom	3C26.135					
SCS	Level 3	Washroom	3A15.025					
SCS	Level 3	Washroom	3C26.124					
SCS	Level 3	Utilization / Discharge Planning / HNHB LHIN	3C26.142					
SCS	Level 3	Finance	3C26.075					
SCS	Level 3	Rooftop Patio	-					
SCS	Level 3	Meeting Room	3C26.085					
SCS	Level 3	Quality, Patient Safety & Risk	3C26.113					
SCS	Level 3	Occupational Health						
SCS	Level 3	Human Resources	3C26.157					
SCS	Level 3	Patient Relations – two locations						
SCS	Level 3	Research Department						
SCS	Level 3	Chronic Kidney Disease						
SCS	Level 3	Niagara Diabetes Centre						
SCS	Level 3	IT Services						
SCS	Level 3	Laboratory Medicine						
SCS	Level 3	Clinical Nutrition						
SCS	Level 3	3A Medical/Kidney Disease						
SCS	Level 4	4A Medical/Surgical						
SCS	Level 4	4B Children's Health						
SCS	Level 4	Gift Shop						

SCS	Level 4	Women and Babies						
SCS	Level 4	Endoscopy/Cystoscopy						
SCS	Level 4	Outpatient Clinics						
SCS	Level 4	Special Care Nursery						
SCS	Level 4	ICU Research Department						
SCS	Level 5	5A General Surgery						
SCS	Level 5	5B General and Orthopedic Surgery						
SCS	Level 5	Rehab						
SCS	Other	Penthouse (both towers)						
SCS	Other	All stairwells						
SCS	Other	All Public Washrooms						
SCS	Other	All Conference Rooms						
SCS	Other	Roof						

**Appendix S – WS Site Department Checklist**

<b>Welland Hospital Site</b>								
<b>Site</b>	<b>Level (Floor)</b>	<b>Department</b>	<b>Checked</b>	<b>Evacuated</b>	<b>Missing Person</b>	<b>Code Black</b>	<b>Lockdown</b>	<b>Shelter-in-Place</b>
WS	1st Floor	Medical Records						
WS	1st Floor	Cashier						
WS	1st Floor	Gift Shop						
WS	1st Floor	Ambulatory Care						
WS	1st Floor	OBSP						
WS	1st Floor	Emergency						
WS	1st Floor	Lab/Biomed						
WS	1st Floor	Engineering						
WS	1st Floor	Laundry						
WS	1st Floor	Boiler room						
WS	1st Floor	Morgue						
WS	1st Floor	Purchasing Receiving						
WS	1st Floor	Kitchen						
WS	1st Floor	Admin						
WS	1st Floor	Diabetic Clinic						
WS	1st Floor	Dialysis						
WS	1st Floor	Pharmacy						
WS	1st Floor	Woolcott Wing						
WS	1st Floor	Physio						
WS	1st Floor	ECU						
WS	1st Floor	ILTC						
WS	2nd Floor	Vacant						
WS	2nd Floor	MDR						
WS	2nd Floor	Vacant						
WS	2nd Floor	Various Offices						
WS	2nd Floor	ICT						
WS	3rd Floor	OR						
WS	3rd Floor	Day Surgery						
WS	3rd Floor	Ophthalmology						
WS	3rd Floor	Vacant						



**NAME: Code Maroon**

WS	3rd Floor	Telemetry						
WS	4th Floor	In-Patient Physiotherapy						
WS	4th Floor	Surgical In-patient Unit						
WS	5th Floor	Cataract Pre-Op						
WS	5th Floor	Mech. Room						
WS	5th Floor	Floor Human Resources						
WS	6th Floor	In-Patient Medical Unit						

### Appendix T Communications Table

Code Type	Sent by	Stage 1 - Minor	Stage 2 - Major	Stage 3 - Critical
Code Maroon – Severe Weather		Storm Watch in affect	Storm Warning or Tornado Watch in affect; severe weather impacting the community	Tornado Warning in affect; severe weather impacting the site(s)
Code Membership		Risk Facilities Management	Risk Facilities Management	Risk Facilities Management
All Clear Approved by		Risk	Director On-Call	VP On-Call
Staff Code Message	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Patient Code Message	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Vendor Code Message	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Website	Communications	N/A	Director On-Call	VP On-Call / ELT Committee
FB	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Twitter	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>

## Appendix U – Messaging

### CODE ALERT: CODE MAROON – SEVERE WEATHER – STAGE 3

(Severe Weather has impacted the Site: Extreme Winds, Flooding, Tornado, Extreme Weather, Ice Storm)

#### STAFF CODE MESSAGE:

(DATE and TIME)

1. (Extreme Winds) Please be advised that Environment Canada has issued a warning for high winds in and around (affected area here). (Details here, e.g. wind speeds, etc.)
2. (Flooding) Please be advised that Environment Canada has issued a flood warning in and around (affected area here). (Details here, e.g. heavy rainfall data, windspeeds, etc.)
3. (Tornado) Please be advised that Environment Canada has issued a tornado alert in and around (affected area here). (Specific details here – funnel sightings, strong winds, storm approaching, etc.)
4. (Extreme Weather) Please be advised that Environment Canada has issued an extreme weather alert in and around (affected area here). This is anticipated to bring (specific details about weather events here – list snowfall amounts / wind speeds etc).
5. (Ice Storm) Please be advised that Environment Canada has issued an ice storm warning in and around (affected area here). This is anticipated to bring (details here re: specific dangerous conditions, wind speeds, snowfall amounts, etc).

This extreme weather has resulted in damage to the site (details as needed).

As a result, please note the following:

(list: e.g. access to the hospital rerouted, clinics closed or relocated.)

This extreme weather alert is expected to remain in effect for (duration here).

Health and safety is a top priority and we will continue to proactively monitor this situation.

Employees are encouraged to practice utmost caution while getting around the site, and while driving to and from work.

1. (Extreme Winds) During this time, please be extra mindful of (insert any other specifics here, if applicable e.g. downed power lines? objects blowing across roadways and into your path, and avoid unnecessary outdoor work or activities.)
2. (Flooding) During this time, please avoid low-lying areas and seek higher ground. Avoid outdoor work or activities unless absolutely necessary. (Insert any other specifics here, if applicable.)
3. (Tornado) In the event that the site is hit by the tornado or the accompanying storm, employees are urged to take cover in a permanent structure ASAP. Move away from windows, and seek shelter immediately if you are caught outdoors. Please be extremely mindful of flying debris. If SHELTER-IN-PLACE is in effect, include: On-site emergency teams are monitoring the situation very closely. In the event that a “Shelter in Place” procedure is required, an announcement will be made over the site PA system. If you hear this announcement, please stop what you are doing and **act quickly** to follow the instructions communicated to you.
4. (Extreme Weather) During this time, please be extra mindful of reduced visibility on roads, and avoid unnecessary outdoor work or activities. (Insert any other specifics here, if applicable.)
5. (Ice Storm) During this time, please take heed of icy conditions and any structural damage this may cause. Be aware of reduced visibility on roads, and be extra mindful of icy surfaces that may cause a slip, trip or fall. (Insert any other specifics here, if applicable)



(Staff) will remain on stand-by to quickly address incidents that may arise due to this severe weather. If you experience an emergency or injury while on site, please dial 55555 to receive aid ASAP.

*This Emergency Bulletin was sent by (NAME and TITLE), and will be updated every (X) hour(s), on the hour. If you have any questions or concerns, please contact (EXTENSION)*

### **STAFF CODE MESSAGE UPDATE:**

(DATE and TIME)

Please be advised that an extreme weather pattern (details) experienced (affected area, e.g. citywide) on (date) has resulted in damage to the site (details as needed).

As a result, please note the following:

(list: e.g. access to the hospital rerouted, clinics closed or relocated.)

This alert is expected to remain in effect for (duration here).

Health and safety is a top priority and we will continue to proactively monitor this situation.

Employees are encouraged to practice utmost caution while getting around the site, and while driving to and from work.

(Insert one of the following)

1. (Extreme Winds) During this time, please be extra mindful of (insert any other specifics here, if applicable e.g. downed power lines? objects blowing across roadways and into your path, and avoid unnecessary outdoor work or activities.)
2. (Flooding) During this time, please avoid low-lying areas and seek higher ground. Avoid outdoor work or activities unless absolutely necessary. (Insert any other specifics here, if applicable.)
3. (Tornado) In the event that the site is hit by the tornado or the accompanying storm, employees are urged to take cover in a permanent structure ASAP. Move away from windows, and seek shelter immediately if you are caught outdoors. Please be extremely mindful of flying debris. If SHELTER-IN-PLACE is in effect, include: On-site emergency teams are monitoring the situation very closely. In the event that a "Shelter in Place" procedure is required, an announcement will be made over the site PA system. If you hear this announcement, please stop what you are doing and **act quickly** to follow the instructions communicated to you.
4. (Extreme Weather) During this time, please be extra mindful of reduced visibility on roads, and avoid unnecessary outdoor work or activities. (Insert any other specifics here, if applicable.)
5. (Ice Storm) During this time, please take heed of icy conditions and any structural damage this may cause. Be aware of reduced visibility on roads, and be extra mindful of icy surfaces that may cause a slip, trip or fall. (Insert any other specifics here, if applicable)

(Staff) will remain on stand-by to quickly address incidents that may arise due to this weather alert. If you experience an emergency or injury while on site, please dial 55555 to receive aid ASAP.

*This Emergency Bulletin will be updated every (X) hour(s), on the hour. If you have any questions or concerns, please contact (Phone number).*

**STAFF UPDATE – FINAL ALL CLEAR**

(DATE)

Please be advised that the challenges caused by the recent severe weather are no longer in effect. We sincerely thank everyone for their assistance and patience during this challenging time.

*This Emergency Bulletin was sent by (NAME and TITLE). If you have any questions or concerns, please contact (EXTENSION)*

**PATIENT CODE MESSAGE**

(DATE)

Please be advised that an extreme weather pattern experienced (affected area, e.g. citywide, expected wind speeds, snowfall) on (date) has resulted in damage to the hospital site (details as needed).

As a result, your appointment or procedure may be postponed. Please note the following:

(list: e.g. access to the hospital rerouted, clinics closed or relocated, suggested arrival, departure)

If you have an appointment on (dates), please do not make your way to the (site). Please contact your (doctor/clinic staff) to reschedule your appointment.

You are encouraged to practice utmost caution while getting around the site.

During this time, please be extra mindful of (insert any other specifics here, if applicable e.g. downed power lines? objects blowing across roadways and into your path, and avoid unnecessary outdoor work or activities.)

(Staff) will remain on stand-by to quickly address incidents that may arise due to this weather alert. If you experience an emergency or injury while on site, please dial 55555 to receive aid ASAP.

Health and safety is a top priority and we will continue to proactively monitor this situation.

This alert is expected to remain in effect for (duration here).

*Sent by (NAME and TITLE).*

**VISITOR CODE MESSAGE**

(DATE)

Please be advised that an extreme weather pattern experienced (affected area, e.g. citywide), expected wind speeds, snowfall on (date) has resulted in damage to the hospital site (details as needed).

As a result, please note the following:

(list: e.g. access to the hospital rerouted, clinics closed or relocated, suggested arrival, departure)

Health and safety is a top priority and we will continue to proactively monitor this situation.

This alert is expected to remain in effect for (duration here).

If you are inquiring about the status of a patient at this time, please contact xxxx

You are encouraged to practice utmost caution while getting around the site.

During this time, please be extra mindful of (insert any other specifics here, if applicable e.g. downed power lines? objects blowing across roadways and into your path, and avoid unnecessary outdoor work or activities.)

(Staff) will remain on stand-by to quickly address incidents that may arise due to this weather alert. If you experience an emergency or injury while on site, please dial 55555 to receive aid ASAP.

*Sent by (NAME and TITLE).*

**VENDOR CODE MESSAGE**

(DATE)

Please be advised that an extreme weather pattern experienced (affected area, e.g. citywide), expected wind speeds, snowfall on (date) has resulted in damage to the hospital site (details as needed).

As a result, please note that access to the following areas has been interrupted:

(list: e.g. access to the hospital rerouted, clinics closed or relocated, suggested arrival, departure)

Health and safety is a top priority and we will continue to proactively monitor this situation.

This alert is expected to remain in effect for (duration here).

Please note that you may also experience delays in accessing other areas of

the hospital at this time. If you have an (appointment/delivery) on (dates),

please do not make your way to the (site) at this time. Please reach out ASAP

to your main contact at the hospital to reschedule your meeting or delivery.

If you are planning to come to the hospital site, we suggest arriving via (area).

You are encouraged to practice utmost caution while getting around the site.

During this time, please be extra mindful of (insert any other specifics here, if applicable e.g. downed power lines? objects blowing across roadways and into your path, and avoid unnecessary outdoor work or activities.)

(Staff) will remain on stand-by to quickly address incidents that may arise due to this weather alert. If you experience an emergency or injury while on site, please dial 55555 to receive aid ASAP.

*Sent by (NAME and TITLE).*

## **UPDATE - FINAL**

(DATE)

Please be advised that the issues caused by the recent severe weather are no longer in effect. We would like to thank you for your assistance.

*-Hospital Management*

## Appendix V – Social Media: Twitter and Facebook


## Twitter

Criteria	Draft	Hashtags #	URLs / Links	Include Images
<b>Initial post</b>	Environment Canada advised that as at (insert issue time and information on current Environment Canada warning). <a href="https://weather.gc.ca/">https://weather.gc.ca/</a> to keep updated on warnings	#weathername	(website)	No
<b>Update 1</b>	For disaster assistance contact the (authorities) on (phone) and in a life threatening emergency call 9-1-1	#weathername #NHSLocation	(website)	If there is an image
<b>Update 2</b>	Please be advised that (affected area, e.g. citywide, expected wind speeds, snowfall) on (date) has resulted in damage to the hospital site (details as needed). As a result, your appointment or procedure may be postponed.	#weathername #NHSLocation	(website)	If there is an image
<b>Update 3</b> (if applicable)	Communities located between (insert areas) are urged to put their safety first in the wake of (severe weather name).  <a href="https://weather.gc.ca/">https://weather.gc.ca/</a> to keep updated on warnings	#weathername #NHSLocation	(website)	If there is an image
<b>Final post</b>	Please be advised that the issues caused by (severe weather name) are no longer in effect. Thank you for your assistance.	#weathername #NHSLocation	(website)	If there is an image

**Facebook**

Criteria	Draft	Hashtags #	URLs / Links	Include Images
<b>Initial post</b>	<p>Environment Canada advised that as at (insert issue time and information on current Environment Canada warning).</p> <p>For disaster assistance contact the (authorities) on (phone) and in a life threatening emergency call 9-1-1.</p> <p>To keep updated on warnings monitor the Environment Canada, weather information website at <a href="https://weather.gc.ca/">https://weather.gc.ca/</a></p>	<p>#weathername</p> <p>#Location</p>	(website)	No
<b>Update 1</b>	<p>Please be advised that an extreme weather pattern experienced (affected area, e.g. citywide, expected wind speeds, snowfall) on (date) has resulted in damage to the hospital site (details as needed).</p> <p>As a result, your appointment or procedure may be postponed. Please note the following:</p> <p>(list: e.g. access to the hospital rerouted, clinics closed or relocated, suggested arrival, departure)</p> <p>If you have an appointment on (dates), please do not make your way to the (site).</p> <p>You are encouraged to practice utmost caution while getting around the site.</p> <p>During this time, please be extra mindful of (insert any other specifics here, if applicable e.g. downed power lines? objects blowing across roadways and into your path, and avoid unnecessary outdoor work or activities.)</p> <p>(Staff) will remain on stand-by to quickly address incidents that may arise due to this weather alert. If you experience an emergency or injury while on site, please dial 55555 to receive aid ASAP.</p>	<p>#weathername</p> <p>#Location</p>	(website)	If there is an image

	<p>Health and safety is a top priority and we will continue to proactively monitor this situation.</p> <p>This alert is expected to remain in effect for (duration here).</p> <p>To keep updated on warnings monitor the Environment Canada, weather information website at <a href="https://weather.gc.ca/">https://weather.gc.ca/</a></p>			
<b>Update 2</b>	<p>Communities located between (insert areas) are urged to put their safety first in the wake of (severe weather name).</p> <p>For disaster assistance contact the (authorities) on (phone) and in a life threatening emergency call 9-1-1.</p> <p>To keep updated on warnings monitor the Environment Canada, weather information website at <a href="https://weather.gc.ca/">https://weather.gc.ca/</a></p>	<p>#weathername</p> <p>#Location</p>	(website)	If there is an image
<b>Update 3</b> (If applicable)	<p>The (alert) is expected to remain in effect for (duration here).</p> <p>Please note that you may also experience delays in accessing areas of the hospital at this time.</p> <p>If you have an (appointment/delivery) on (dates), please do not make your way to the (site) at this time.</p> <p>Please reach out ASAP to your main contact at the hospital to reschedule your meeting or delivery.</p> <p>If you are planning to come to the hospital site, we suggest arriving via (area).</p> <p>For disaster assistance contact the (authorities) on (phone) and in a life-threatening emergency call 9-1-1.</p>	<p>#weathername</p> <p>#Location</p>	(website)	If there is an image
	<p>To keep updated on warnings monitor the Environment Canada, weather information website at <a href="https://weather.gc.ca/">https://weather.gc.ca/</a></p>			
<b>Final post</b>	<p>Please be advised that the issues caused by the recent (severe weather name) are no longer in effect.</p> <p>We would like to thank you for your assistance.</p>	<p>#weathername</p> <p>#Location</p>	(website)	If there is an image

		<b>NAME: Code OB</b>	
Extraordinary Caring. Every Person. Every Time.			
<b>CLASSIFICATION:</b>	Emergency Preparedness	<b>DOCUMENT TYPE:</b>	<b>POLICY and PROCEDURE</b>
<b>SECTION:</b>	Emergency Response Codes – Code OB	<b>EFFECTIVE DATE:</b> (DD/MM/YY)	01/07/21
<b>APPROVED BY:</b>  Program Director, Women, Babies and Children’s Health Regional Director, Quality, Patient Safety and Risk Management		<b>END DATE:</b> (DD/MM/YY)	01/07/24
		<b>DOCUMENT ID:</b>	N/A

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### 1.0 Purpose

The purpose of Code OB as an Obstetrical Emergency Response Code is to reduce maternal and/or fetal morbidity and mortality by ensuring a rapid and consistent response to an obstetrical emergency requiring immediate surgical intervention.

### 2.0 Background

Certain obstetrical emergencies require immediate surgical intervention and it is evident from the literature that response time for required care providers is significantly reduced with an overhead page and streamlined notification processes.

### 3.0 Scope

Applies to all team members at Niagara Health at the St. Catharines Site.

**NOTE:** There is no Code OB at WS, NFS, FES, and PCS.

### 4.0 Policy

4.1 Code OB can be initiated by any member of Niagara Health with the knowledge, skill and judgement to do so in collaboration with the Emergency or Obstetrical nursing team, midwifery, or medical team, when a pregnant patient is identified to require immediate surgical intervention for but not limited to one of the following indications:

- a) Prolapsed Cord
- b) Ruptured Uterus



- c) Major Antepartum/Intrapartum Hemorrhage
  - d) Unresolved Shoulder Dystocia
  - e) Abnormal fetal heart rate in consultation with the Obstetrician
- 4.2 The Code OB Team is an Emergency Response Team made up of selected healthcare professionals listed below who are responsible to attend an obstetrical surgical emergency. The Code OB will be communicated to the Code OB Team as an overhead page and through Resource Centre notification.
- a) Obstetrician on-call
  - b) Surgical First Assist on-call
  - c) Anesthetist on-call
  - d) Paediatrician on-call
  - e) NICU Registered Nurse
  - f) Respiratory Therapist
  - g) Women and Babies Charge Nurse/Team Leader
  - h) Women and Babies Registered Nurse (Patient primary RN/First responder)
  - i) Women and Babies Operating Room Team (scrub nurse and circulating nurses)
  - j) Security Services
  - k) Social Work and Spiritual Services can be contacted separately as required.
  - l) Consider Family Practice/Midwife (if involved in the case)

## 5.0 Procedure

- 5.1 The Code OB will be initiated by any member of the care team with the knowledge, skills and judgement to do so.
- 5.2 A health care provider will remain with the patient at all times until the Code OB Emergency Response Team arrives.
- 5.3 The code will be initiated by calling extension 55555 in order to notify Resource Centre. Resource Centre will initiate the overhead page on the overhead public address system. The announcement will state the script; "Code OB, Stage, Location"
- 5.4 A Code OB may be called to the Emergency Department location if the pregnant patient requires immediate surgical intervention but is too unstable to be transferred to the Women and Babies Operating Room. The location of the surgical intervention will be determined by the Code OB Emergency Response Team.
- 5.5 All members of the Code OB team will report to the location as stated in the page as quickly as possible. Code OB team members will not call Women and Babies in response to the overhead page for clarification as this will increase response time.
- 5.6 If the first on-call Anesthesiologist or Obstetrician are unable to immediately respond to the Code OB, they will be responsible to contact the second on-call for their respective service and direct them to attend in their place. The second on-call Anesthesiologist or Obstetrician will go directly to the Code OB location to render further assistance.
- 5.7 In the event that a Code OB is required for a second patient, Resource Centre will indicate this using the overhead Public Address System by stating the script: "Code OB, Stage 3, location". A second OB Team will respond immediately.
- 5.8 Staff are to follow the Job Action Sheet according to their role within the code attached as appendices and/or in Atlas on SourceNet.

Role	Appendix
Definitions, Code Team Members and Assessment	<a href="#">Appendix A</a>
Resource Centre/Switchboard JAS	<a href="#">Appendix B</a>
Staff JAS	<a href="#">Appendix C</a>
Security JAS	<a href="#">Appendix D</a>
Code Team JAS	<a href="#">Appendix E</a>
Department Lead JAS	<a href="#">Appendix F</a>
Manager On-Call JAS	<a href="#">Appendix G</a>
Director On-Call JAS	<a href="#">Appendix H</a>
VP On-Call JAS	<a href="#">Appendix I</a>
Executive Leadership JAS	<a href="#">Appendix J</a>

## 6.0 Definitions

**Code OB:** Emergency Response to an obstetrical emergency requiring immediate surgical intervention.

FES: Fort Erie Site

NFS: Niagara Falls Site

PCS: Port Colborne Site

WS: Welland Site

## 7.0 Education/Communications

7.1 There will be full education and communication plan for individuals on the Code OB Policy and Procedure.

7.2 All staff will be required to participate and review the Code OB Policy as a part of the global emergency preparedness “Code of the Month” program.

## 8.0 Appendices

[Appendix A – The Sequence of Mandatory Steps required to locate an appropriate Surgical Assist in the event of a Code OB](#)

[Appendix B – Switchboard/Resource Centre Job Action Sheet and Checklist](#)

[Appendix C – Staff Job Action Sheet and Checklist](#)

[Appendix D – Security Job Action Sheet and Checklist](#)

[Appendix E – Code Team Job Action Sheet and Checklist](#)

[Appendix F – Department Lead Job Action Sheet and Checklist](#)

[Appendix G – Manager On-Call Job Action Sheet and Checklist](#)

[Appendix H – Director On-Call Job Action Sheet and Checklist](#)

[Appendix I – Vice President On-Call Job Action Sheet and Checklist](#)

[Appendix J – Executive Team Leadership Job Action Sheet and Checklist](#)

## 9.0 Related Documents

N/A

## 10.0 Related Forms

Code OB Job Action Sheets

## 11.0 References

11.1 Trillium Health Partners (2019). Code OB – POL INT. Trillium Health Partners, Mississauga, ON.

## Appendix A – Code OB Initial Assessment Checklist

### The Sequence of Mandatory Steps required to locate an appropriate Surgical Assist in the event of a Code OB

#### Sequence of Mandatory Steps to Obtain a Surgical Assist

*The emergency operative procedure will proceed regardless of the availability of a surgical assist:*

1. An initial page via Resource Centre will be sent to the on-call surgical assist to respond to the Code OB
2. If on-call surgical assist is present in hospital, they shall report directly to the code location.
3. If no response from initial page back to Women and Babies, all efforts by the Women and Babies Ward Clerk will be made to find a suitable surgical assist, including but not limited to physician assisting at scheduled Caesarean sections, on-call surgical assists and post-graduate medical trainees.
4. *If on-call surgical assist is off-site, they will report to code location as soon as possible and assume role in the operating room upon arrival.*

#### Initial Discovery and Immediate Actions

- Call Resource Centre Ext. 55555
- Notify Dept. Lead
- Assist patient to level of training
- Help manage the scene

#### Code Stage Definitions

NOTE: Code OB Team response is only available at SCS

##### Stage 1:

There is no Stage 1, go to Stages 2 or 3

##### Stage 2:

A single patient obstetrical emergency

##### Stage 3:

Multiple Code OB patients

**Code Team Membership**

- SCS
- Obstetrician on-call
- Anesthetist on-call
- Surgical First Assistant on-call
- RT
- Paediatrician on-call
- Women's and Babies Charge Nurse
- Women's and Babies RN
- Women's and Babies / OR Scrub and Circulating Nurses
- NICU RN

<b>Assessment Criteria for Code OB - Stage 1 Minor</b>	
<input type="checkbox"/>	There is no Stage 1 - Minor - GO TO Stage 2 or 3
<b>Assessment Criteria for Code OB - Stage 2 Major</b>	
<input type="checkbox"/>	A single obstetrical emergency occurring within the facility
<input type="checkbox"/>	If answered "yes" to the question in Stage 2, and "no" to the question in Stage 3, it is a Stage 2
<input type="checkbox"/>	Contact advise Resource Centre ext. 55555: Code OB - Stage 2 SCS - Location
<b>Assessment Criteria for Code OB - Stage 3 Critical</b>	
<input type="checkbox"/>	Multiple obstetrical emergency occurring within the same facility
<input type="checkbox"/>	If answered "yes" then the Code is a Stage 3
<input type="checkbox"/>	Contact advise Resource Centre Ext. 55555: Code OB - Stage - 3 SCS - Location

## Appendix B – Resource Centre Job Action Sheet and Checklist

<b>Code OB – Stage 2 Major – Resource Centre Job Action Sheet</b>	
<b>Definition</b>	A single Obstetrical Emergency at SCS
<b>1. SENDING ALERTS</b>	
<b>PA Announcement (3 times)</b>	Code OB – Stage 2 - [location]
<b>Phone/Contact Responders</b>	Obstetrician on-call – 43282/Vocera Anesthesia on-call: Call directly <ul style="list-style-type: none"> <li>• Anesthesia Float – Only Monday to Friday 0730-1630</li> <li>• Anesthesia 1<sup>st</sup> on-call: If outside of Monday to Friday 0730-1630 or Weekends and Holidays</li> </ul> Paediatrician on-call: Cell Phone Surgical First Assist on-call: Call Number provided, if no response, notify Women and Babies at extension 43283 RT : Call NICU RT Extension 41873 NICU RN: Call extension 43317, if no answer 41870 Women and Babies Charge Nurse – 43310/Vocera Security - page
<b>Send Group Emails</b>	Clinical Manager, Women and Babies
<b>2. ALL CLEAR</b>	
<b>Authority to give the “All Clear”</b>	Code Team
<b>PA Announcement (once)</b>	N/A
<b>Group Emails</b>	N/A
<b>3. POST INCIDENT PROCEDURES</b>	
<b>Record</b>	Code Log

<b>Code OB - Stage 2 - Resource Centre Checklist</b>	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone/Contact Responders
<input type="checkbox"/>	Notify Security
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Receive call from Code Team when the Code has been resolved
<input type="checkbox"/>	No action required for Code OB
<input type="checkbox"/>	Complete Code Log

<b>Code OB – Stage 3 Critical. – Resource Centre Job Action Sheet</b>	
<b>Definition</b>	MULTIPLE Obstetrical Emergency at SCS
<b>1. SENDING ALERTS</b>	
<b>PA Announcement (3 times)</b>	Code OB – Stage 3 - [location]
<b>Phone/Contact Responders</b>	Obstetrician on-call – 43282/Vocera Anesthesia on-call: Call directly <ul style="list-style-type: none"> <li>• Anesthesia Float – Only Monday to Friday 0730-1630,</li> <li>• Anesthesia 1<sup>st</sup> on-call: If outside of Monday to Friday 0730-1630 or Weekends and Holidays</li> </ul> Paediatrician on-call: Cell Phone Surgical First Assist on-call: Call Number provided, if no response, notify Women and Babies at extension 43283 RT : Call NICU RT Extension 41873 NICU RN: Call extension 43317, if no answer 41870 Women and Babies Charge Nurse – 43310/Vocera Security - page
<b>Send Group Emails</b>	Clinical Manager, Women and Babies
<b>2. ALL CLEAR</b>	
<b>Authority to give the “All Clear”</b>	Code Team
<b>PA Announcement (once)</b>	N/A
<b>Group Emails</b>	N/A
<b>3. POST INCIDENT PROCEDURES</b>	
<b>Record</b>	Code Log

<b>Code OB - Stage 3 - Resource Centre Checklist</b>	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Receive Call from Dept. Lead when the Code Team arrives
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Receive call from Code Team when the Code has been resolved
<input type="checkbox"/>	No action required for Code OB
<input type="checkbox"/>	Complete Code Log

## Appendix C – Staff Job Action Sheet/Checklist

**Code OB - Stage 1 Minor**

There is no Stage 1. Go directly to [STAGE 2](#) or [STAGE 3](#)

**Code OB - Stage 2 Major****Step 1 – Activate and Notify**

- Notify people in the area of Code OB
- Contact Supervisor and inform them of Code
- Call Resource Centre at Ext. 55555 and them of Code OB – Stage 2
- Code OB Team will respond to the patient location

**Step 2 – Action Plan**

- Begin patient treatment as able
- Provide information on the patient as required
- Assist Code OB Team as required

**Step 3 – All Clear**

- Code Team to advise when the code has been resolved

**Step 4 – Post Incident**

- Assist with any documentation as required

**Code OB - Stage 3 Critical****Step 1 – Activate and Notify**

- Notify people in the area of Code OB
- Contact Supervisor and inform them of Code
- Call Resource Centre at Ext. 55555 and them of Code OB – Stage 2
- Code OB Team will respond to the patient location

**Step 2 – Action Plan**

- Begin patient treatment as able
- Provide information on the patient as required
- Assist Code OB Team as required

**Step 3 – All Clear**

- Code Team to advise when the code has been resolved

**Step 4 – Post Incident**

- Assist with any documentation as required

## Appendix D – Security Job Action Sheet/Checklist

**Code OB - Stage 1 Minor**

There is no Stage 1. Go directly to [STAGE 2](#) or [STAGE 3](#)

**Code OB - Stage 2 Major****Step 1 – Activate and Notify**

Receive Code Alert

**Step 2 – Action Plan**

Respond to code location

Receive update from Dept. Lead / staff

Establish and maintain perimeter as required

Update Security Command via radio

**Step 3 – All Clear**

Advise Security Command when the code has been resolved

**Step 4 – Post Incident**

Complete any documentation as per security requirements

**Code OB - Stage 3 Critical****Step 1 – Activate and Notify**

Receive Code Alert

**Step 2 – Action Plan**

Respond to code location

Receive update from Dept. Lead / staff

Establish and maintain perimeter as required

Update Security Command via radio

**Step 3 – All Clear**

Advise Security Command when the code has been resolved

**Step 4 – Post Incident**

Complete any documentation as per security requirements



## Appendix E – Code OB Team Job Action Sheet/Checklist

**Code OB - Stage 1 Minor**

There is no Stage 1. Go directly to [STAGE 2](#) or [STAGE 3](#)

**Code OB - Stage 2 Major****Step 1 – Activate and Notify**
 Receive Code Alert
**Step 2 – Action Plan**
 Respond to code location

 Receive update from Dept. Lead / staff

 Manage patient as required

 Arrange for patient transfer to appropriate department

 Consider [CODE OMEGA](#)
**Step 3 – All Clear**
 Notify the Resource Centre when the Code has been resolved
**Step 4 – Post Incident**
 Complete any documentation as required
**Code OB - Stage 3 Critical****Step 1 – Activate and Notify**
 Receive Code Alert

 Consider Code Team requirements for the second Code OB
**Step 2 – Action Plan**
 Respond to code location

 Receive update from Dept. Lead / staff

 Manage patient as required

 Arrange for patient transfer to appropriate department

 Consider [CODE OMEGA](#)
**Step 3 – All Clear**
 Notify the Resource Centre when the Code has been resolved
**Step 4 – Post Incident**
 Complete any documentation as required

### Appendix F – Department Lead Job Action Sheet/Checklist

#### Code OB - Stage 1 Minor

There is no Stage 1. Go directly to [STAGE 2](#) or [STAGE 3](#)

#### Code OB - Stage 2 Major

##### Step 1 – Activate and Notify

- Receive notification from staff that a Code has occurred
- Call the Resource Centre at Ext 55555 and advise of a Code OB
- Receive Code Alert

##### Step 2 – Action Plan

- Establish Incident Command Post location and assume role of Incident Commander, don the IC Vest
- Ensure staff meets and escorts Code Team to the exact location
- Give an update to the arriving Code OB Team
- Inform Resource Centre of the Code Team's arrival
- Assist the Code OB Team as required
- Ensure family members are supported as required

##### Step 3 – All Clear

- Code Team to advise when the Code has been resolved

##### Step 4 – Post Incident

- Complete Code IRS
- Assist as required

#### Code OB - Stage 3 Critical

##### Step 1 – Activate and Notify

- Receive notification from staff that a Code has occurred
- Call the Resource Centre at Ext 55555 and advise of a Code OB
- Receive Code Alert

##### Step 2 – Action Plan

- Establish Incident Command Post location and assume role of Incident Commander, don the IC Vest
- Ensure staff meets and escorts Code Team to the exact location
- Give an update to the arriving Code OB Team
- Inform Resource Centre of the Code Team's arrival
- Assist the Code OB Team as required
- Ensure family members are supported as required

##### Step 3 – All Clear

- Code Team to advise when the Code has been resolved

##### Step 4 – Post Incident

- Complete Code IRS
- Assist as required

**Appendix G – Manager On-Call Job Action Sheet/Checklist**

**Code OB - Stage 1 Minor**

There is no Stage 1. Go directly to [STAGE 2](#) or [STAGE 3](#)

**Code OB - Stage 2 Major**

**Step 1 – Activate and Notify**

No action required

**Step 2 – Action Plan**

No action required

**Step 3 – All Clear**

N/A

**Step 4 – Post Incident**

No action required

**Code OB - Stage 3 Critical**

**Step 1 – Activate and Notify**

No action required

**Step 2 – Action Plan**

No action required

**Step 3 – All Clear**

N/A

**Step 4 – Post Incident**

No action required

### Appendix H – Director On-Call Job Action Sheet/Checklist

#### Code OB - Stage 1 Minor

There is no Stage 1. Go directly to [STAGE 2](#) or [STAGE 3](#)

#### Code OB - Stage 2 Major

##### Step 1 – Activate and Notify

No action required

##### Step 2 – Action Plan

No action required

##### Step 3 – All Clear

N/A

##### Step 4 – Post Incident

No action required

#### Code OB - Stage 3 Critical

##### Step 1 – Activate and Notify

No action required

##### Step 2 – Action Plan

No action required

##### Step 3 – All Clear

N/A

##### Step 4 – Post Incident

No action required

### Appendix I - Vice President On-Call Job Action Sheet/Checklist


<b>Code OB - Stage 1 Minor</b>	
There is no Stage 1. Go directly to <a href="#">STAGE 2</a> or <a href="#">STAGE 3</a>	
<b>Code OB - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	No action required
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

<b>Code OB - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	No action required
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

### Appendix J – Executive Leadership Team Job Action Sheet/Checklist

<b>Code OB - Stage 1 Minor</b>	
There is no Stage 1. Go directly to <a href="#">STAGE 2</a> or <a href="#">STAGE 3</a>	
<b>Code OB - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	No action required
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

<b>Code OB - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	No action required
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

		<b>NAME: Code Omega</b>	
CLASSIFICATION: Emergency Preparedness		DOCUMENT TYPE:	<b>POLICY and PROCEDURE</b>
SECTION:	Emergency Response Codes – Code Omega	EFFECTIVE DATE: (DD/MM/YY)	01/06/21
APPROVED BY:  Program Director, Diagnostics and Laboratory Services Director, Quality, Patient Safety, Risk and Patient Relations		END DATE: (DD/MM/YY)	01/06/24
		DOCUMENT ID:	N/A

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**1.0 Purpose**

To provide guidance for staff in the event of a patient(s) requiring a massive blood transfusion.

**2.0 Background**

Hemorrhage remains a major cause of potentially preventable deaths. Rapid transfusion of large volumes of blood products is required in patients with haemorrhagic shock, which may lead to a unique set of complications. Protocol based management of these patients using massive transfusion protocol have shown improved outcomes.

**3.0 Scope**

Applies to all health care providers and support staff involved in the care of a patient experiencing a life threatening bleeding situation.

**4.0 Policy**

4.1 Activation of a Massive Transfusion Protocol (MTP) is the responsibility of the MRP or his/her delegate.

4.2 The MTP Order Set ORD46 (900878) remove number can be invoked as a verbal, telephone or written order.

- 4.3 Charge nurse/designate to Call Transfusion Medicine Laboratory STAT to announce location, full name, date of birth and hospital number of the MTP patient, Charge nurse contact name and extension for Transfusion Medicine (Blood Bank).
- 4.4 Charge Nurse/designate for the MTP will assign a designated porter/runner for the duration of the MTP.
- 4.5 Communication leads of the clinical unit and transfusion medicine laboratory will provide a direct telephone extension for ongoing voice messaging for the duration of the MTP.
- 4.6 The designated porter/runner will take direction from the charge nurse and lead MTP laboratory technologist during the entire MTP process.
- 4.7 Staffing resources will be mobilized as a priority during activation of MTP.

## 5.0 Procedure

- 5.1 MRP or designate activates the MTP for a patient.
- 5.2 MRP or designate invokes the MTP Order Set ORD46 (900878) as a verbal, telephone or written order.
- 5.3 Staff are to follow the Job Action Sheet according to their role within the code attached as appendices and/or in Atlas on SourceNet.

Role	Appendix
Definitions, Code Team Members and Assessment	<a href="#">Appendix A</a>
Resource Centre JAS	<a href="#">Appendix C</a>
Staff JAS	<a href="#">Appendix D</a>
Security JAS	<a href="#">Appendix E</a>
Code Team JAS	<a href="#">Appendix F</a>
Department Lead JAS	<a href="#">Appendix G</a>
Manager On-Call JAS	<a href="#">Appendix H</a>
Director On-Call JAS	<a href="#">Appendix I</a>
VP On-Call JAS	<a href="#">Appendix J</a>
Executive Leadership JAS	<a href="#">Appendix K</a>

## 6.0 Definitions

A **Code Omega** is a hemorrhage requiring a massive blood transfusion

- Stage 1: Minor** - There is no Stage 1.
- Stage 2: Major** – Code OMEGA Team responds to a critical patient requiring an immediate massive blood transfusion
- Stage 3: Critical** – Multiple patients requiring massive blood transfusions

## 7.0 Education/Communications

- 7.1 Code of the Month: Code OMEGA online training for all staff at all sites describes a Code OMEGA, the stages and actions to be taken.
- 7.2 Code OMEGA Table Top Exercise: 1hr TTX for Dept. Lead/Manager On-Call, Director On-Call (EOC) and ELT.
- 7.3 Staff are not to speak with the media or respond to public inquiries. All public and media inquiries shall be directed to the Communications department.

## 8.0 Appendices

[Appendix A – Definitions, Code Team Members and Assessment](#)



[Appendix B – Job Action Sheet Summary \(All Roles\)](#)  
[Appendix C – Switchboard/Resource Centre Job Action Sheet and Checklist](#)  
[Appendix D – Staff Job Action Sheet and Checklist](#)  
[Appendix E – Security Job Action Sheet and Checklist](#)  
[Appendix F – Code Team Job Action Sheet and Checklist](#)  
[Appendix G – Department Lead Job Action Sheet and Checklist](#)  
[Appendix H – Manager On-Call Job Action Sheet and Checklist](#)  
[Appendix I – Director On-Call Job Action Sheet and Checklist](#)  
[Appendix J – Vice President On-Call Job Action Sheet and Checklist](#)  
[Appendix K – Executive Leadership Team Job Action Sheet and Checklist](#)

## 9.0 Related Documents

[Massive Transfusion Protocol \(MTP\) -- Policy and Procedure \(Corporate\)](#)  
TX Connect Code Omega Order Set – ORD46 (900878)  
[Massive Transfusion Protocol \(Lab Procedure 545-415-002\)](#)  
[Massive Transfusion Policy \(Lab Policy 545-415-001\)](#)

## 10.0 Related Forms

N/A

## 11.0 References

N/A

## Appendix A – Definitions, Code Team Members and Assessment

- The Most Responsible Physician (MRP) or the Physician currently treating the patient will initiate the Code OMEGA
- Call Resource Centre Ext. 55555 as directed by the Dept. Lead (Clinical)
- Dept. Lead (Charge Nurse) to call the Lab and advise of Code OMEGA, provide;
  1. Patient's name,
  2. Patient's DOB,
  3. Patient's Hospital MRN #
  4. Location, Dept. Lead (Charge RN) contact name and Phone Ext.
  5. Enter Order set in Order Entry. This calls the porter in Connexall at SCS. WHS and GNG must assign a porter

### Code Stage Definitions

**Stage 1:** There is no Stage 1, go to Stages 2 or 3

**Stage 2:** Code OMEGA Team responds to a single patient requiring an immediate and massive blood transfusion

**Stage 3:** There are multiple Code OMEGA patients

### Definitions, Code Team Members and Assessment

#### Code OMEGA Team Membership

**Lab responds to code OMEGA stat to draw labs outside of critical care areas at all sites**

#### **SCS**

- MRP Physician
- Charge RN
- Porter
- Lab Technologist
- ED and ICU, 1 ICU nurse and 1 ED nurse respond to OMEGA called outside of ICU, ED, OR
- ICU brings rapid infuser, tubing, and cordis
- Closest crash cart brought by floor staff to provide supplies as needed
- Intensivist responds to the OMEGA outside of critical care area.

#### **NFS and WS**

Code OMEGA team responds to all areas including OR

- MRP Physician
- Charge RN
- ED and ICU, 1 ICU nurse and 1 ED nurse respond to any Code OMEGA called
- ICU brings rapid infuser, tubing, and cordis
- Closest crash cart brought by floor staff to provide supplies as needed
- Assign staff to porter supplies
- Lab Technologist
- Intensivist responds to the OMEGA outside of critical care area as well. Intensivist during the day, ED doctor at night

**PCS and FES**

- Not Applicable
- Resource Centre will call 911 – EMS

**Code OMEGA Assessment Criteria for Code Stages**

<b>Assessment Criteria for Code OMEGA - Stage 1 Minor</b>	
<input type="checkbox"/>	There is no Stage 1 - Minor - GO TO Stage 2 or 3
<b>Assessment Criteria for Code OMEGA - Stage 2 Major</b>	
<input type="checkbox"/>	A single patient requiring massive transfusion, occurring within the facility
<input type="checkbox"/>	If answered "yes" to the question in Stage 2, and "no" to the question in Stage 3, it is a Stage 2
<input type="checkbox"/>	Contact advise Resource Centre ext. 55555: Code Omega - Site - Location
<b>Assessment Criteria for Code OMEGA - Stage 3 Critical</b>	
<input type="checkbox"/>	Multiple patients requiring massive transfusion, occurring within the facility
<input type="checkbox"/>	If answered "yes" then the incident is a Stage 3
<input type="checkbox"/>	Contact advise Resource Centre ext. 55555: Code Omega - Site - Location

### Appendix B – Code Job Action Sheet Summary

This summary page provides a quick reference of the key points with the various JAS for each Role.

Group	Stage 1	Stage 2	Stage 3
<b>Chain of Command</b>			
<b>Executive Leadership Team (ELT) / VP On-Call</b>	No Stage 1	No action required	No action required
<b>EOC / Director On-Call</b>	No Stage 1	No action required	No action required
<b>Incident Command Post (ICP)</b>	No Stage 1	<b>Staff:</b>	<b>Staff:</b>
		<ul style="list-style-type: none"> <li>Closest crash cart brought by floor staff to provide supplies as needed</li> <li>Begin treatment as able</li> <li>Draw blood tests and label accordingly; insert IV/IO/percutaneous sheath introducer as per MTP policy</li> <li>Send/receive blood products by porter (assigned runner)</li> </ul>	<ul style="list-style-type: none"> <li>Closest crash cart brought by floor staff to provide supplies as needed</li> <li>Begin treatment as able</li> <li>Draw blood tests and label accordingly; insert IV/IO/percutaneous sheath introducer as per MTP policy</li> <li>Send/receive blood products by porter (assigned runner)</li> </ul>
		<b>Dept. Lead/Manager On-Call:</b>	<b>Dept. Lead/Manager On-Call:</b>
		<ul style="list-style-type: none"> <li>Call lab; provide patient details and regular updates</li> <li>Assign a designated runner at WS and NFS. At SCS, portering is called via Connexall by entering the Orderset in Order Entry</li> <li>Ensure blood samples are properly labeled; have transported to lab STAT</li> <li>Advise Resource Centre of arrival of blood products</li> <li>Assign nurse to patient</li> <li>Issue the All Clear</li> </ul>	<ul style="list-style-type: none"> <li>Call lab; provide patient details and regular updated</li> <li>Assign a designated runner at WS and NFS. At SCS, portering is called via Connexall by entering the Orderset in Order Entry</li> <li>Ensure blood samples are properly labeled; have transported to lab STAT</li> <li>Advise Resource Centre of arrival of blood products</li> <li>Assign nurse to patient</li> <li>Issue the All Clear</li> </ul>
		<b>Security:</b>	<b>Security:</b>
		<ul style="list-style-type: none"> <li>Assist as required</li> </ul>	<ul style="list-style-type: none"> <li>Assist as required</li> </ul>
		<b>Code Team:</b>	<b>Code Team:</b>
<ul style="list-style-type: none"> <li>Manage patient according to MTP guidelines</li> <li>Oversee patient care; transfer to appropriate unit</li> <li>Prepare blood products as per patient ID/ blood tests</li> <li>Pickup blood products from lab (as per patient ID documentation); deliver to Code Team</li> </ul>	<ul style="list-style-type: none"> <li>Ensure additional Code Team is ready to respond</li> <li>Manage patient according to MTP guidelines</li> <li>Oversee patient care; transfer to appropriate unit</li> <li>Prepare blood products as per patient ID/ blood tests</li> <li>Pickup blood products from lab (as per patient ID documentation); deliver to Code Team</li> </ul>		
<b>Communications</b>			

<b>Resource Centre</b>	No Stage 1	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone 911 for EMS (FES/PCS), Lab, Security</li> </ul>	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone 911 for EMS (FES/PCS), Lab, Security</li> </ul>
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### Appendix C – Switchboard / Resource Centre Job Action Sheet and Checklist

#### Code OMEGA - Stage 1 Minor - Resource Centre Job Action Sheet

Definition	There is no Stage 1. Go to Stage 2 or 3.
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#### Code OMEGA - Stage 2 Major - Resource Centre Job Action Sheet

Definition	Single patient requiring Massive Transfusion Protocol	
<b>1. SENDING ALERTS</b>		
PA Announcement (3 times)	Code OMEGA – Stage 2 - [location]	
Phone/Contact Responders	SCS	<ul style="list-style-type: none"> <li>• Call Lab at Ext. 46712</li> <li>• Security</li> </ul>
	NFS	<ul style="list-style-type: none"> <li>• Call Lab at Ext 53367</li> <li>• Security</li> </ul>
	WS	<ul style="list-style-type: none"> <li>• Call Lab at Ext 33329</li> <li>• Security</li> </ul>
	FES	<ul style="list-style-type: none"> <li>• 9-1-1 EMS</li> <li>• Security</li> </ul>
	PCS	<ul style="list-style-type: none"> <li>• 9-1-1 EMS</li> <li>• Security</li> </ul>
Send Group Emails	N/A	
<b>2. ALL CLEAR</b>		
Authority to give the “All Clear”	Dept. Lead	
PA Announcement (once)	N/A	
Group Emails	N/A	
<b>3. POST INCIDENT PROCEDURES</b>		
Record	Code Log	

#### Code OMEGA - Stage 2 Major Resource Centre Checklist

##### Sending Stage Alerts

<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Call 911 EMS for Code occurring at PCG or DMH
<input type="checkbox"/>	Call Laboratory
<input type="checkbox"/>	Call Security Phone
<input type="checkbox"/>	Receive Call from Dept. Lead when the Code Team arrives

##### Sending Stage All Clear Notification

<input type="checkbox"/>	Receive call from Code Team when the Code has been resolved
<input type="checkbox"/>	No action required for Code
<input type="checkbox"/>	Complete Code Log

#### Code OMEGA - Stage 3 Critical - Resource Centre Job Action Sheet

Definition	Multiple patients requiring Massive Transfusion Protocol	
<b>1. SENDING ALERTS</b>		
PA Announcement (3 times)	Code OMEGA – Stage 3 - [location]	
Phone/Contact Responders	SCS	<ul style="list-style-type: none"> <li>• Call Lab at Ext. 46712</li> <li>• Security</li> </ul>
	NFS	<ul style="list-style-type: none"> <li>• Call Lab at Ext 53367</li> <li>• Security</li> </ul>
	WS	<ul style="list-style-type: none"> <li>• Call Lab at Ext 33329</li> <li>• Security</li> </ul>
	FES	<ul style="list-style-type: none"> <li>• 9-1-1 EMS</li> <li>• Security</li> </ul>

**NAME: Code Omega**

	PCS	<ul style="list-style-type: none"> <li>• 9-1-1 EMS</li> <li>• Security</li> </ul>
Send Group Emails	N/A	
<b>2. ALL CLEAR</b>		
Authority to give the "All Clear"	Dept. Lead	
PA Announcement (once)	N/A	
Group Emails	N/A	
<b>3. POST INCIDENT PROCEDURES</b>		
Record	Code Log	

<b>Code OMEGA - Stage 3 Critical Resource Centre Checklist</b>	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Call 911 EMS for Code occurring at PCS or FES
<input type="checkbox"/>	Call Laboratory
<input type="checkbox"/>	Call Security Phone
<input type="checkbox"/>	Receive Call from Dept. Lead when the Code Team arrives
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Receive call from Code Team when the Code has been resolved
<input type="checkbox"/>	No action required for Code
<input type="checkbox"/>	Complete Code Log

### Appendix D – Staff Job Action Sheet and Checklist

<b>Code OMEGA - Stage 1 Minor – Staff Job Action Sheet</b>	
Definition	There is no Stage 1. Go to Stage 2 or 3.
<b>Code OMEGA - Stage 2 Major – Staff Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Most Responsible Physician to advise of the need for a Massive Transfusion Protocol (MTP)
<input type="checkbox"/>	Contact Dept. Lead to advise of the MTP
<input type="checkbox"/>	Receive the Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	For access to MTP Protocol - go to <a href="#">CODE SUPPORT DOCUMENTS</a>
<input type="checkbox"/>	Closest crash cart brought by floor staff to provide supplies as needed
<input type="checkbox"/>	Begin patient treatment as able
<input type="checkbox"/>	Draw blood tests as soon as possible and send by porter (assigned runner) STAT
<input type="checkbox"/>	Clinical units where staff cannot draw blood, page phlebotomy STAT
<input type="checkbox"/>	Receive Blood Products from the Porter (designated Dept. runner)
<input type="checkbox"/>	Insert two 16 gauge IV cannulae; OR Physician to insert 8.5 French percutaneous sheath introducer; OR IO as per MTP policy (Order Set)
<input type="checkbox"/>	IV Fluid: All IV fluids, blood and blood products to be administered via fluid warming device. <ul style="list-style-type: none"> <li>i) Add blood transfusion filter.</li> <li>ii) Rapid infuser tubing must be changed every 3 hours.</li> <li>iii) Do not use starches (e.g. Pentaspan or Voluven) as these can aggravate the coagulopathy.</li> </ul>
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	MRP will advise when the code has been resolved
<input type="checkbox"/>	Notify the Dept. Lead when the Code has been resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Prepare patient for transfer and complete transfer of accountability to receiving nurse
<b>Code OMEGA - Stage 3 Critical – Staff Job Action Sheet</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Most Responsible Physician to advise of the need for a Massive Transfusion Protocol (MTP)
<input type="checkbox"/>	Contact Dept. Lead to advise of the MTP
<input type="checkbox"/>	Receive the Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	For access to MTP Protocol - go to <a href="#">CODE SUPPORT DOCUMENTS</a>
<input type="checkbox"/>	Closest crash cart brought by floor staff to provide supplies as needed
<input type="checkbox"/>	Begin patient treatment as able
<input type="checkbox"/>	Draw blood tests as soon as possible and send by porter (assigned runner) STAT
<input type="checkbox"/>	Clinical units where staff cannot draw blood, page phlebotomy STAT
<input type="checkbox"/>	Receive Blood Products from the Porter (designated Dept. runner)
<input type="checkbox"/>	Insert two 16 gauge IV cannulae; OR Physician to insert 8.5 French percutaneous sheath introducer; OR IO as per MTP policy (Order Set)
<input type="checkbox"/>	IV Fluid: All IV fluids, blood and blood products to be administered via fluid warming device <ul style="list-style-type: none"> <li>i) Add blood transfusion filter</li> <li>ii) Rapid infuser tubing must be changed every 3 hours</li> <li>iii) Do not use starches (e.g. Pentaspan or Voluven) as these can aggravate the coagulopathy</li> </ul>
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	MRP will advise when the code has been resolved
<input type="checkbox"/>	Notify the Dept. Lead when the Code has been resolved
<b>Step 4 – Post Incident</b>	



<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Prepare patient for transfer and complete transfer of accountability to receiving nurse

### Appendix E – Security Job Action Sheet and Checklist

#### Code OMEGA - Stage 1 Minor – Security Job Action Sheet

Definition	There is no Stage 1. Go to Stage 2 or 3.
------------	--

#### Code OMEGA - Stage 2 Major – Security Job Action Sheet

##### Step 1 – Activate and Notify

Receive Code Alert

##### Step 2 – Action Plan

Assist as needed

##### Step 3 – All Clear

N/A

##### Step 4 – Post Incident

Complete any documentation as per security requirements

#### Code OMEGA - Stage 3 Critical – Security Job Action Sheet

##### Step 1 – Activate and Notify

Receive Code Alert

##### Step 2 – Action Plan

Assist as needed

Update Security Command via radio

##### Step 3 – All Clear

N/A

##### Step 4 – Post Incident

Complete any documentation as per security requirements

### Appendix F – Code OMEGA Team Job Action Sheet and Checklist

Code OMEGA - Stage 1 Minor – Code OMEGA Team Job Action Sheet	
Definition	There is no Stage 1. Go to Stage 2 or 3.

Code OMEGA - Stage 2 Major – Code OMEGA Team Job Action Sheet	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive the Code Alert
<b>Step 2 – Action Plan</b>	
<b>Most Responsible Physician (MRP)</b>	
<input type="checkbox"/>	Identify the patient needing the MTP
<input type="checkbox"/>	For access to MTP Protocol - go to <a href="#">CODE SUPPORT DOCUMENTS</a>
<input type="checkbox"/>	Oversee patient care and transfer to appropriate unit
<input type="checkbox"/>	Determine the resolution of the Code OMEGA - advise Dept. Lead of the All Clear
<b>ICU or ED Nurse</b>	
<input type="checkbox"/>	Attends code with rapid infuser, tubing and cordis
<b>Laboratory Technologist</b>	
<input type="checkbox"/>	Receive update from Dept. Lead / staff when the Code OMEGA is activated
<input type="checkbox"/>	Receive drawn blood samples as required
<input type="checkbox"/>	Receive printed orders for Blood Products RE: Order Set
<input type="checkbox"/>	Follow Lab Protocols See CODE SUPPORT DOCS
<input type="checkbox"/>	Prepare Blood Products
<input type="checkbox"/>	Receive Patient ID Documentation from Porter/Runner prior to handing over the Blood Products
<input type="checkbox"/>	Receive additional orders for blood products/lab specimens throughout the Code
<input type="checkbox"/>	Assess the need for additional staff resources, Call additional resources as required
<b>Porter / Runner</b>	
<input type="checkbox"/>	Provide the lab Technologist the Patient ID documentation to pick up blood products
<input type="checkbox"/>	Drop off blood specimens at the Lab as required
<input type="checkbox"/>	Follow directions given by Dept. Lead and/or Lab Technologist
<input type="checkbox"/>	Deliver Blood Products throughout the duration of the Code OMEGA as required
<input type="checkbox"/>	Receive the All Clear from the Dept. Lead or Lab Technologist
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	MRP to advise Dept. Lead when the Code has been resolved
<input type="checkbox"/>	Lab Technologist will receive the All Clear from the Dept. Lead and Resource Centre
<input type="checkbox"/>	Porter will receive All Clear from Dept. Lead
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation

Code OMEGA - Stage 3 Critical – Code OMEGA Team Job Action Sheet	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive the Code Alert
<b>Step 2 – Action Plan</b>	
<b>Most Responsible Physician (MRP)</b>	
<input type="checkbox"/>	Identify the patient needing the MTP
<input type="checkbox"/>	For access to MTP Protocol - go to <a href="#">CODE SUPPORT DOCUMENTS</a>
<input type="checkbox"/>	Oversee patient care and transfer to appropriate unit
<input type="checkbox"/>	Determine the resolution of the Code OMEGA - advise Dept. Lead of the All Clear

<b>ICU or ED Nurse</b>	
<input type="checkbox"/>	Attends code with rapid infuser, tubing and cordis
<b>Laboratory Technologist</b>	
<input type="checkbox"/>	Receive update from Dept. Lead / staff when the Code OMEGA is activated
<input type="checkbox"/>	Receive drawn blood samples as required
<input type="checkbox"/>	Receive printed orders for Blood Products RE: Order Set
<input type="checkbox"/>	Follow Lab Protocols See CODE SUPPORT DOCS
<input type="checkbox"/>	Prepare Blood Products
<input type="checkbox"/>	Receive Patient ID Documentation from Porter/Runner prior to handing over the Blood Products
<input type="checkbox"/>	Receive additional orders for blood products/lab specimens throughout the Code
<input type="checkbox"/>	Assess the need for additional staff resources, Call additional resources as required
<b>Porter / Runner</b>	
<input type="checkbox"/>	Provide the lab Technologist the Patient ID documentation to pick up blood products
<input type="checkbox"/>	Drop off blood specimens at the Lab as required
<input type="checkbox"/>	Follow directions given by Dept. Lead and/or Lab Technologist
<input type="checkbox"/>	Deliver Blood Products throughout the duration of the Code OMEGA as required
<input type="checkbox"/>	Receive the All Clear from the Dept. Lead or Lab Technologist
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	MRP to advise Dept. Lead when the Code has been resolved
<input type="checkbox"/>	Lab Technologist will receive the All Clear from the Dept. Lead and Resource Centre
<input type="checkbox"/>	Porter will receive All Clear from Dept. Lead
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation

### Appendix G – Department Lead Job Action Sheet and Checklist

#### Code OMEGA - Stage 1 Minor – Dept. Lead Job Action Sheet

Definition	There is no Stage 1. Go to Stage 2 or 3.
------------	--

#### Code OMEGA - Stage 2 Major – Dept. Lead Job Action Sheet

##### Step 1 – Activate and Notify

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Receive notification from MRP or staff that a patient requires a Massive Transfusion (MTP)  |
| <input type="checkbox"/> | Call the Resource Centre at Ext. 55555 and advise of a Code OMEGA - Stage 2 - site and location   |
| <input type="checkbox"/> | Ensure the Order set in entered right away as this calls the porter in Connexall at SCS. At NFS and WS, assign a designated runner  |
| <input type="checkbox"/> | Call the Laboratory (Transfusion Medicine) and advise the Lab Technologist of the Code OMEGA and provide the following information: <ul style="list-style-type: none"> <li>• Patient's name Location</li> <li>• Patient's DOB</li> <li>• Patient's Hospital MRN #</li> <li>• Dept. Lead contact name and Phone Ext</li> <li>• Inform Transfusion Medicine (Blood Bank) with such key facts as type of bleed, head/spine injury, obstetrical, on warfarin, platelet inhibitors or any pertinent information if applicable. Do not change any patient identification during MTP.</li> </ul> |
| <input type="checkbox"/> | Receive Code Alert  |

##### Step 2 – Action Plan

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Advise Manager of any impact to the department  |
| <input type="checkbox"/> | Ensure a Porter / designated runner is bringing the Blood Products from the Lab                                 |
| <input type="checkbox"/> | Ensure all blood samples are correctly ordered, labeled and transported to laboratory - STAT                    |
| <input type="checkbox"/> | Designate runner/porter   |
| <input type="checkbox"/> | Follow MTP protocol (Order Set) See CODE SUPPORT DOCS   |
| <input type="checkbox"/> | Inform Resource Centre the Blood Products have arrived  |
| <input type="checkbox"/> | Connect with Transfusion Medicine (Lab) regularly to provide updates  |
| <input type="checkbox"/> | Communicate to Transfusion Medicine Laboratory (Blood Bank) and Porter (assigned runner) the need for next pack |
| <input type="checkbox"/> | Contact clinical resources as requested by MRP Physician  |
| <input type="checkbox"/> | Assign nurse to look after patient and a nurse to document all Mass Transfusion Protocol actions                |
| <input type="checkbox"/> | Assign porter, clerk and additional staff members to assist as required   |

##### Step 3 – All Clear

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | The MRP Physician will advise when the Code OMEGA has been resolved                  |
| <input type="checkbox"/> | Contact the Resource Centre Ext. 55555 and advise the All Clear                      |
| <input type="checkbox"/> | Contact the Lab and advise the technologist the Code OMEGA All Clear has been issued |

##### Step 4 – Post Incident

- |                          |                    |
|--------------------------|--------------------|
| <input type="checkbox"/> | Assist as required |
| <input type="checkbox"/> | Complete Code IRS  |

#### Code OMEGA - Stage 3 Critical – Dept. Lead Job Action Sheet

##### Step 1 – Activate and Notify

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | Receive notification from MRP or staff that a patient requires a Massive Transfusion (MTP)   |
| <input type="checkbox"/> | Call the Resource Centre at Ext. 55555 and advise of a Code OMEGA - Stage 3 - site and location                                    |
| <input type="checkbox"/> | Ensure the Orderset in entered right away as this calls the porter in Connexall at SCS. At GNG and WHS, assign a designated runner |

<input type="checkbox"/>	Call the Laboratory (Transfusion Medicine) and advise the Lab Technologist of the Code OMEGA and provide the following information: <ul style="list-style-type: none"> <li>• Patient's name Location</li> <li>• Patient's DOB</li> <li>• Patient's Hospital MRN #</li> <li>• Dept. Lead contact name and Phone Ext</li> <li>• Inform Transfusion Medicine (Blood Bank) with such key facts as type of bleed, head/spine injury, obstetrical, on warfarin, platelet inhibitors or any pertinent information if applicable. Do not change any patient identification during MTP.</li> </ul>
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post location and assume role of Incident Commander, don the IC Vest
<input type="checkbox"/>	Advise Manager of any impact to the department; Consider Code OMEGA
<input type="checkbox"/>	Ensure a Porter / designated runner is bringing the Blood Products from the Lab
<input type="checkbox"/>	Ensure all blood samples are correctly ordered, labeled and transported to laboratory - STAT
<input type="checkbox"/>	Designate runner/porter
<input type="checkbox"/>	Follow MTP protocol (Order Set) See CODE SUPPORT DOCS
<input type="checkbox"/>	Inform Resource Centre the Blood Products have arrived
<input type="checkbox"/>	Connect with Transfusion Medicine (Lab) regularly to provide updates
<input type="checkbox"/>	Communicate to Transfusion Medicine Laboratory (Blood Bank) and Porter (assigned runner) the need for next pack
<input type="checkbox"/>	Contact clinical resources as requested by MRP Physician
<input type="checkbox"/>	Assign nurse to look after patient and a nurse to document all Mass Transfusion Protocol actions
<input type="checkbox"/>	Assign porter, clerk and additional staff members to assist as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	The MRP Physician will advise when the Code OMEGA has been resolved
<input type="checkbox"/>	Contact the Resource Centre Ext. 55555 and advise the All Clear
<input type="checkbox"/>	Contact the Lab and advise the technologist the Code OMEGA All Clear has been issued
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete Code IRS

### Appendix H – Manager On-Call Job Action Sheet and Checklist

#### Code OMEGA - Stage 1 Minor – Manager On-Call Job Action Sheet

Definition	There is no Stage 1. Go to Stage 2 or 3.
------------	--

#### Code OMEGA - Stage 2 Major – Manager On-Call Job Action Sheet

##### Step 1 – Activate and Notify

<input type="checkbox"/>	Receive Code Alert
--------------------------	--------------------

##### Step 2 – Action Plan

<input type="checkbox"/>	No action required
--------------------------	--------------------

##### Step 3 – All Clear

<input type="checkbox"/>	N/A
--------------------------	-----

##### Step 4 – Post Incident

<input type="checkbox"/>	No action required
--------------------------	--------------------

#### Code OMEGA - Stage 3 Critical – Manager On-Call Job Action Sheet

##### Step 1 – Activate and Notify

<input type="checkbox"/>	Receive Code Alert
--------------------------	--------------------

##### Step 2 – Action Plan

<input type="checkbox"/>	Liaise with Dept. Lead to determine impact on department; consider CODE OMEGA
--------------------------	---

##### Step 3 – All Clear

<input type="checkbox"/>	N/A
--------------------------	-----

##### Step 4 – Post Incident

<input type="checkbox"/>	No action required
--------------------------	--------------------

### Appendix I – Director On-Call Job Action Sheet and Checklist

#### Code OMEGA - Stage 1 Minor – Director On-Call Job Action Sheet

Definition	There is no Stage 1. Go to Stage 2 or 3.
------------	--

#### Code OMEGA - Stage 2 Major – Director On-Call Job Action Sheet

##### Step 1 – Activate and Notify

<input type="checkbox"/>	Receive Code Alert
--------------------------	--------------------

##### Step 2 – Action Plan

<input type="checkbox"/>	No action required
--------------------------	--------------------

##### Step 3 – All Clear

<input type="checkbox"/>	N/A
--------------------------	-----

##### Step 4 – Post Incident

<input type="checkbox"/>	No action required
--------------------------	--------------------

#### Code OMEGA - Stage 3 Critical – Director On-Call Job Action Sheet

##### Step 1 – Activate and Notify

<input type="checkbox"/>	Receive Code Alert
--------------------------	--------------------

##### Step 2 – Action Plan

<input type="checkbox"/>	No action required
--------------------------	--------------------

##### Step 3 – All Clear

<input type="checkbox"/>	N/A
--------------------------	-----

##### Step 4 – Post Incident

<input type="checkbox"/>	No action required
--------------------------	--------------------



### Appendix J – Vice President On-Call Job Action Sheet and Checklist

#### Code OMEGA - Stage 1 Minor – VP On-Call Job Action Sheet

Definition	There is no Stage 1. Go to Stage 2 or 3.
------------	--

#### Code OMEGA - Stage 2 Major – VP On-Call Job Action Sheet

##### Step 1 – Activate and Notify

Receive Code Alert

##### Step 2 – Action Plan

No action required

##### Step 3 – All Clear

N/A

##### Step 4 – Post Incident

No action required

#### Code OMEGA - Stage 3 Critical – VP On-Call Job Action Sheet

##### Step 1 – Activate and Notify

Receive Code Alert

##### Step 2 – Action Plan

No action required

##### Step 3 – All Clear

N/A

##### Step 4 – Post Incident

No action required

### Appendix K – Executive Leadership Team Job Action Sheet and Checklist

#### Code OMEGA - Stage 1 Minor – ELT On-Call Job Action Sheet

Definition	There is no Stage 1. Go to Stage 2 or 3.
------------	--

#### Code OMEGA - Stage 2 Major – ELT On-Call Job Action Sheet

##### Step 1 – Activate and Notify

Receive Code Alert

##### Step 2 – Action Plan

No action required

##### Step 3 – All Clear

N/A

##### Step 4 – Post Incident

No action required

#### Code OMEGA - Stage 3 Critical – ELT On-Call Job Action Sheet

##### Step 1 – Activate and Notify

Receive Code Alert

##### Step 2 – Action Plan


No action required

##### Step 3 – All Clear

N/A

##### Step 4 – Post Incident

No action required

 Extraordinary Caring. Every Person. Every Time.		<b>NAME: Code Orange – Mass Casualty Incident</b>	
CLASSIFICATION:	Emergency Preparedness	DOCUMENT TYPE:	<b>POLICY and PROCEDURE</b>
SECTION:	Emergency Response Codes – Code Orange	EFFECTIVE DATE: (DD/MM/YY)	01/06/21
APPROVED BY:	Director, Quality, Patient Safety, Risk and Patient Relations	END DATE: (DD/MM/YY)	01/06/24
		DOCUMENT ID:	N/A

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### 1.0 Purpose

To provide overall guidance and instruction for a controlled and coordinated response to a mass casualty event where the number of casualties could place a greater than normal demand on the services provided by a Niagara Health hospital site, or disrupt the normal hospital routine.

### 2.0 Background

A Code Orange may be declared in response to a mass casualty event, external disaster, or state of emergency declared by a municipal, regional, provincial, or federal authority. A Code Orange may be declared in conjunction with a Code CBRNE for an event involving Chemical, Biological, Radiological, Nuclear or Explosive (CBRNE) hazardous materials.

### 3.0 Scope

Applies to all employees, persons with practicing privileges (physicians, dentists, midwives and RNs in the Extended Class), volunteers, students/learners, independent and external contract workers at each hospital site of Niagara Health.

### 4.0 Policy

4.1 A Code Orange will be activated when the number of casualties expected requires drastic reallocation and supplementation of the hospital's resources and following confirmation by public

authority, e.g. Police, Fire, or EMS.

4.2 All persons must follow the steps outlined for their department/unit in their respective Site Procedure – Code Green – Evacuation.

4.3 A Code Orange is comprised of three Stages:  
**Stage 1: Minor** – Mass Casualty Incident Alert only.  
**Stage 2: Major** – More than two (but less than five) critical patients beyond current capacity.  
**Stage 3: Critical** – Five or more critical patients beyond current capacity.

4.4 Activation of Code Orange  
 The Emergency Department Charge Nurse or Designate is authorized to declare a Code Orange. The most responsible person with use the Code Initial Assessment Checklist (see Appendix A) to determine which stage is to be declared.

4.5 Code Team Membership  
 Code Orange teams consist of the following staff at the SCS, NFS and WS sites:

- a) Emergency Department Staff
- b) Emergency Department Lead
- c) Emergency Department Manager or Manager On-Call (depending on time of day)
- d) Security
- e) Facilities Management / Engineering Services
- f) Manager of Occupational Health
- g) Pharmacy
- h) Lab
- i) Diagnostic Imaging
- j) Porter Services (SCS site only)
- k) Bed Booking
- l) Registration
- m) ED Chief
- n) Deputy Chief of Staff
- o) EVS

**Note:** There is no Code Orange Team at the FES or PCS sites. Call Resource Centre ext. 55555 to contact 9-1-1 EMS.

## 5.0 Materials

5.1 To ensure a controlled and coordinated response, each Emergency Department will maintain the following emergency response supplies:

- a) A full set of Hospital floor plans are located:
  - i) In the Site Command Centre/Emergency Operations Centre;
  - ii) In the site Engineering Services Office; and
  - iii) In SourceNet ATLAS.

## 6.0 Procedure

6.1 Immediate recognition of a Mass Casualty event:

- a) A Code Orange will be activated when the number of casualties expected requires drastic reallocation and supplementation of the hospital's resources and following confirmation by public authority, e.g. Police, Fire, or EMS.
- b) Emergency Department Charge Nurse or Designate Immediately notify the ED Manager of the pending Mass Casualty Incident (MCI).
- c) Call the Resource Centre ext. 55555 to report the Code Orange and as additional information becomes available.

6.2 Authority to Activate Code Orange  
 The Emergency Department Charge Nurse or Designate is authorized to declare a Code Orange.

The most responsible person with use the Code Initial Assessment Checklist (see Appendix A) to determine which stage is to be declared.

### 6.3 Staff Roles and Responsibilities during a Code Orange

In accordance to their role, staff are to follow the established processes as set out in the Job Action Sheets attached as appendices and/or in Atlas, which is accessible through SourceNet or on a mobile phone.

Responsibilities at all NH Sites	Refer to
Resource Centre/Switchboard	<a href="#">Appendix C</a>
Code Team with ED	<a href="#">Appendix F</a>
Staff	<a href="#">Appendix D</a>
Security	<a href="#">Appendix E</a>
Department Lead	<a href="#">Appendix G</a>
Manager On-Call	<a href="#">Appendix H</a>
Director On-Call	<a href="#">Appendix I</a>
Vice President	<a href="#">Appendix J</a>
Executive Leadership	<a href="#">Appendix K</a>

### 6.4 Effect on General Policies of the Hospital Site

- Staff Work Schedules:** All hospital site staff on-duty when the Code Orange is activated will remain on duty until replaced, but should not exceed a 12 hour shift, if possible. Subsequent personnel will be required to work up to 12 hours per shift if the disaster response is prolonged or in order to reestablish regular shift intervals once the Code Orange is activated.
- Visiting Hours:** Staff will request all visitors, except those with acutely ill patients, to leave the hospital site in the event that the Code Orange is activated.
- Patient Bookings:** Elective admissions and outpatient activity will be deferred during the disaster situation unless otherwise denoted by the Health Program Director/Designate.
- Telephone Usage:** Service must only be used for matters dealing with the disaster situation and other emergencies.
- Entrances:** All doors to the hospital site must be secured during the disaster situation (staff not carrying recognized Niagara Health System ID will be refused entry until their identity can be verified).

## 7.0 Definitions

**Activation** – The status of an individual or team when required to perform designated actions. All Clear – The incident has been resolved.

**Code Alert** – An email sent from Switchboard with Code Alert as the sender. The message provides information regarding the status of an incident and usually includes colour code, incident stage level, location and department.

### Code Orange

**Stage 1:** Minor – Mass Casualty Incident Alert only.

**Stage 2:** Major – More than two (but less than five) critical patients beyond current capacity.

**Stage 3:** Critical – Five or more critical patients beyond current capacity.

**Emergency Operations Center (EOC)** – the meeting location for the Incident Management Team (IMT).

**Incident** – is a naturally occurring or man-made event that may negatively impact our hospital. The incident may impact our people, business, data or our reputation.

**Incident Commander** – The Lead person taking overall control of Operations during a Code Orange event.

**Incident Management System (IMS)** – is the system that our hospital is using to respond to an incident. By using the structure of the Emergency Response Team reporting to the Incident

**Incident Management Team (IMT)** – the operational team that consists of manager and director level staff. This Team has an IMT Lead group (On-Call). Members of the IMT will generally operate in the EOC.

**Job Action Sheet (JAS)** – The Job action sheet is a one-page document that describes the specific procedures for an incident responder at stage Level 1, 2 and 3 (see below).

**Notification** – A message from the Resource Centre through a Code Alert email for information only but with no action necessary.

**Resource Centre** – Is the effective dispatch and communication hub during an incident, responsible for receiving emergency 55555 calls, sending out overhead announcements, Email Code Alerts, and Pager activations. Has access to contact lists (internal and external stakeholders) for the hospital.

## 8.0 Education/Communications

- 8.1 All staff will be required to participate and review the Code Orange Policy as a part of the global emergency management “Code of the Month” program.
- 8.2 Any changes to this document will be communicated to all staff by internal media forums. Any changes to individual response team members will be communicated to those team members by the Emergency Management Committee/

## 9.0 Appendices

- [Appendix A – Code Orange Initial Assessment Checklist](#)
- [Appendix B – Job Action Sheet Summary \(All Roles\)](#)
- [Appendix C – Switchboard/Resource Centre Job Action Sheet and Checklist](#)
- [Appendix D – Staff Job Action Sheet and Checklist](#)
- [Appendix E – Security Job Action Sheet and Checklist](#)
- [Appendix F – Code Team Job Action Sheet and Checklist](#)
- [Appendix G – Department Lead Job Action Sheet and Checklist](#)
- [Appendix H – Manager On-Call Lead Job Action Sheet and Checklist](#)
- [Appendix I – Director On-Call Job Action Sheet and Checklist](#)
- [Appendix J – Vice President On-Call Job Action Sheet and Checklist](#)
- [Appendix K – Executive Leadership Team Job Action Sheet and Checklist](#)
- [Appendix L – COOP Activation](#)
- [Appendix M – Family Support Centre Guide](#)
- [Appendix N – Media Centre Guide](#)
- [Appendix O – Communications Table](#)
- [Appendix P – Messaging Templates](#)
- [Appendix Q – Off Duty Staff Call Back Process](#)

## 10.0 Related Documents

- [Bed Alert and Code Gridlock -- Policy and Procedure, and Appendices](#)
- Code CBRNE – Policy and Procedure
- Code Green – Policy and Procedure
- Code Orange Disaster – Clinical Response
- Code Orange Disaster – High Level Disaster Flow Chart
- Code Orange Disaster – Non-Clinical Response
- Code Update Email
- Continuity of Operations Plan
- External Facilities for the Temporary Relocation of Patients
- Gridlock Management Team Meetings Responsibilities
- Gridlock Site and Program Responsibility
- Internal Facilities for the Temporary Relocation of Patients and Staff

[Mixed Gender Admissions to Inpatient Units -- Policy](#)  
[NH Emergency Department Overcapacity Protocol -- Policy](#)

**11.0 Related Forms**

Post Incident Debrief  
Code IRS (RL6)

**12.0 References**

- 12.1 Ontario Hospital Association Emergency Management Toolkit, 2011.
- 12.2 Ontario Occupational Health and Safety Act, Ontario Regulation 67/93 Regulation for Health Care and Residential Facilities.

### Appendix A Code Orange Initial Assessment Checklist and Code Team

The Code Initial Assessment Checklist used to determine a Stage 1, 2 or 3 for Code Orange. The Department Lead or Code Team can make the stage determination.

#### Code Team Membership

1. Code Orange teams consist of the following staff at the SCS, NFS and WS sites:
2. Emergency Department Staff
3. Emergency Department Lead
4. Emergency Department Manager or Manager On-Call (depending on time of day)
5. Security
6. Facilities Management / Engineering Services
7. Manager of Occupational Health
8. Emergency Management Specialist and Manager of Risk or Risk On-Call (depending on time of day)
9. Pharmacy

If arriving patients have been exposed to a CBRNE agent they must be decontaminated, go to Code CBRNE.

Assessment Criteria for Code Orange - Stage 1 Minor	
<input type="checkbox"/>	There are indications of a Mass Casualty Incident in the community
<input type="checkbox"/>	Confirmed with Police, Fire or EMS there are injured people
<input type="checkbox"/>	If answered yes to the above questions, contact the Resource Centre ext. 55555 and advise Code Orange Stage 1
<input type="checkbox"/>	Go to corresponding Stage 1 Job Action Sheet
Assessment Criteria for Code Orange - Stage 2 Major	
<input type="checkbox"/>	Police, Fire or EMS confirm Mass Casualty Incident
<input type="checkbox"/>	2 to 5 critical patients are being sent to one hospital location
<input type="checkbox"/>	ED Manager to consult with ED Physician prior to activating the Code Orange - Stage 2
<input type="checkbox"/>	If answered yes to the above questions in Stage 2 and no to the questions in Stage 3, it is a Stage 2
<input type="checkbox"/>	Phone the Resource Centre ext. 55555 and advise Code Orange - Stage 2
<input type="checkbox"/>	Go to corresponding Stage 2 Job Action Sheet
Assessment Criteria for Code Orange - Stage 3 Critical	
<input type="checkbox"/>	Police, Fire or EMS confirm Mass Casualty Incident
<input type="checkbox"/>	More than 5 Critical patients are arriving at one hospital location
<input type="checkbox"/>	ED Manager to consult with ED Physician prior to activating the Code Orange - Stage 3
<input type="checkbox"/>	If answered yes to the questions in Stage 3, then it is a Stage 3
<input type="checkbox"/>	Phone the Resource Centre ext. 55555 and advise Code Orange - Stage 3
<input type="checkbox"/>	Go to corresponding Stage 3 Job Action Sheet



### Appendix B Job Action Sheet Summary (All Roles)

This summary page provides a quick reference of the key points with the various JAS for each Role.

Chain of Command			
Group	Stage 1	Stage 2	Stage 3
<b>Executive Leadership Team (ELT) / VP On-Call</b>	<ul style="list-style-type: none"> <li>• No action required</li> </ul>	<p><b>VP On-Call:</b></p> <ul style="list-style-type: none"> <li>• Join EOC Conference Call</li> <li>• Determine patient care impact with EOC Director</li> <li>• Determine impact on operations and consider COOP activation</li> <li>• Review and approve Communications Plan</li> <li>• Update ELT</li> </ul> <p><b>ELT:</b></p> <ul style="list-style-type: none"> <li>• Approve COOP Plan</li> <li>• Provide support to Family Support Centre and Media Centre as required</li> </ul>	<p><b>VP On-Call:</b></p> <ul style="list-style-type: none"> <li>• Attend EOC</li> <li>• Determine patient care impact of all sites</li> <li>• Review and approve Communications Plan with ELT</li> <li>• Determine impact on operations and consider COOP activation</li> <li>• Update ELT</li> <li>• Issue All Clear</li> </ul> <p><b>ELT:</b></p> <ul style="list-style-type: none"> <li>• Establish ELT meeting</li> <li>• Provide support to Family Support Centre and Media Centre as required</li> <li>• Approve COOP</li> <li>• Ensure resources are available to maintain hospital operations</li> <li>• Advise stakeholders</li> </ul>
<b>EOC / Director On-Call</b>	<ul style="list-style-type: none"> <li>• Discuss patient census at all sites with Manager On-Call as required</li> </ul>	<ul style="list-style-type: none"> <li>• Direct patient census at each site</li> <li>• Consider Code Orange activation at SCS, NFS, WS</li> <li>• Lead EOC Conference Call; develop Code Action Plan</li> <li>• Discuss with Incident Commander and VP On-Call</li> <li>• Determine impact to operations and consider COOP activation</li> <li>• Consider activation of Family Support Centre, Media Centre, Staff Pool Centre</li> <li>• Anticipate staff requirements</li> <li>• Develop Communications Plan</li> <li>• Issue All Clear</li> </ul>	<ul style="list-style-type: none"> <li>• Direct patient census at each site</li> <li>• Consider Code Orange activation at SCS, NFS, WS</li> <li>• Establish EOC; develop Code Action Plan</li> <li>• Discuss with Incident Commander and VP On-Call</li> <li>• Determine impact operations and consider COOP activation</li> <li>• Activate Family Support Centre, Media Centre, Staff Pool Centre</li> <li>• Anticipate staff requirements</li> <li>• Develop Communications Plan</li> </ul>

<p style="text-align: center;"><b>Incident Command Post (ICP)</b></p>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>• Conduct bed census as directed</li> </ul> <p><b>ED Department Lead:</b></p> <ul style="list-style-type: none"> <li>• Confirm possible Code Orange with EMS</li> <li>• Consider staffing requirements for Triage and First Aid Centre</li> <li>• Conduct patient census; determine possible discharges</li> <li>• Determine requirement for additional Medical Staff</li> <li>• Issue the All Clear</li> </ul> <p><b>Department Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>• Direct staff to complete bed census and supply inventory</li> <li>• Identify essential staff for unit operations; excess staff to assist with Code Orange as required</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• No action required</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>• Consider staffing levels</li> <li>• Review supply inventory</li> <li>• Discuss ED and OR requirements</li> </ul>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>• Return to department</li> <li>• Discharge patients as per MRP</li> <li>• Set up First Aid Centre as directed</li> <li>• Report to Staff Pool as directed</li> <li>• Prepare unit to receive patients as directed</li> </ul> <p><b>Department Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>• Conduct bed census; update Manager On-Call</li> <li>• Send excess staff to Staff Pool</li> <li>• Contact MRP to discharge patients as ordered</li> <li>• Manager On-call to establish and operate Staff Pool Centre</li> </ul> <p><b>ED Department Lead:</b></p> <ul style="list-style-type: none"> <li>• Assume role of Incident Commander</li> <li>• Upstaff as required</li> <li>• Liaise with ED physician; discharge patients accordingly</li> <li>• Establish First Aid Centre as required</li> <li>• Maintain contact with EMS</li> <li>• Call Resource Centre to send Code Update Email</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• Direct non-patients/staff to Main Entrance and patients to ED Entrance</li> <li>• Provide security at Media Centre and Family Support Centre</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>• Liaise with Incident Commander in ED</li> <li>• Upstaff as required; dedicate staff to Code Orange</li> <li>• Consider COOP</li> <li>• Assist with First Aid Centre, Family Support Centre, Staff Pool Centre, and Media Centre set up</li> </ul>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>• Return to department</li> <li>• Discharge patients as per MRP</li> <li>• Set up First Aid Centre as directed</li> <li>• Report to Staff Pool as directed</li> <li>• Prepare unit to receive patients as directed</li> </ul> <p><b>Department Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>• Conduct bed census; update EOC Hotline Ext. 45555</li> <li>• Send excess staff to Staff Pool</li> <li>• Contact MRP to discharge patients as ordered</li> <li>• Manager On-call to establish and operate Staff Pool Centre; determine staffing requirements, i.e. next shift</li> <li>• Manager On-Call to liaise with Dept. Leads; discontinue electives</li> </ul> <p><b>ED Department Lead:</b></p> <ul style="list-style-type: none"> <li>• Assume role of Incident Commander</li> <li>• Upstaff as required</li> <li>• Liaise with ED physician; discharge patients accordingly</li> <li>• Establish First Aid Centre as required</li> <li>• Maintain contact with EMS</li> <li>• Call Resource Centre to send Code Update Email</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• Direct non-patients/staff to Main Entrance and patients to ED Entrance</li> <li>• Provide security at Media Centre and Family Support Centre</li> <li>• Assist with scene management as required</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>• Liaise with Incident Commander in ED</li> </ul>
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		<ul style="list-style-type: none"> <li>• Liaise with medical teams</li> </ul>	<ul style="list-style-type: none"> <li>• Upstaff as required; dedicate staff to Code Orange</li> <li>• Consider COOP</li> <li>• Cancel/delay electives as required</li> <li>• Assist with First Aid / Family Support / Staff Pool / Media Centres set up</li> <li>• Conduct bedside registration at First Aid Centre</li> <li>• Deliver required supplies, equipment, staffing to ED, OR</li> <li>• Coordinate discharge and transportation of patients</li> <li>• Liaise with medical teams</li> </ul>
<b>Communications</b>			
<b>Resource Centre</b>	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone Facilities Management, Manager On-Call</li> <li>• Send NHS Emergency Management group email</li> <li>• Send out All Clear email</li> </ul>	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone 9-1-1 for EMS (DMH/PCS), Manager On-Call, Director On-Call</li> <li>• Send NHS Emergency Management group email</li> <li>• Send out All Clear PA, email</li> </ul>	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone 9-1-1 for EMS (DMH/PCS), Manger On-Call, Manager of Security, Director On-Call</li> <li>• Send NHS Emergency Management/Regional Chiefs group email</li> <li>• Activate EOC Hotline Ext 45555</li> <li>• Send out All Clear PA, email</li> </ul>

**Appendix C – Switchboard / Resource Centre Job Action Sheet and Checklist**

<b>Code Orange - Stage 1 Minor - Resource Centre Job Action Sheet</b>		
Definition	Mass Casualty Incident Alert	
<b>1. SENDING ALERTS</b>		
PA Announcement (3 times)	Code Orange – Stage 1 [location description not required]	
Phone/Contact Responders	SCS NFS, WS, FES, & PCS Sites	<ul style="list-style-type: none"> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Executive Site Lead (daytime)</li> </ul>
Send Group Emails	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Orange – Stage 1 – [Site]
	Email Body (cut and paste, update location)	There is a possible Mass Casualty Incident [Location of Mass Casualty Incident in the community].  A Code Update Email will be sent as more information comes available
<b>2. CODE UPDATE EMAIL</b>		
<ul style="list-style-type: none"> <li>• Receive information from Department Lead</li> <li>• Send <i>Code Update Email</i></li> </ul>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Update Email: Code Orange – Stage 1 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents
<b>3. ALL CLEAR</b>		
Authority to give the “All Clear”	ED Department Lead	
PA Announcement (once)	Code Orange All Clear	
Group Emails	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Orange – Stage 1 – [Site] – All Clear
<b>5. POST INCIDENT PROCEDURES</b>		
Record	Code Log	

<b>Code Orange - Stage 1 Minor Resource Centre Checklist</b>	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone Manager On-Call
<input type="checkbox"/>	Group email sent
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

<b>Code Orange - Stage 2 Major - Resource Centre Job Action Sheet</b>		
Definition	Mass Casualty Incident with > 2 critical patients beyond current capacity	
<b>1. SENDING ALERTS</b>		
PA Announcement (3 times)	Code Orange – Stage 2 - [location not required]	
Phone/Contact Responders	SCS, NFS, & WS Sites	<ul style="list-style-type: none"> <li>• Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Executive Site Lead</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
	FES, & PCS Sites	<ul style="list-style-type: none"> <li>• 9-1-1 EMS</li> <li>• Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Executive Site Lead</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
Send Group Emails	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Orange – Stage 2 – [Site]
	Email Body (cut and paste, update location)	<p>There are more than 2 critical patients beyond current capacity.</p> <p>A Code Update Email will be sent as more information comes available</p>
<b>2. EOC ACTIVATION</b>		
<p>A. Call the Director On-Call (according to schedule)</p> <p>1. Confirm the Director On-Call is aware of the Code and has spoken with the Department Lead or Manager On-Call</p> <p>2. Confirm the Director On-Call wants to activate the EOC Teleconference Meeting</p>	<p>Mon-Fri: 0830-1630 (start with #1 until someone answers)</p>	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
	After-hours	Refer to Director On-call schedule
	Teleconference Meeting invitation subject line (cut and paste, update site)	EOC Conference Call – Code Orange – Stage 2 – [Site]

**NAME: Code Orange – Mass Casualty Incident**

<p>B. Establish 'Teleconference Meeting' as per Director On-Call</p>	<p>Send Teleconference Meeting invitation via email to leadership list</p> <p>Set start time to begin immediately</p>	<ul style="list-style-type: none"> <li>• Manager On-Call</li> <li>• Director On-Call</li> <li>• ED Manager</li> <li>• Executive Site Lead (day time)</li> <li>• Communications</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
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	Call Leadership list to advise of Teleconference Meeting invitation	<ul style="list-style-type: none"> <li>• Director Emergency Services</li> <li>• ED Physician</li> <li>• Chief of ED</li> </ul>
<b>3. CODE UPDATE EMAIL</b>		
<ul style="list-style-type: none"> <li>• Receive information from Department Lead</li> <li>• Send <i>Code Update Email</i></li> </ul>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul>
	Subject Line (cut and paste, update site)	Code Update Email: Code Orange – Stage 2 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents
<b>4. ADDITIONAL DUTIES AS REQUIRED</b>		
Complete documentation	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	
Media Inquiries	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Department</li> </ul>	
Patient Inquiries	<ul style="list-style-type: none"> <li>• Transfer call to unaffected Departments</li> <li>• For affected departments, advise caller there is an emergency code in effect and to please call back in 30 minutes.</li> </ul>	
ED Closure Notifications – as directed	<ul style="list-style-type: none"> <li>• Notify NEMS of any ED closures</li> <li>• Notify other Niagara Health sites of ED closure</li> </ul>	
EOC Hotline	<ul style="list-style-type: none"> <li>• Record departments that provide status updates</li> </ul>	
Code Orange activation at other sites – as directed	<ul style="list-style-type: none"> <li>• PA Code Orange at additional Niagara Health sites as directed</li> </ul>	
<b>5. ALL CLEAR</b>		
Authority to give the “All Clear”	Director On-call	
PA Announcement (once)	All Clear Code Orange	
Group Emails	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Orange – Stage 2 – [Site] – All Clear
<b>6. POST INCIDENT PROCEDURES</b>		
Record	Code Log	

<b>Code Orange - Stage 2 Major Resource Centre Checklist</b>	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Phone / Contact Responders
<input type="checkbox"/>	Code Alert Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Email the Teleconference Meeting Conference Call Group
<input type="checkbox"/>	Phone the phone group
<input type="checkbox"/>	Staff EOC Hotline ext. 45555
<input type="checkbox"/>	Send out CODE UPDATE EMAIL - if info received from Dept. Lead
<input type="checkbox"/>	Complete Section 4. Additional Duties as required
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

<b>Code Orange - Stage 3 Critical - Resource Centre Job Action Sheet</b>		
Definition	Mass Casualty Incident with > 5 critical patients beyond current capacity	
<b>1. SENDING ALERTS</b>		
PA Announcement (3 times)	Code Orange – Stage 3 - [location and description not required]	
Phone/Contact Responders	SCS, NFS, & WS Sites	<ul style="list-style-type: none"> <li>• Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Executive Site Lead</li> <li>• Manager of Security</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
	FES, & PCS Sites	<ul style="list-style-type: none"> <li>• 9-1-1 EMS</li> <li>• Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Executive Site Lead</li> <li>• Manager of Security</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
Send Group Emails	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> <li>• NHS All Regional Chiefs</li> </ul>
	Subject Line (cut and paste, update site)	Code Alert: Code Orange – Stage 3 – [Site]
	Email Body (cut and paste, update location)	<p>There are more than 5 critical patients beyond current capacity.</p> <p>A Code Update Email will be sent as more information comes available.</p>
<b>2. EOC ACTIVATION</b>		
<p>A. Call the Director On-Call (according to schedule)</p> <p>1. Confirm the Director On-Call is aware of the Code and has spoken with the Department Lead or Manager On-Call</p> <p>2. Confirm the Director On-Call wants to activate the EOC Teleconference Meeting</p>	<p>Mon-Fri: 0830-1630 (start with #1 until someone answers)</p>	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
	After-hours	Refer to Director On-call schedule
	Teleconference Meeting invitation subject line (cut and paste, update site)	EOC Conference Call – Code Orange – Stage 3 – [Site]



B. Establish 'Teleconference Meeting' as per Director On-Call

Send Teleconference Meeting invitation via email to leadership list

- Manager On-Call
- Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)
- Director On-Call

	Set start time to begin immediately	<ul style="list-style-type: none"> <li>• ED Manager</li> <li>• Executive Site Lead (Day time)</li> <li>• Communications</li> <li>• Director of Emergency Services</li> <li>• ED Physician</li> <li>• Chief of ED</li> <li>• VP On-Call</li> </ul>
	Call Leadership list to advise of Teleconference Meeting invitation	
<b>3. CODE UPDATE EMAIL</b>		
<ul style="list-style-type: none"> <li>• Receive information from Department Lead</li> <li>• Send <i>Code Update Email</i></li> </ul>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> <li>• All Regional Chiefs</li> </ul>
	Subject Line (cut and paste, update site)	Code Update Email: Code Orange – Stage 3 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents
<b>4. ADDITIONAL DUTIES AS REQUIRED</b>		
Complete documentation	• N/A	
Media Inquiries	• Direct media inquiries to Communications Department	
Patient Inquiries	<ul style="list-style-type: none"> <li>• Transfer call to unaffected Depts.</li> <li>• For affected departments advise caller there is an emergency code in effect and to please call back in 30 minutes.</li> </ul>	
ED Closure Notifications – as directed	<ul style="list-style-type: none"> <li>• Notify NEMS of any ED closures</li> <li>• Notify other Niagara Health sites of ED closure</li> </ul>	
EOC Hotline	• Record status reports from each department	
Code Orange activation at other sites – as directed	• PA Code Orange at additional Niagara Health sites as directed	
<b>5. ALL CLEAR</b>		
Authority to give the “All Clear”	VP On-call	
PA Announcement (once)	All Clear Code Orange	
Group Emails	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> <li>• All Regional Chiefs</li> </ul>
	Subject Line (cut and paste, update site)	Code Alert: Code Orange – Stage 3 – [Site] – All Clear
<b>6. POST INCIDENT PROCEDURES</b>		
Record	Code Log	

**Code Orange - Stage 3 Critical Resource Centre Checklist****Sending Stage Alerts**

<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Phone 911 - EMS (DMH / PCS)
<input type="checkbox"/>	Phone / Contact Responders
<input type="checkbox"/>	Code Alert Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Email the Teleconference Meeting Conference Call Group
<input type="checkbox"/>	Phone the Teleconference Meeting Group
<input type="checkbox"/>	Staff EOC Hotline ext. 45555
<input type="checkbox"/>	Send out CODE UPDATE EMAIL as per Department Lead

<input type="checkbox"/>	Complete Section 4. Additional Duties as required
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Receive All Clear from VP On-Call
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

## Appendix D – Staff Job Action Sheet and Checklist

<b>Code Orange - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	N/A
<b>Step 2 – Action Plan</b>	
<b>Emergency Department Staff</b>	
<input type="checkbox"/>	Conduct bed and supply census as directed by Department Lead
<b>All Other Clinical Staff</b>	
<input type="checkbox"/>	Conduct bed and supply census as directed by Department Lead
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Orange - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert or continue for Stage 1
<input type="checkbox"/>	Return to department/unit
<input type="checkbox"/>	If the Code Orange occurs at shift change DO NOT leave until confirmed by Department Lead
<b>Step 2 – Action Plan</b>	
<b>Emergency Department Staff</b>	
<input type="checkbox"/>	Discharge patients as directed
<input type="checkbox"/>	Set up and operate First Aid Centre as directed by Department Lead
<input type="checkbox"/>	Direct family members to Family Support Centre if established
<b>All Other Clinical Staff</b>	
<input type="checkbox"/>	Contact MRP; discharge patients as directed
<input type="checkbox"/>	Report to Staff Pool as directed by Department Lead
<input type="checkbox"/>	In-Patient unit staff may be required to prepare their unit to receive patients already in the ED to provide capacity for incoming disaster casualties to the ED
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as required

<b>Code Orange - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert or continue from Stage 1 and 2
<input type="checkbox"/>	Return to department/unit
<input type="checkbox"/>	If the Code Orange occurs at shift change DO NOT leave until confirmed by Department Lead
<b>Step 2 – Action Plan</b>	
<b>Emergency Department Staff</b>	
<input type="checkbox"/>	Use Triage Tags to identify patient priority of care
<input type="checkbox"/>	Staff must ensure all patients are registered and documented
<input type="checkbox"/>	Operate First Aid Centre as directed by Department Lead
<input type="checkbox"/>	Direct family members to Family Support Centre
<input type="checkbox"/>	Using Casualty Clothing Bags or Valuables Envelops, secure patients personal belongings
<input type="checkbox"/>	Discharge patients as directed

<b>All Other Clinical Staff</b>	
<input type="checkbox"/>	Discharge patients as directed
<input type="checkbox"/>	Report to Staff Pool as directed by Department Lead
<input type="checkbox"/>	In-Patient unit staff may be required to prepare their unit to receive patients already in the ED to provide capacity for incoming disaster casualties to the ED
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as required

## Appendix E – Security Job Action Sheet and Checklist

<b>Code Orange - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	N/A
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

<b>Code Orange - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Liaise with Incident Commander in ED
<input type="checkbox"/>	Direct non-patients to the Main Entrance and patients to the ED Entrance
<input type="checkbox"/>	Direct questions or media personnel to the Media Centre
<input type="checkbox"/>	Provide Security at Media Centre
<input type="checkbox"/>	Direct staff to enter through the Main entrance, to keep ED entrance clear for patients
<input type="checkbox"/>	Assist with Family Support Centre as required
<input type="checkbox"/>	Update Security Command
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements

<b>Code Orange - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Liaise with Incident Commander in ED
<input type="checkbox"/>	Direct non-patients to the Main Entrance and patients to the ED Entrance
<input type="checkbox"/>	Direct questions or media personnel to the Media Centre
<input type="checkbox"/>	Provide Security at Media Centre
<input type="checkbox"/>	Direct staff to enter through the Main entrance, to keep ED entrance clear for patients
<input type="checkbox"/>	Assist with Family Support Centre as required
<input type="checkbox"/>	Update Security Command
<input type="checkbox"/>	Assist with scene management as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as required

## Appendix F – Code Team Job Action Sheet and Checklist

<b>Code Orange - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<b>Lab</b>	
<input type="checkbox"/>	Consider staffing levels
<input type="checkbox"/>	Review supply inventory
<b>Pharmacy</b>	
<input type="checkbox"/>	Consider staffing levels
<input type="checkbox"/>	Review supply inventory and the ability to manually dispense
<b>Diagnostic Imaging</b>	
<input type="checkbox"/>	Consider staffing levels
<b>Porter Service</b>	
<input type="checkbox"/>	Consider staffing levels
<b>Bed Booking</b>	
<input type="checkbox"/>	Dedicated person to register and discharge patients
<b>Registration</b>	
<input type="checkbox"/>	Prepare to expedite process
<b>ED Chief</b>	
<input type="checkbox"/>	Discuss with ED Physician the needs for additional medical staff and OR requirements
<input type="checkbox"/>	Discuss the Code Orange with Surgical Chief
<b>Deputy Chief of Staff</b>	
<input type="checkbox"/>	Assist as required
<b>Facilities Management</b>	
<input type="checkbox"/>	Ensure medical gas inventory
<b>Surgical Services</b>	
<input type="checkbox"/>	Consider staffing levels
<b>Staff Pool Manager</b>	
<input type="checkbox"/>	Manager On-Call to consider set up of the Staff Pool Centre - Cafeteria
<b>Family Support Centre</b>	
<input type="checkbox"/>	Patient Relations and risk on-call staff to consider the setup of the Family Support Centre
<b>Media Centre</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<b>Code Orange - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert or continue from Stage 1
<b>Step 2 – Action Plan</b>	
<b>Lab</b>	
<input type="checkbox"/>	Up staff as required
<input type="checkbox"/>	Consider COOP
<b>Pharmacy</b>	
<input type="checkbox"/>	Up staff as required
<input type="checkbox"/>	Consider manual dispensing
<input type="checkbox"/>	Consider COOP

<b>Diagnostic Imaging</b>	
<input type="checkbox"/>	Up staff as required
<input type="checkbox"/>	Cancel/delay electives as required
<input type="checkbox"/>	Consider COOP
<b>Porter Service</b>	
<input type="checkbox"/>	Up staff as required
<input type="checkbox"/>	Redeploy and dedicate staff to the Code Orange
<input type="checkbox"/>	Consider COOP
<b>Bed Booking</b>	
<input type="checkbox"/>	Dedicated person to register and discharge patients
<b>Registration</b>	
<input type="checkbox"/>	Expedite process
<b>ED Chief</b>	
<input type="checkbox"/>	Direct and support ED Physicians as required
<input type="checkbox"/>	Consider COOP
<b>Deputy Chief of Staff</b>	
<input type="checkbox"/>	Liaise with Regional Chiefs
<input type="checkbox"/>	Consider COOP
<b>Facilities Management</b>	
<input type="checkbox"/>	Deliver medical gas inventory
<input type="checkbox"/>	Set up identified areas with tables and chairs, i.e. First Aid Centre, Family Support Centre, Media Centre, etc.
<input type="checkbox"/>	Consider COOP
<b>Surgical Services</b>	
<input type="checkbox"/>	Liaise with ED Physician
<input type="checkbox"/>	Prepare OR and surgical teams
<input type="checkbox"/>	Consider COOP
<b>Staff Pool Manager</b>	
<input type="checkbox"/>	Manager On-Call to set up of the Staff Pool Centre - Cafeteria
<input type="checkbox"/>	Detail skill sets and availability and send to the Incident Command
<b>Family Support Centre</b>	
<input type="checkbox"/>	Patient Relations and risk on-call staff to setup of the Family Support Centre
<input type="checkbox"/>	Receive families
<input type="checkbox"/>	Liaise with EOC Director
<b>Media Centre</b>	
<input type="checkbox"/>	Communications staff to setup of the Media Centre
<input type="checkbox"/>	Restrict media personnel in the Media Centre
<input type="checkbox"/>	Liaise with EOC Communications Officer or EOC Director
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

**Code Orange - Stage 3 Critical****Step 1 – Activate and Notify**

- Receive Code Alert or continue from Stage 1 and 2

**Step 2 – Action Plan**

- All Code Team members liaise with Incident Commander in the ED
- Consider the impact on Department resulting from the Code Orange
- Consider COOP activation



<input type="checkbox"/>	Liaise Department Manager and EOC Director
<input type="checkbox"/>	Receive the Code Update Email
<b>Lab</b>	
<input type="checkbox"/>	Up staff as required
<input type="checkbox"/>	Assign Runners to ED and OR
<b>Pharmacy</b>	
<input type="checkbox"/>	Up staff as required
<input type="checkbox"/>	Consider manual dispensing
<input type="checkbox"/>	Assign staff to station at the First Aid Centre, OR, and ED, to assess the need for additional medications
<input type="checkbox"/>	Consider COOP
<b>Diagnostic Imaging</b>	
<input type="checkbox"/>	Up staff as required
<input type="checkbox"/>	Cancel/delay electives as required
<input type="checkbox"/>	Consider COOP
<b>Porter Service</b>	
<input type="checkbox"/>	Up staff as required
<input type="checkbox"/>	Redeploy and dedicate staff to the Code Orange
<input type="checkbox"/>	Assign staff (from Staff Pool) to organize wheelchairs and stretchers
<input type="checkbox"/>	Consider COOP
<b>Bed Booking</b>	
<input type="checkbox"/>	Dedicated person to register and discharge patients
<b>Registration</b>	
<input type="checkbox"/>	Expedite process
<input type="checkbox"/>	Dedicate a Clerk for bedside registration at the First Aid Centre
<b>ED Chief</b>	
<input type="checkbox"/>	Direct and support ED Physicians as required
<input type="checkbox"/>	Consider COOP
<b>Deputy Chief of Staff</b>	
<input type="checkbox"/>	Liaise with Regional Chiefs
<input type="checkbox"/>	Consider COOP
<b>Facilities Management</b>	
<input type="checkbox"/>	Deliver medical gas inventory
<input type="checkbox"/>	Set up identified areas with tables and chairs, i.e. First Aid Centre, Family Support Centre, Media Centre, etc. If not yet done
<input type="checkbox"/>	Consider COOP
<b>Surgical Services</b>	
<input type="checkbox"/>	Liaise with ED Physician
<input type="checkbox"/>	Prepare OR and surgical teams
<input type="checkbox"/>	Consider COOP
<b>Staff Pool Manager</b>	
<input type="checkbox"/>	Manager On-Call to set up of the Staff Pool Centre - Cafeteria
<input type="checkbox"/>	Detail skill sets and availability and send to the Incident Command
<input type="checkbox"/>	Assign Runners to the ED, OR, Lab, Morgue, etc.
<b>Family Support Centre</b>	
<input type="checkbox"/>	Patient Relations and risk on-call staff to setup of the Family Support Centre if not yet done
<input type="checkbox"/>	Direct the various services required to attend the Family Support Centre as per the FAMILY SUPPORT CENTRE GUIDE
<input type="checkbox"/>	Receive families
<input type="checkbox"/>	Liaise with EOC Director

<b>Media Centre</b>	
<input type="checkbox"/>	Communications staff to setup of the Media Centre if not yet done
<input type="checkbox"/>	Restrict media personnel in the Media Centre
<input type="checkbox"/>	Liaise with EOC Communications Officer or EOC Director
<b>Pharmacy</b>	
<input type="checkbox"/>	Prepare IV fluids and portable pharmacy Medicine kits for delivery to Assembly Points for affected patients
<input type="checkbox"/>	Deliver pharmacy supplies to the Assembly Points as requested by the Department Lead of the affected department or the ICP
<b>Discharge Manager (Delegated by Incident Commander)</b>	
<input type="checkbox"/>	Discharge Manager to be appointed by Incident Commander / Staff Pool Manager
<input type="checkbox"/>	Assist the ED Department Lead in discharging patient from the ED
<input type="checkbox"/>	Coordinate transportation home after discharge or transfer to another facility
<input type="checkbox"/>	Assign a taxi attendant from Staff Pool
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

**Appendix G – Department Lead Job Action Sheet and Checklist**

<b>Code Orange - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	If information is received regarding a MCI, confirm with Police, Fire or EMS
<input type="checkbox"/>	If the Mass Casualty Incident is confirmed, phone the Resource Centre at ext. 55555 with Code Orange - Stage 1
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<b>Emergency Department Lead</b>	
<input type="checkbox"/>	Identify essential staff for maintaining unit operations, consider staff needs for Triage and First Aid Centre, etc.
	Conduct a Department team meeting to discuss the possible Code Orange, Patient census, discharges, etc.
	Discuss with the ED Physician the need for additional Medical Staff
	Update the Manager On-Call RE: patient census
<b>All other Clinical Department Leads</b>	
<input type="checkbox"/>	Direct Staff to conduct bed and supply census
	Identify essential staff for maintaining unit operations, identify excess Staff to assist with Code Orange
<input type="checkbox"/>	Update the Manager On-Call RE: patient census
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Consult with ED Physician regarding All Clear; contact Resource Centre Ext. 55555 to advise of All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete Code IRS
<b>Code Orange - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert: Stage 2 or continue from Stage 1
<input type="checkbox"/>	Attempt to determine the number of expected casualties
<input type="checkbox"/>	Upon hearing a Code Orange, Managers and Department Leads will return to their departments/units
<b>Step 2 – Action Plan</b>	
<b>Emergency Department Lead</b>	
<input type="checkbox"/>	Establish Incident Command Post location and assume role of Incident Commander; don IC vest until relieved by the Manager On-Call
<input type="checkbox"/>	Determine staffing needs within the department, up staff as needed from the Staff Pool or call in staff as required
<input type="checkbox"/>	Liaise with ED physician and discharge patients not requiring any immediate emergency care
<input type="checkbox"/>	Determine if a First Aid Centre as required and direct staff accordingly
<input type="checkbox"/>	Brief staff on Code Orange responsibilities and patient flow, triage, treatment areas, clinical support, etc.
<input type="checkbox"/>	Maintain contact with EMS
<input type="checkbox"/>	Ensure MCI Triage tags are completed and secured to each patient at wrist or ankle
<input type="checkbox"/>	Contact Manger On-Call (Staff Pool Centre) to advise of number of staff needed in the ED
<input type="checkbox"/>	Contact Resource Centre to provide information for Code Update Email
<input type="checkbox"/>	Department Fan-Out List may be activated, scale of incident, involvement of department and predicted length of time should be considered before calling
<input type="checkbox"/>	Determine staffing needs for the next shift and advise EOC

<b>All other Clinical Department Leads</b>	
<input type="checkbox"/>	Send extra staff to Staff Pool Centre as available
<input type="checkbox"/>	Direct staff to prepare unit to receive patients
<input type="checkbox"/>	Update Patient Census and notify the Manager On-Call
<input type="checkbox"/>	Contact MRP; direct staff to discharge patients as ordered
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Code IRS
<input type="checkbox"/>	Ensure equipment is in proper working order and supplies have been replaced

<b>Code Orange - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert: Stage 3 or continue from Stage 1 and 2
<input type="checkbox"/>	Attempt to determine the number of expected casualties
<input type="checkbox"/>	Upon hearing a Code Orange, Managers and Department Leads will return to their departments/units
<b>Step 2 – Action Plan</b>	
<b>ED Department Lead</b>	
<input type="checkbox"/>	Establish Incident Command Post location and assume role of Incident Commander; don IC vest until relieved by the Manager On-Call
<input type="checkbox"/>	Determine staffing needs within the dept, up staff as needed from the Staff Pool or call in staff as required
<input type="checkbox"/>	Liaise with ED physician and discharge patients not requiring any immediate emergency care
<input type="checkbox"/>	Support First Aid Centre as required and direct staff accordingly
<input type="checkbox"/>	Update EOC Director as required
<input type="checkbox"/>	Direct Family members to the FAMILY SUPPORT CENTRE
<input type="checkbox"/>	Brief staff on Code Orange responsibilities and patient flow, triage, treatment areas, clinical support, etc.
<input type="checkbox"/>	Maintain contact with EMS
<input type="checkbox"/>	Ensure MCI tags are completed and affixed to each patient at wrist or ankle
<input type="checkbox"/>	Contact Manger On-Call (Staff Pool Centre) to advise of number of staff needed in the ED
<input type="checkbox"/>	Contact Resource Centre to provide information for Code Update Email
<input type="checkbox"/>	Determine staffing needs for the next shift and advise EOC
<input type="checkbox"/>	Department Fan-Out List may be activated, scale of incident, involvement of department and predicted length of time should be considered before calling
<b>All other Clinical Department Leads</b>	
<input type="checkbox"/>	Send extra staff to Staff Pool Centre as available
<input type="checkbox"/>	Direct staff to prepare unit to receive patients
<input type="checkbox"/>	Update Patient Census and notify the EOC Hotline ext. 45555
<input type="checkbox"/>	Contact MRP; direct staff to discharge patients as ordered
<input type="checkbox"/>	Determine staffing needs for the next shift and advise EOC
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Code IRS
<input type="checkbox"/>	Ensure equipment is in proper working order and supplies have been replaced

## Appendix H – Manager On-Call Job Action Sheet and Checklist

<b>Code Orange - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive patient census from each Department Lead
<input type="checkbox"/>	Discuss with Director On-Call re: site patient census
<input type="checkbox"/>	Consider set up of the Staff Pool Centre in Cafeteria
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<b>Code Orange - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Determine patient census and site department status, liaise with Department Leads
<input type="checkbox"/>	Discuss Code with ED Manager or Incident Commander
<input type="checkbox"/>	Discuss Code with Director On-Call
<input type="checkbox"/>	Consider setting up the Staff Pool in the cafeteria as required
<input type="checkbox"/>	Direct Patient Relations to set up FAMILY SUPPORT CENTRE as required
<input type="checkbox"/>	Notify Director On-Call immediately of changes to the incident or patient numbers
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Documentation as needed
<b>Code Orange - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	As directed, liaise with Department Leads to discontinue all elective admissions
<input type="checkbox"/>	Determine patient census and site Departments status
<input type="checkbox"/>	Determine number of patients going to ED from Incident, anticipate additional patients
<input type="checkbox"/>	Discuss the Code with Incident Commander
<input type="checkbox"/>	Direct Patient Relations to set up FAMILY SUPPORT CENTRE as required
<input type="checkbox"/>	Discuss Code with Director On-Call
<input type="checkbox"/>	Notify Director On-Call immediately of changes to the incident or patient number
<input type="checkbox"/>	Establish and operate the Staff Pool Centre in cafeteria
<input type="checkbox"/>	Discuss with Emergency Operations Centre the need to transfer patient to other facilities
<input type="checkbox"/>	Help determine staff requirement for next shift
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear or receive instruction to begin the return of patients
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

## Appendix I – Director On-Call Job Action Sheet and Checklist

<b>Code Orange - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from Manager On-Call at all sites RE: Patient census
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Orange - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert or continue from Stage 1
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from each Manager On-Call at each site; patient census and department status
<input type="checkbox"/>	Consider activating Code Orange at SCS, GNG and WHS
<input type="checkbox"/>	Join and lead the Teleconference Meeting EOC Conference Call
<input type="checkbox"/>	Determine potential interruption to ED Department
<input type="checkbox"/>	Determine impact on operations and consider COOP activation
<input type="checkbox"/>	Consider establishing the FAMILY SUPPORT CENTRE
<input type="checkbox"/>	Consider the need for the Media Centre
<input type="checkbox"/>	Consider establishing the Staff Pool Centre
<input type="checkbox"/>	Contact and advise VP On-Call
<input type="checkbox"/>	Ensure staff needs are being met, anticipate staffing needs for next shift discuss with Manager On-Call
<input type="checkbox"/>	Work with Communications Department and VP On-Call to develop a news release to all staff and public
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive All Clear from Incident Commander
<input type="checkbox"/>	Discuss with VP On-Call
<input type="checkbox"/>	Notify the Resource Centre ext. 55555 to announce Code Orange All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Orange - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert or continue from Stage 1 and 2
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from each Manager On-Call at each site; patient census and department status
<input type="checkbox"/>	Consider activating Code Orange at SCS, NFS and WS
<input type="checkbox"/>	Join and lead the Teleconference Meeting EOC Conference Call
<input type="checkbox"/>	Establish Emergency Operations Centre at SCS (consider alternate location if SCS is affected)
<input type="checkbox"/>	Assume role as EOC Director
<input type="checkbox"/>	Determine potential interruption to ED Department
<input type="checkbox"/>	Determine impact on operations and consider COOP activation
<input type="checkbox"/>	Establish the FAMILY SUPPORT CENTRE
<input type="checkbox"/>	Ensure the Media Centre is established
<input type="checkbox"/>	Ensure the Staff Pool Centre is established

<input type="checkbox"/>	Contact and advise VP On-Call
<input type="checkbox"/>	Ensure staff needs are being met, anticipate staffing needs for next shift discuss with Manager On-Call
<input type="checkbox"/>	Work with Communications Department and VP On-Call to develop a communications plan
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive All Clear from Incident Commander (from all sites as required)
<input type="checkbox"/>	Discuss with VP On-Call
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

## Appendix J – Vice President On-Call Job Action Sheet and Checklist

<b>Code Orange - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required
<b>Code Orange - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive situation report from Director On-Call
<input type="checkbox"/>	Join the Teleconference Meeting EOC Conference Call
<input type="checkbox"/>	Determine impact on operations and consider COOP activation
<input type="checkbox"/>	Discuss the communication needs with the Director On-Call
<input type="checkbox"/>	Update the Executive Leadership Team
<input type="checkbox"/>	Receive Code Update email from Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required
<b>Code Orange - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert or continue from Stage 1 and 2
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive Update from Director On-Call
<input type="checkbox"/>	Join EOC Teleconference EOC Conference Call or attend EOC
<input type="checkbox"/>	Determine impact on operations and consider COOP activation
<input type="checkbox"/>	Ensure the safety of staff and patients, provide additional Security as required
<input type="checkbox"/>	Liaise with Communications Department regarding Media Centre activation
<input type="checkbox"/>	Support the FAMILY SUPPORT CENTRE as required
<input type="checkbox"/>	Work with and approve internal and external communications developed by Communications Department
<input type="checkbox"/>	Update the Executive Leadership Team
<input type="checkbox"/>	Receive update from all Niagara Health sites
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive All Clear from Director On-Call
<input type="checkbox"/>	Notify Resource Centre ext. 55555 to advise of the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – support as required



## Appendix K – Executive Leadership Team Job Action Sheet and Checklist

<b>Code Orange - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

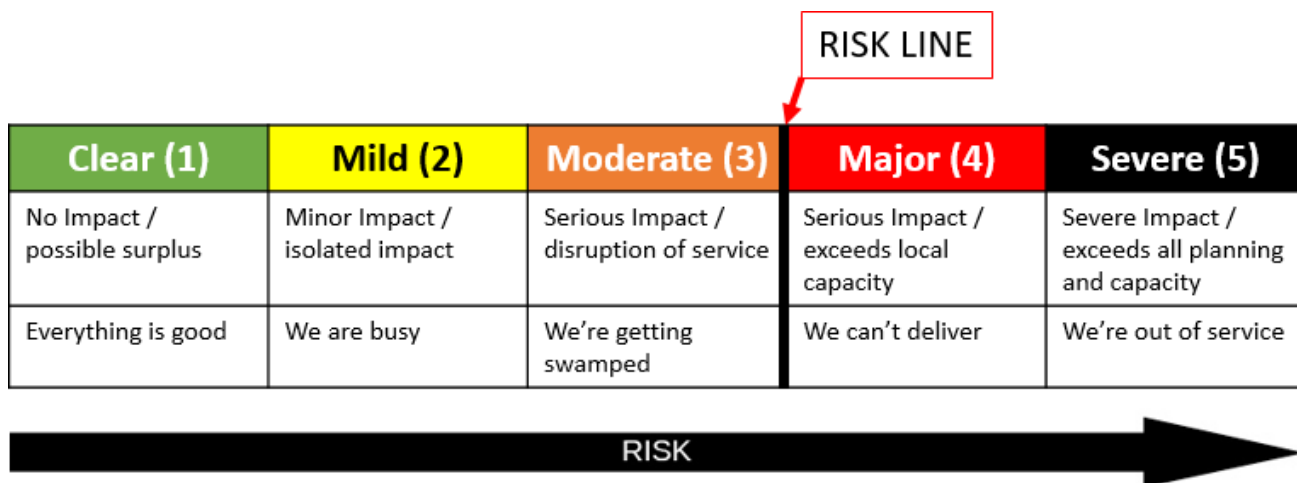
<b>Code Orange - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive situation report from VP On-Call
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<input type="checkbox"/>	Support EOC as required
<input type="checkbox"/>	Approve Continuity of Operations (COOP) plan
<input type="checkbox"/>	Provide support the Family Support Centre and Media Centre as required
<input type="checkbox"/>	Review and approve communications to be sent to internal / external stakeholders
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from VP On-Call when the code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist with Post Incident Debrief as required

<b>Code Orange - Stage 3 Critical</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert or continue from Stage 1 and 2
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive situation report from VP On-Call
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<input type="checkbox"/>	Executive Leadership Team members will meet to discuss the Code (Executive Offices)
<input type="checkbox"/>	Determine impact to the hospital operations, risk and reputation, site, length of time, etc.
<input type="checkbox"/>	Review and approve communications to be sent
<input type="checkbox"/>	Ensure the resources are available to provide for the Code Orange and to maintain hospital operations
<input type="checkbox"/>	Provide support the Family Support Centre and Media Centre as required
<input type="checkbox"/>	Direct any Media communications
<input type="checkbox"/>	Approve Continuity of Operations (COOP) plan
<input type="checkbox"/>	Discuss incident with community officials as required
<input type="checkbox"/>	Contact and notify the Board of Directors and CEO
<input type="checkbox"/>	Contact and notify the LHIN
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Discuss Code resolution with VP On-Call
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – support as required

**Appendix L  
COOP Activation**

It is the responsibility of the department’s Most Responsible Person (Charge Nurse/Technician, Manager, Manager On-Call) to determine the impact of the Code / incident on the department operations and the ability to provide services. Using the Immediate Impact Assessment Checklist, a standardized approach to evaluating department capabilities against the Major Risk Areas will be used. Departments registering at a Major or Severe Degree of Risk will require activation of the COOP Team.

The COOP Team will be then activated and monitored by the EOC until such time as the initial incident has been resolved, at which point the COOP Team will oversee the recovery directly and report to the Executive Leadership Team or program Vice President.



## Appendix M Family Support Centre Guide

The Director On-Call will direct establishment of and designate the person in charge to operate the Family Support Centre.

### Function:

- To provide a separate meeting location (room) for families involved in a larger incident i.e. Code Orange, Code CBRNE, Code Green etc. Families associated with the designated incident will be directed to the Family Support Centre upon their arrival at the hospital.
- Provide on-going patient information and support to families of disaster casualties, discharged patients and/or patients being transferred to another facility.
- Care for discharged patients who are able to wait in wheelchairs, and are waiting to be picked up to go home.
- Maintain records of relocated patients and location of disaster casualties and, communicate with the Emergency Operation Centre regarding patient disposition.
- These functions will be facilitated through:
  - Family Counseling
  - Volunteer Support
  - Patient Information, Location and Discharge Holding and,
  - Nutrition support to patients and families by contacting the Manager or their designate of Food Services at each site for the delivery of the Disaster Nourishment Cart (assorted pop and juices, straws, tea, coffee, and accompanying condiments and packaged cookies).

### Services Involved:

- Crisis Intervention
- Spiritual and Religious Care
- Mental Health
- Social Work
- Volunteer and Community Resources
- Health Information Management
- Food & Nutrition Services
- Security

The Family Support Centre is supported by supplies and equipment from in-house areas delivered by runners deployed at the time and designated equipment transported and set up by Information Services.

Immediate generic office supplies will be obtained from the Emergency Operation Centre. Assistance with space organization and clearing of unnecessary furniture will be coordinated with Environmental Services. Select the most appropriate location as per incident.

## **Appendix N Media Centre Guide**

The Media Centre will be established by the Director of Communications or his/her designate upon direction from the Emergency Operation Centre.

### **Function:**

- A designated place for the media to gather for official information duration a large scale event or critical incident.
- The keeps the media together and safe during an incident and gets them quick access to the latest information during a code.
- Identify and address the communication needs of the EOC, Executive Leadership Team and Internal Stakeholders (staff, physicians, volunteers) while maintaining patient confidentiality.
- Take direction from the Director of the Emergency Operation Centre (EOC) on the information to be communicated to the public via the media.
- Identify official spokesperson, in consultation with the EOC.
- Manage and facilitate the timely and accurate provision of information to the media as required by the public/community.
- Manage external communications, as directed by the EOC or Executive Leadership Team.

### **Location:**

Determined by the incident requirements.

### Appendix O Communications Table

Staff are not to speak with the media or respond to public inquiries. All public and media inquiries shall be directed to the communications department. Please refer to Emergency Management Policy Document.

Code Type	Sent by	Stage 1 - Minor	Stage 2 - Major	Stage 3 - Critical
Code Orange – Mass Casualty Incident	Resource Centre	Code Alert – Possible Mass Casualty Incident	> 2 critical patients beyond current capacity	> Five critical patients beyond current capacity
Code Membership		ED/UCC Staff Lab Pharmacy Diagnostic Imaging Porter Services Bed Booking Patient Registration Facilities Management Surgical Services	ED/UCC Staff Lab Pharmacy Diagnostic Imaging Porter Services Bed Booking Patient Registration Facilities Management Surgical Services	ED/UCC Staff Lab Pharmacy Diagnostic Imaging Porter Services Bed Booking Patient Registration Facilities Management Surgical Services
All Clear Approved by	Resource Centre	ED Dept. Lead	Director On-Call	VP On-Call
Staff Code Message	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Patient Code Message	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Vendor Code Message	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Website	Communications	N/A	Director On-Call	VP On-Call / ELT Committee
Facebook	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Twitter	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>

### Appendix P Messaging Templates

Staff are not to speak with the media or respond to public inquiries. All public and media inquiries shall be directed to the communications department. Please refer to Emergency Management Policy Document.

#### Email Templates for Communications Department use only

##### CODE ALERT: CODE ORANGE – STAGE 3 (SITE)

##### LOCAL DISASTER – STAGE 3 (5 critical patients beyond current capacity)

##### STAFF CODE MESSAGE

(DATE AND TIME)

Please be advised that due to (describe local disaster) the (site) Emergency Department is Code Orange Stage 3.

We are proactively communicating with (Emergency Responders) to redirect incoming patients to other facilities if possible.

Health and safety is a top priority and we will continue to work with Emergency Responders to ensure the best possible care for anyone affected.

(Staff) will remain on stand-by to quickly address incidents that may arise. If you experience an emergency or injury while on site, please dial 55555 to receive aid ASAP.

As you may know, the emergency management program can be found (link, hard copy location).

This Emergency Bulletin was sent by (NAME and TITLE), and will be updated every (X) hour(s), on the hour. If you have any questions or concerns, please contact (EXTENSION)

##### STAFF CODE MESSAGE UPDATE: FINAL

(DATE and TIME)

Code Orange is ALL CLEAR.

We sincerely thank everyone for their assistance and patience.

This Emergency Bulletin was sent by (NAME and TITLE). If you have any questions or concerns, please contact (EXTENSION)

##### CODE ALERT: CODE ORANGE – STAGE 3 – (Site, Location)

##### PATIENT CODE MESSAGE

(DATE and TIME)

Please be advised that due to (describe local disaster) the (site) Emergency Department is experiencing an extremely high volume of patients at this time.

If you have a life-threatening medical emergency, go to a hospital emergency room or call 9-1-1 immediately.

You may wish to consider the following other nearby facilities during this time (Note: we cannot confirm wait times at other facilities):

**Hospitals:**

(include address, phone and website information)

If you have an urgent, but non-life threatening problem, please get help at your nearest Walk-in Clinic, Urgent Care Facility or call your Family Health Team if you're enrolled in one. These centres can help with problems like eye injuries, wounds, broken limbs, X-rays and laboratory tests. You don't need an appointment.

To find the nearest centre, please visit: [Ontario.ca/locations/health](http://Ontario.ca/locations/health)

We wish you the best possible care in your time of need. Thank you for understanding.

(SITE) Management

**PATIENT CODE MESSAGE UPDATE – FINAL**

(DATE and TIME)

Please be advised that the (site) Emergency Department has resumed regular operations.

We sincerely thank you for your assistance and patience.

(SITE) Management

**Social Media – Facebook for Communications Department use only**

Criteria	Draft	Hashtags #	URLs / Links	Include Images
Initial post	<p>Please be advised that due to (describe local disaster) the (site) Emergency Department is experiencing an extremely high volume of patients at this time.</p> <p>If you have a life-threatening medical emergency, go to a hospital emergency room or call 9-1-1 immediately.</p> <p>You may wish to consider the following other nearby facilities during this time (Note: we cannot confirm wait times at other facilities):</p> <p>Hospitals: (include address, phone and website information)</p>	#disastername #Location	(website)	No
Update 1	<p>If you have an urgent, but non-life threatening problem, please get help at your nearest Walk-in Clinic, Urgent Care Facility or call your Family Health Team if you are enrolled in one. These centres can help with problems like eye injuries, wounds, broken limbs, X-rays and laboratory tests. You don't need an appointment.</p> <p>To find the nearest centre, please visit: <a href="http://Ontario.ca/locations/health">Ontario.ca/locations/health</a></p> <p>We wish you the best possible care in your time of need. Thank you for understanding.</p>	#disastername #Location	(website)	If there is an image

Update 2	<p>Due to (describe local disaster) the (site) Emergency Department is still experiencing an extremely high volume of patients at this time.</p> <p>If you have an urgent, but non-life threatening problem, please get help at your nearest Walk-in Clinic, Urgent Care Facility or call your Family Health Team if you are enrolled in one. These centres can help with problems like eye injuries, wounds, broken limbs, X-rays and laboratory tests. You don't need an appointment.</p> <p>To find the nearest centre, please visit: <a href="http://Ontario.ca/locations/health">Ontario.ca/locations/health</a></p> <p>We wish you the best possible care in your time of need. Thank you for understanding.</p> <p>For more information, visit (website)</p>	#disastername #Location	(website)	If there is an image
Update 3 (If applicable)	<p>Due to (describe local disaster) the (site) Emergency Department is still experiencing an extremely high volume of patients at this time.</p> <p>If you have a life-threatening medical emergency, go to a hospital emergency room or call 9-1-1 immediately.</p> <p>For more information, visit (website)</p>	#disastername #Location	(website)	If there is an image
Final post	<p>Please be advised that the (site) Emergency Department has resumed regular operations.</p> <p>We sincerely thank you for your assistance and patience.</p>	#disastername #Location	(website)	If there is an image
<b>Social Media – Twitter for Communications Department use only</b>				
Criteria	Draft	Hashtags #	URLs / Links	Include Images
Initial post	Please be advised that due to (describe local disaster) the (site) Emergency Department is experiencing an extremely high volume of patients at this time.	#disastername	(website)	No
Update 1	For disaster assistance contact the (authorities) on (phone) and in a life threatening emergency call 9-1-1	#disastername #NHSLocation	(website)	If there is an image
Update 2	You may wish to consider the following other nearby facilities (website information and links). For more info (website)	#disastername #NHSLocation	(website)	If there is an image
Update 3 (if applicable)	If you have an urgent, but non-life threatening problem, please get help at your nearest Clinic or facility <a href="http://Ontario.ca/locations/health">Ontario.ca/locations/health</a> .	#disastername #NHSLocation	(website)	If there is an image
Final post	Please be advised that the (site) Emergency Department has resumed regular operations. Thank you for your assistance.	#disastername #NHSLocation	(website)	If there is an image



**Appendix Q**  
**Off Duty Staff Call Back Process**

**Day Shift**


Assign person to activate Off Duty Staff Call Back Process.

**Evenings/Nights/Weekends/Holidays**

Call Ambulance Base for assistance.

Call Primary Contacts, who in turn should be instructed to call their staff.

**Note: Local staff should be called first**

 Extraordinary Caring. Every Person. Every Time.		<b>NAME: Code Pink - Neonate</b>	
CLASSIFICATION:	Emergency Preparedness	DOCUMENT TYPE:	<b>POLICY and PROCEDURE</b>
SECTION:	Emergency Response Codes – Code Pink	EFFECTIVE DATE: (DD/MM/YY)	01/06/21
APPROVED BY: Program Director, Women, Babies and Children’s Health Director, Quality, Patient Safety, Risk and Patient Relations Department Chief, Regional Paediatrics		END DATE: (DD/MM/YY)	01/06/24
		DOCUMENT ID:	N/A

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### 1.0 Purpose

To provide expert clinical management to neonates experiencing life-threatening medical emergencies including, but not limited to cardiovascular/respiratory compromise.

### 2.0 Scope

Applies to all Units at all sites of Niagara Health.

### 3.0 Policy

A Code Pink is a respiratory and/or cardiac arrest in an infant 0 - 4 weeks of age (if born full term) or if the baby was born preterm up to 44 weeks corrected age (4 weeks after original due date).

A Code Pink called overhead when:

- 3.1 A Code Pink is a respiratory and/or cardiac arrest in an infant 0 – 4 weeks of age (if born full term) or if the baby was born preterm up to 44 weeks corrected age (4 weeks after original due date).
- 3.2 A Code Pink called overhead when:
  - a) unanticipated respiratory and/or cardiac arrest occurs and the Code Pink Response Team is required
  - b) a high-risk delivery already attended by the Paediatrician, NICU nurse and RT progress to a Code Pink and additional personnel are required.

#### 4.0 Materials

##### For Cardiopulmonary Resuscitation:

Personal Protective Equipment (PPE)  
 Radiant warmer  
 Oxygen with flow meter and tubing  
 Medical air with flow meter  
 Oxygen blender  
 Wall mounted or portable cardiorespiratory monitor  
 Neonatal Resuscitation Cart

#### 5.0 Procedure

5.1 Staff are to follow appropriate Job Action Sheets (JAS) according to their role found as appendices to this policy and/or found within Atlas on SourceNet.

Role	Appendix
Initial Checklist	<a href="#">Appendix A</a>
Resource Centre JAS	<a href="#">Appendix C</a>
Staff JAS	<a href="#">Appendix D</a>
Security JAS	<a href="#">Appendix E</a>
Code Team JAS	<a href="#">Appendix F</a>
Department Lead JAS	<a href="#">Appendix G</a>
Manager On-Call JAS	<a href="#">Appendix H</a>
Director On-Call JAS	<a href="#">Appendix I</a>
VP On-Call JAS	<a href="#">Appendix J</a>
Executive Leadership JAS	<a href="#">Appendix K</a>

5.2 Code Pink is initiated by any healthcare provider with the knowledge, skill and ability to recognize a cardiopulmonary/respiratory arrest or life-threatening medical emergency.

##### 5.3 Activation of Code Pink:

To activate a Code Pink Response, press the Code Pink Button (if available) and call 55555 – provide the nature and location of the emergency (site, unit/department/area, room#).

5.4 Switchboard will page overhead “Code Pink - Neonatal + location” x3.

5.5 All appropriate support Code Pink – Neonatal Team members will respond immediately.

5.6 Initiate Regional Neonatal Resuscitation Record - Form 900372.

5.7 Follow NRP algorithm.

##### Documentation

5.8 Document on the following:

- a) Code Pink events will be recorded on the Neonatal Resuscitation Record – Form 900372  
The Registered Nurse and Physician sign the form after the cessation of the code.

#### 6.0 Definitions

**Cardiopulmonary Arrest:** defined as a situation where a person is not breathing and/or pulseless

**Code Pink – Neonatal:** Code called to initiate a response to a neonate who is in immediate need of medical assistance due to cardiopulmonary arrest or life threatening medical emergency.

**Life-threatening Medical Emergency:** Defined as an acute event where a person’s life is threatened by their current medical condition and requires rapid assessment and intervention by trained medical personnel (This may include a variety of situations, such as, but not limited to, unconsciousness, serious respiratory or neurological compromise, symptoms of cardiac crisis, or cardiopulmonary arrest).

**Neonate:** A newborn less than or equal to 28 days of life

## 7.0 Education/Communications

7.1 Basic Cardiac Life Support (BCLS) annual renewal.

7.2 Neonatal Resuscitation Program (NRP) renewal every two years (mandatory for NICU, Labour and Delivery and Post-Partum unit)

## 8.0 Appendices

[Appendix A - Neonatal Emergency Initial Assessment Checklist](#)

[Appendix B - Job Action Job Action Sheet Summary \(All Roles\)](#)

[Appendix C – Switchboard/Resource Centre Job Action Sheet and Checklist](#)

[Appendix D – Staff Job Action Sheet and Checklist](#)

[Appendix E – Security Job Action Sheet and Checklist](#)

[Appendix F – Department Lead Job Action Sheet and Checklist](#)

[Appendix G – Code Team Job Action Sheet and Checklist](#)

[Appendix H – Manager On-Call Job Action Sheet and Checklist](#)

[Appendix I – Director On-Call Job Action Sheet and Checklist](#)

[Appendix J – VP On-Call Job Action Sheet and Checklist](#)

[Appendix K – Executive Leadership Team Job Action Sheet and Checklist](#)

## 9.0 Related Documents

Code Pink – Paediatric -- Policy and Procedure

## 10.0 Related Forms

Neonatal Resuscitation Record – Form 900372

## 11.0 References

11.1 Venes, D (Ed.) Taber's Cyclopedic Medical Dictionary, 20<sup>th</sup> Edition. F.A. Davis Company, 2005.

11.2 Weiner, G. M., Zaichkin, J., American Academy of Pediatrics, & American Heart Association. (2020). *Textbook of neonatal resuscitation (NRP)*.

**Appendix A**  
**Code Pink – Neonatal Emergency Initial Assessment Checklist**

<b>Assessment Criteria for Code Pink – Neonatal Emergency – Stage 1 Minor / Silent</b>	
<input type="checkbox"/>	A neonatal emergency within the hospital where the Code Pink Team is already responding
<input type="checkbox"/>	If answered "yes" to the question above in Stage 1, and "no" to the Stage 2 and 3 questions, it is a Stage 1
<input type="checkbox"/>	Contact Resource Centre Ext. 55555, Code Pink Neonatal - Stage 1 - Site - Location. Note that this may be logged as a "silent" code without overhead paging as the team is already activated and responding.
<b>Assessment Criteria for Code Pink – Neonatal Emergency – Stage 2 Major</b>	
<input type="checkbox"/>	A neonatal medical emergency within the hospital requiring Code Pink Team response to be activated
<input type="checkbox"/>	Neonatal emergency involving a single patient
<input type="checkbox"/>	If answered "yes" to any of the questions in Stage 2, and "no" to Stage 3 questions, the code is a Stage 2
<input type="checkbox"/>	Contact the Resource Centre Ext. 55555 and advise Code Pink - Neonatal - Stage 2 - Site - Location
<b>Assessment Criteria for Code Pink – Neonatal Emergency – Stage 3 Critical</b>	
<input type="checkbox"/>	A second neonatal emergency occurs prior to the Code Pink Team clearing a prior Code Pink
<input type="checkbox"/>	Multiple neonatal patients
<input type="checkbox"/>	If answered "yes" to either of the above questions, the Code is a Stage 3
<input type="checkbox"/>	Contact the Resource Centre Ext. 55555 and advise Code Pink - Neonatal - Stage 3 - Site - Location

## Appendix B - Job Action Sheet Summary (All Roles)

Chain of Command			
Group	Stage 1	Stage 2	Stage 3
<b>Executive Leadership Team (ELT) / VP On-Call</b>	<ul style="list-style-type: none"> <li>No Stage 1</li> </ul>	<ul style="list-style-type: none"> <li>No action required</li> </ul>	<ul style="list-style-type: none"> <li>No action required</li> </ul>
<b>EOC / Director On-Call</b>	<ul style="list-style-type: none"> <li>No Stage 1</li> </ul>	<ul style="list-style-type: none"> <li>No action required</li> </ul>	<ul style="list-style-type: none"> <li>No action required</li> </ul>
<b>Incident Command Post (ICP)</b>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>Assist Code Team as required</li> <li>Support family and visitors as required</li> </ul> <p><b>Dept. Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Assist and support as required</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Establish and maintain perimeter as required</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Manage patient according to NRP protocols</li> <li>Oversee patient care; transfer to appropriate unit</li> <li>Issue the All Clear</li> </ul>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>Begin treatment as able</li> <li>Liaise with Code Team at dept. entrance</li> <li>Assist Code Team as required</li> <li>Support family and visitors as required</li> </ul> <p><b>Dept. Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Update arriving Code Team</li> <li>Advise Resource Centre of Code Team arrival</li> <li>Assist and support as required</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Establish and maintain perimeter as required</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Manage patient according to NRP protocols</li> <li>Oversee patient care; transfer to appropriate unit</li> <li>Issue the All Clear</li> </ul>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>Begin treatment as able</li> <li>Liaise with Code Team at dept. entrance</li> <li>Assist Code Team as required</li> <li>Support family and visitors as required</li> </ul> <p><b>Dept. Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Update arriving Code Team</li> <li>Advise Resource Centre of Code Team arrival</li> <li>Assist and support as required</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Establish and maintain perimeter as required</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Ensure additional Code Team is ready to respond</li> <li>Manage patient according to NRP protocols</li> <li>Oversee patient care; transfer to appropriate unit</li> <li>Issue the All Clear</li> </ul>
Communications			
<b>Resource Centre</b>	<ul style="list-style-type: none"> <li>Offer to send out PA announcement (if required)</li> <li>Phone 911 for EMS (FES/PCS), Code Team (if required)</li> <li>Offer to phone Neonatal Intensive Care Unit Children's Health</li> </ul>	<ul style="list-style-type: none"> <li>Send out PA announcement</li> <li>Phone 911 for EMS (FES/PCS), Code Team</li> <li>Phone Neonatal Intensive Care Unit /Children's Health</li> </ul>	<ul style="list-style-type: none"> <li>Send out PA Announcement</li> <li>Phone 911 for EMS (FES/PCS), Code Team</li> <li>Phone Neonatal Intensive Care Unit /Children's Health</li> </ul>

## Appendix C – Switchboard / Resource Centre Job Action Sheet and Checklist

Code Pink – Neonatal Emergency – Stage 1 Minor / Silent - Switchboard / Resource Centre Job Action Sheet		
<b>Definition</b>	A neonatal medical emergency within the hospital where the Code Pink Team is already responding	
<b>1. SENDING ALERTS</b>		
<b>Optional PA Announcement (3 times) – only if requested</b>	Code Pink – Neonatal – Stage 1 – [location]	
<b>Phone/Contact Responders</b>	<b>SCS Site</b>	<ul style="list-style-type: none"> <li>• Offer to call Neonatal Intensive Care Unit Ext. 43317, if NO answer, Call Children's Health Ext. 41870               <ul style="list-style-type: none"> <li>• Offer to call Pediatrician via Vocera</li> <li>• Offer to page Respiratory Therapist</li> </ul> </li> <li>• Security</li> </ul>
	<b>NFS Site</b>	<ul style="list-style-type: none"> <li>• Offer to call via pager Respiratory Therapist STAT: 911 + [extension]</li> <li>• Offer to call via pager ECG STAT (M-F 0700-2000; S-S 0800-1600)</li> <li>• Security</li> </ul>
	<b>WS Site</b>	<ul style="list-style-type: none"> <li>• Offer to call via pager Respiratory Therapist: Code Pink + [location] STAT</li> <li>• Security</li> </ul>
	<b>FES &amp; PCS Sites</b>	<ul style="list-style-type: none"> <li>• 9-1-1 EMS</li> <li>• Security</li> </ul>
<b>Send Group Emails</b>	N/A	
<b>2. ALL CLEAR</b>		
<b>Authority to give the "All Clear"</b>	Code Team	
<b>PA Announcement (once)</b>	N/A	
<b>Group Emails</b>	N/A	
<b>3. POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log, including patient MRN from Code Team	

Code Pink – Neonatal Emergency – Stage 1 - Switchboard / Resource Centre Job Action Sheet	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	Offer to send PA announcement (if required)
<input type="checkbox"/>	Call 911 EMS for Code occurring at PCS or FES
<input type="checkbox"/>	Call Security Phone
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Receive call from Code Team when the code has been resolved
<input type="checkbox"/>	No action required for code
<input type="checkbox"/>	Complete Code Log with MRN for patient from Code Team

**Code Pink – Neonatal Emergency – Stage 2 - Switchboard / Resource Centre Job Action Sheet**

<b>Definition</b>	A neonatal medical emergency within the hospital requiring Code Pink Team response to be activated	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	Code Pink – Neonatal – Stage 2 – [location]	
<b>Phone/Contact Responders</b>	<b>SCS Site</b>	<ul style="list-style-type: none"> <li>• Call Neonatal Intensive Care Unit Ext. 43317, if NO answer, Call Children's Health Ext. 41870</li> <li>• Call Pediatrician via Vocera</li> <li>• Page Respiratory Therapist</li> <li>• Security</li> </ul>
	<b>NFS Site</b>	<ul style="list-style-type: none"> <li>• Via pager Respiratory Therapist STAT: 911 + [extension]</li> <li>• Via pager ECG STAT (M-F 0700-2000; S-S 0800-1600)</li> <li>• Security</li> </ul>
	<b>WS Site</b>	<ul style="list-style-type: none"> <li>• Via pager Respiratory Therapist: Code Pink + [location] STAT</li> <li>• Security</li> </ul>
	<b>FES &amp; PCS Site</b>	<ul style="list-style-type: none"> <li>• 9-1-1 EMS</li> <li>• Security</li> </ul>
<b>Send Group Emails</b>	N/A	
<b>2. ALL CLEAR</b>		
<b>Authority to give the “All Clear”</b>	Code Team	
<b>PA Announcement (once)</b>	N/A	
<b>Group Emails</b>	N/A	
<b>3. POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log with MRN for patient from Code Team	

**Code Pink – Neonatal Emergency – Stage 2**
**Sending Stage Alerts**

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | PA Announcement sent                                    |
| <input type="checkbox"/> | Call 911 EMS for Code occurring at PCS or FES           |
| <input type="checkbox"/> | Call Security Phone                                     |
| <input type="checkbox"/> | Receive Call from Dept. Lead when the Code Team arrives |

**Sending Stage All Clear Notification**

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Receive call from Code Team when the Code has been resolved |
| <input type="checkbox"/> | No action required for Code                                 |
| <input type="checkbox"/> | Complete Code Log with MRN for patient from Code Team       |



Code Pink – Neonatal Emergency – Stage 3 - Switchboard / Resource Centre Job Action Sheet	
<b>Definition</b>	Multiple Paediatric emergencies occurring within the hospital
<b>1. SENDING ALERTS</b>	
<b>PA Announcement (3 times)</b>	Code Pink – Paediatric – Stage 3 – [location]
<b>Phone/Contact Responders</b>	<b>SCS Site</b> <ul style="list-style-type: none"> <li>• Call Neonatal Intensive Care Unit Ext. 43317, if NO answer, Call Children's Health Ext. 41870</li> <li>• Call Pediatrician via Vocera</li> <li>• Page Respiratory Therapist</li> <li>• Security</li> </ul>
	<b>NFS Site</b> <ul style="list-style-type: none"> <li>• Via pager Respiratory Therapist STAT: 911 + [extension]</li> <li>• Via pager ECG STAT (M-F 0700-2000; S-S 0800-1600)</li> <li>• Security</li> </ul>
	<b>WS Site</b> <ul style="list-style-type: none"> <li>• Via pager Respiratory Therapist: Code Blue + [location] STAT</li> <li>• Security</li> </ul>
	<b>FES &amp; PCS Site</b> <ul style="list-style-type: none"> <li>• 9-1-1 EMS</li> <li>• Security</li> </ul>
<b>Send Group Emails</b>	N/A
<b>2. ALL CLEAR</b>	
Authority to give the “All Clear”	Code Team
PA Announcement (once)	N/A
Group Emails	N/A
<b>3. POST INCIDENT PROCEDURES</b>	
<b>Record</b>	Code Log with MRN for patient from Code Team

Code Pink – Neonatal Emergency – Stage 3	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Call 911 EMS for Code occurring at PCS or FES
<input type="checkbox"/>	Call Security Phone
<input type="checkbox"/>	Receive Call from Dept. Lead when the Code Team arrives
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Receive call from Code Team when the Code has been resolved
<input type="checkbox"/>	No action required
<input type="checkbox"/>	Complete Code Log with MRN's for patients from Code Team

## Appendix D – Staff Job Action Sheet and Checklist

Code Pink – Neonatal Emergency - Stage 1	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	If members of the Code Team are still arriving, direct them to the location of the patient
<input type="checkbox"/>	Ensure that Resource Centre has been contacted at Ext. 55555 to inform them of a Code Pink Stage 1 with the Code Team already responding
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Assist Code Team as required
<input type="checkbox"/>	Support family and visitors as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	The Code Team or Dept. Lead will advise that the Code has ended
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
Code Pink – Neonatal Emergency - Stage 2	
<b>Staff of Affected Department</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Notify people in the area of Code Pink - Neonatal
<input type="checkbox"/>	Contact Dept. Lead and advise of the Code
<input type="checkbox"/>	Call Resource Centre Ext. 55555 and advise of the Code Pink - Neonatal
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Provide patient care until the Code Pink Team arrives
<input type="checkbox"/>	Update the Code Pink Team upon their arrival
<input type="checkbox"/>	Assist Code Pink Team as required
<input type="checkbox"/>	Assist with supporting the family and maintaining scene control
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	The Code Team or Dept. Lead will advise that the Code has ended
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
Code Pink – Neonatal Emergency - Stage 3	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Notify people in the area of Code Pink - Neonatal
<input type="checkbox"/>	Contact Dept. Lead and advise of the Code
<input type="checkbox"/>	Call Resource Centre Ext. 55555 and advise of the Code Pink - Neonatal
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Provide patient care until the Code Pink Team arrives
<input type="checkbox"/>	Update the Code Pink Team upon their arrival
<input type="checkbox"/>	Assist Code Pink Team as required
<input type="checkbox"/>	Assist with supporting the family and maintaining scene control
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	The Code Team or Dept. Lead will advise that the Code has ended
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

### Appendix E – Security Job Action Sheet and Checklist

Code Pink – Neonatal Emergency – Stage 1	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Respond to the code location
<input type="checkbox"/>	Advise Security Command of arrival
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from Dept. Lead / Staff
<input type="checkbox"/>	Establish and maintain perimeter
<input type="checkbox"/>	Update Security Command via radio
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Security Command when the code has been resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements

Code Pink – Neonatal Emergency – Stage 2	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Advise Security Command of arrival
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from Dept. Lead / staff
<input type="checkbox"/>	Establish and maintain perimeter
<input type="checkbox"/>	Update Security Command via radio
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Security Command when the Code has been resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements

Code Pink – Neonatal Emergency – Stage 3	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Advise Security Command of arrival
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from Dept. Lead / staff
<input type="checkbox"/>	Establish and maintain perimeter
<input type="checkbox"/>	Update Security Command via radio
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Security Command when the Code has been resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements

## Appendix F – Code Team Job Action Sheet and Checklist

Code Pink – Neonatal Emergency – Stage 1	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert (if applicable)
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from Dept. Lead / staff
<input type="checkbox"/>	Manage patient according to NRP Protocols
<input type="checkbox"/>	Update the Dept. Lead as required
<input type="checkbox"/>	Oversee patient care and transfer to appropriate unit
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Dept. Lead when the Code has been resolved, advise the Resource Centre Ext. 55555 of the All Clear and provide patient MRN for Code Log
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation, <a href="#">CODE PINK PATIENT CARE FORM</a> and submit

Code Pink – Neonatal Emergency – Stage 2	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Respond to code location
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from Dept. Lead / Staff
<input type="checkbox"/>	Manage patient according to NRP Protocols
<input type="checkbox"/>	Update the Dept. Lead as required
<input type="checkbox"/>	Oversee patient care and transfer to appropriate unit
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Dept. Lead when the Code has been resolved, advise the Resource Centre Ext. 55555 and provide patient MRN for Code Log
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation, <a href="#">CODE PINK PATIENT CARE FORM</a> and submit

Code Pink – Neonatal Emergency – Stage 3	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive a second Code Pink Neonate prior to clearing earlier Code
<input type="checkbox"/>	Ensure the second Code Pink Team is ready to respond
<input type="checkbox"/>	Respond to Code location
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from Dept. Lead / Staff
<input type="checkbox"/>	Manage patient according to NRP Protocols
<input type="checkbox"/>	Update the Dept. Lead as required
<input type="checkbox"/>	Oversee patient care and transfer to appropriate unit
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Dept. Lead when the Code has been resolved, contact the Resource Centre Ext. 55555 of the All CI and provide patient MRN for Code Log
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation, <a href="#">CODE PINK PATIENT CARE FORM</a> and submit

## Appendix G – Department Lead Job Action Sheet and Checklist

Code Pink – Neonatal Emergency – Stage 1	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive notification from staff that a Code Pink has occurred and Code Team is already responding
<input type="checkbox"/>	Ensure the Resource Centre has been called Ext. 55555 and advise of a Code Pink Neonatal (with Code Team already responding) and location
<input type="checkbox"/>	Receive Code Alert (if applicable)
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Update any additional arriving Code Pink Team members (if applicable)
<input type="checkbox"/>	Ensure Security has set up a perimeter to prevent entry into the area
<input type="checkbox"/>	Assist the Code Team as required
<input type="checkbox"/>	Ensure family members are supported as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Code Team when the code has been resolved
<input type="checkbox"/>	Ensure that Resource Centre is informed that the code is cleared and that they are provided with the patient MRN for the Code Log
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

Code Pink – Neonatal Emergency – Stage 2	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive notification from staff that a Code is occurring
<input type="checkbox"/>	Call Ext. 55555 for the Resource Centre and advise of a Code Pink Neonatal - Stage 2
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Assign staff to meet with Code Team to escort to the Code location
<input type="checkbox"/>	Give an update to the arriving Code Pink Team
<input type="checkbox"/>	Contact Resource Centre and advise of Code Team arrival
<input type="checkbox"/>	Assist the Code Pink Team as required
<input type="checkbox"/>	Assist family members as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Code Pink Team when the Code has been resolved
<input type="checkbox"/>	Ensure that Resource Centre is informed that the code is cleared and that they are provided with the patient MRN for the Code Log
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

Code Pink – Neonatal Emergency – Stage 3	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive notification from staff that a Code is occurring
<input type="checkbox"/>	Call Ext. 55555 for the Resource Centre and advise of a Code Pink – Neonatal - Stage 3
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Assign staff to meet Code Team to lead them to the exact location
<input type="checkbox"/>	Give an update to the arriving Code Pink Team

<input type="checkbox"/>	Contact Resource Centre and advise of Code Team arrival
<input type="checkbox"/>	Assist the Code Pink Team as required
<input type="checkbox"/>	Assist family members as needed
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Code Pink Team when the Code has been resolved
<input type="checkbox"/>	Ensure that Resource Centre is informed that the code is cleared and that they are provided with the patient MRN for the Code Log
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

## Appendix H – Manager On-Call Job Action Sheet and Checklist

<b>Code Pink – Neonatal Emergency – Stage 1</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

<b>Code Pink – Neonatal Emergency – Stage 2</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

<b>Code Pink – Neonatal Emergency – Stage 3</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

## Appendix I – Director On-Call Job Action Sheet and Checklist

Code Pink – Neonatal Emergency – Stage 1	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

Code Pink – Neonatal Emergency – Stage 2	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

Code Pink – Neonatal Emergency – Stage 3	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required



### Appendix J – Vice President On-Call Job Action Sheet and Checklist

#### Code Pink – Neonatal Emergency – Stage 1

##### Step 1 – Activate and Notify

 Receive Code Alert (if applicable)

##### Step 2 – Action Plan

 No action required

##### Step 3 – All Clear

 N/A

##### Step 4 – Post Incident

 No action required

#### Code Pink – Neonatal Emergency – Stage 2

##### Step 1 – Activate and Notify

 Receive Code Alert

##### Step 2 – Action Plan

 No action required

##### Step 3 – All Clear

 N/A

##### Step 4 – Post Incident

 No action required

#### Code Pink – Neonatal Emergency – Stage 3

##### Step 1 – Activate and Notify

 Receive Code Alert

##### Step 2 – Action Plan

 No action required

##### Step 3 – All Clear

 N/A

##### Step 4 – Post Incident


 No action required

### Appendix K – Executive Leadership Team Job Action Sheet and Checklist

Code Pink – Neonatal Emergency – Stage 1	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert (if applicable)
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

Code Pink – Neonatal Emergency – Stage 2	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

Code Pink – Neonatal Emergency – Stage 3	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

 Extraordinary Caring. Every Person. Every Time.		<b>NAME: Code Pink – Paediatric</b>	
CLASSIFICATION:	Emergency Preparedness	DOCUMENT TYPE:	<b>POLICY and PROCEDURE</b>
SECTION:	Emergency Response Codes – Code Pink	EFFECTIVE DATE: (DD/MM/YY)	01/06/21
APPROVED BY: Program Director, Women, Babies and Children’s Health Director, Quality, Patient Safety, Risk and Patient Relations Department Chief, Regional Paediatrics		END DATE: (DD/MM/YY)	01/06/24
		DOCUMENT ID:	N/A

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### 1.0 Purpose

The purpose of this Code Pink is to provide expert clinical management to Paediatric experiencing life-threatening medical emergencies including, but not limited to cardiovascular/respiratory compromise.

### 2.0 Scope

Applies to all Units at all sites within Niagara Health.

### 3.0 Policy

3.1 Responders to Code Pink – Paediatric calls are as follows:

- a) Level 3 Critical Care Service (SCS): the ED Physician, any available Paediatrician, Anaesthesiologist, 2 ICU RN’s, 1 ED RN, 1 Neonatal Intensive Care Nurse (NICU) RN, 1 Paediatric RN and the RRT.
- b) Level 2 Critical Care Service (NFS and WS): the ED Physician, any available Paediatrician, Anaesthesiologist, 1 ICU, 1 ED RN and the RRT (if available).
- c) Urgent Care Service (FES and PCS): the Urgent Care physician, 1 Urgent Care RN.
- d) MacLean Place (WS) and Allied Health Building (NFS): 911 team will respond.

3.2 All staff from the Unit in which a Code Pink – Paediatric is called must return to their unit immediately to provide assistance as required.

- 3.3 All staff who work in ICU, ED/Urgent Care and Children's Health (at applicable sites) who are not present in their work areas when a Code Pink - Paediatric is called must return to their unit immediately to replace code team members who have left the unit to respond to the code, and possibly prepare to receive the patient.

#### 4.0 Materials

Code Pink – Paediatric (Braslow) cart and defibrillator (Children's Health).

#### 5.0 Procedure

Staff are to follow the appropriate Job Action Sheets (JAS) according to their role found as appendices to this policy and/or found within Atlas on SourceNet.

Role	Appendix
Initial Checklist	<a href="#">Appendix A</a>
Resource Centre JAS	<a href="#">Appendix C</a>
Staff JAS	<a href="#">Appendix D</a>
Security JAS	<a href="#">Appendix E</a>
Code Team JAS	<a href="#">Appendix F</a>
Department Lead JAS	<a href="#">Appendix G</a>
Manager On-Call JAS	<a href="#">Appendix H</a>
Director On-Call JAS	<a href="#">Appendix I</a>
VP On-Call JAS	<a href="#">Appendix J</a>
Executive Leadership JAS	<a href="#">Appendix K</a>

#### Enacting the Code

- 5.1 Immediate advanced life support assistance for the child is accessed by dialing "55555" and having switchboard page overhead "Code Pink - Paediatric + location x3".
- 5.2 This code may be used by any staff member to receive assistance for any child who is beyond the scope of the Code Pink – Neonatal policy, and who is suffering immediate or imminent cardiac or respiratory arrest.
- 5.3 All appropriate support Code Pink - Paediatric Team members will respond immediately.
- 5.4 An additional staff member may be required to bring the Neonatal Resuscitation Cart from the NICU.
- 5.5 Initiate Resuscitation Record
- 5.6 Initiate cardiopulmonary resuscitation, implementing Pediatric Advanced Life Support (PALS) algorithms as required.

#### Team Members and Responsibilities

##### 5.7 The Code Pink – Paediatric response team consists of:

- a) **Physicians:**
  - i) Paediatrician and/or Emergency department physician and/or anaesthesiologist,
- b) **Nurses:**
  - i) Emergency or Urgent Care; Intensive Care or Cardiac Care; SCS Children's Health Unit RN and Neonatal Intensive Care Nursery RN
- c) **Registered Respiratory Therapist**
- d) **Spiritual and Religious Care**

##### 5.8 The Emergency Department (ED) Physician:

- a) Will respond to all Code Pink - Paediatrics and will maintain control of the Code until he/she delegates to another physician.

- 5.9 **The Emergency Department (ED)/Urgent Care and Intensive/Cardiac Care (ICU/CCU) RN:**
- Will attend all "Code Pink - Paediatric" calls.
  - Will be certified in Defibrillation, Cardioversion, and will be able to administer critical care drugs.
  - Where relevant, will assist the NICU/Paediatric Staff in the ED/Paediatric area and will respond as needed to the NICU.
  - A staff RN to document proceedings on the Regional Adult Resuscitation Record Form 900017.
- 5.10 **Children's Health Unit RN:**
- Will attend all "Code Pink – Paediatric" calls.
  - The Children's Health RN will bring the Code Pink – Paediatric (Braslow) Cart with defibrillator.
  - Administers medications **under the direct supervision of a Physician** if ordered.
  - Performs intravenous initiation and assists with procedures as required.
  - Assist the ED and ICU staff as required.
  - A staff RN to document proceedings on the Regional Adult/Paediatric Resuscitation Record Form 900017.
- 5.11 **Neonatal Intensive Care Unit Staff:**
- Will attend all "Code Pink – Paediatric" calls.
  - Will remain to be the primary RN for neonates  $\leq 28$  days of age until stabilized.
- 5.12 **Other Physicians:**
- Any available Paediatrician or Anaesthesiologist will attend "Code Pink" calls.
  - If not on site, the on-call rotation is utilized.
- 5.13 **Respiratory Therapist:**
- Will attend all "Code Pink - Paediatric" calls.
  - Will manage the airway and oxygenation.
  - Will be able to perform intubation or assist with intubation and securing of endotracheal tube.
- 5.14 **Spiritual and Religious Care:**
- Will attend all "Code Pink - Paediatric" calls.
  - Will receive report from the Nursing Unit or Code Pink Team.
  - Will acts as a liaison for family, providing information and support.
  - Will assist staff with crisis intervention as needed.

#### Documentation

- 5.15 A Code Pink - Paediatric event must be documented on the Regional Adult/Paediatric Resuscitation Record Form 900017.
- 5.16 The resuscitation record must be signed by the physician.
- 5.17 Ensure complete and accurate completion of the resuscitation record.

## 6.0 Definitions

**Code Pink - Paediatric:** Code called for assistance for the Paediatric population (17 years and 364 days of age and younger) who are beyond the scope of the Code Pink – Neonate policy 190-080-005, who present with immediate or imminent cardiac or respiratory arrest.

## 7.0 Education/Communications Requirements

- Basic Cardiac Life Support (BCLS) renewed annually.
- Paediatric Advanced Life Support (PALS) Certification renewed every 2 years.(mandatory for Paediatric Unit)

## 8.0 Appendices

- [Appendix A – Code Pink – Paediatric Initial Assessment Checklist](#)
- [Appendix B – Job Action Sheet Summary \(All Roles\)](#)
- [Appendix C – Switchboard/Resource Centre Job Action Sheet and Checklist](#)
- [Appendix D – Staff Job Action Sheet and Checklist](#)
- [Appendix E – Security Job Action Sheet and Checklist](#)
- [Appendix F – Code Team Job Action Sheet and Checklist](#)
- [Appendix G – Department Lead Job Action Sheet and Checklist](#)
- [Appendix H – Manager Job Action Sheet and Checklist](#)
- [Appendix I – Director On-Call Job Action Sheet and Checklist](#)
- [Appendix J – VP On-Call Job Action Sheet and Checklist](#)
- [Appendix K – Executive Leadership Team Job Action Sheet and Checklist](#)

## 9.0 Related Documents

Code Pink – Neonate -- Policy and Procedure

## 10.0 Related Forms

Neonatal Resuscitation Record – Form 900372  
Regional Adult Resuscitation Record – Form 900017

## 11.0 References

- 11.1 Topjian, A. A., Raymond, T. T., Atkins, D., Chan, M., Duff, J. P., Joyner Jr, B. L., ... & Schexnayder, S. M. (2020). Part 4: pediatric basic and advanced life support: 2020 American Heart Association guidelines for cardiopulmonary resuscitation and emergency cardiovascular care. *Circulation*, 142(16\_Suppl\_2), S469-S523.
- 11.2 Venes, D (Ed.) Taber's Cyclopedic Medical Dictionary, 20<sup>th</sup> Edition. F.A. Davis Company, 2005.

**Appendix A**  
**Code Pink – Paediatric Emergency Initial Assessment Checklist**

<b>Assessment Criteria for Code Pink – Paediatric Emergency – Stage 1 Minor / Silent</b>	
<input type="checkbox"/>	A single paediatric medical emergency within the hospital where the Code Pink Team is already responding
<input type="checkbox"/>	If answered "yes" to the question above in Stage 1, and "no" to the Stage 2 and 3 questions, it is a Stage 1
<input type="checkbox"/>	Contact Resource Centre Ext. 55555, Code Pink Paediatric - Stage 1 - Site - Location. Note that this may be logged as a "silent" code without overhead paging as the team is already activated and responding.
<b>Assessment Criteria for Code Pink – Paediatric Emergency – Stage 2 Major</b>	
<input type="checkbox"/>	A Paediatric medical emergency within the hospital requiring Code Pink Team response to be activated
<input type="checkbox"/>	Paediatric emergency involving a single patient (30 days old to 18 years)
<input type="checkbox"/>	If answered "yes" to any of the Stage 2 questions, and "no" to Stage 3 questions, the incident is a Stage 2
<input type="checkbox"/>	Contact the Resource Centre Ext. 55555 and advise Code Pink - Paediatric - Stage 2 - Site - Location
<b>Assessment Criteria for Code Pink – Paediatric Emergency – Stage 3 Critical</b>	
<input type="checkbox"/>	A second paediatric emergency occurs prior to the Code Pink Team clearing a Code
<input type="checkbox"/>	Multiple Paediatric emergencies occurring within the hospital
<input type="checkbox"/>	If answered "yes" to either of the above questions, the Code is a Stage 3
<input type="checkbox"/>	Contact the Resource Centre Ext. 55555 and advise Code Pink - Paediatric - Stage 3 - Site - Location

## Appendix B – Job Action Sheet Summary (All Roles)

Chain of Command			
Group	Stage 1	Stage 2	Stage 3
<b>Executive Leadership Team (ELT) / VP On-Call</b>	<ul style="list-style-type: none"> <li>No action required</li> </ul>	<ul style="list-style-type: none"> <li>No action required</li> </ul>	<ul style="list-style-type: none"> <li>No action required</li> </ul>
<b>EOC / Director On-Call</b>	<ul style="list-style-type: none"> <li>No action required</li> </ul>	<ul style="list-style-type: none"> <li>No action required</li> </ul>	<ul style="list-style-type: none"> <li>No action required</li> </ul>
<b>Incident Command Post (ICP)</b>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>Assist Code Team as required</li> <li>Support family and visitors as required</li> </ul> <p><b>Dept. Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Assist and support as required</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Establish and maintain perimeter as required</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Manage patient according to PALS guidelines</li> <li>Oversee patient care; transfer to appropriate unit</li> <li>Issue the All Clear</li> </ul>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>Begin treatment as able</li> <li>Liaise with Code Team at dept. entrance</li> <li>Assist Code Team as required</li> <li>Support family and visitors as required</li> </ul> <p><b>Dept. Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Update arriving Code Team</li> <li>Advise Resource Centre of Code Team arrival</li> <li>Assist and support as required</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Establish and maintain perimeter as required</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Manage patient according to PALS guidelines</li> <li>Oversee patient care; transfer to appropriate unit</li> <li>Issue the All Clear</li> </ul>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>Begin treatment as able</li> <li>Liaise with Code Team at dept. entrance</li> <li>Assist Code Team as required</li> <li>Support family and visitors as required</li> </ul> <p><b>Dept. Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Update arriving Code Team</li> <li>Advise Resource Centre of Code Team arrival</li> <li>Assist and support as required</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Establish and maintain perimeter as required</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>Ensure additional Code Team is ready to respond</li> <li>Manage patient according to PALS guidelines</li> <li>Oversee patient care; transfer to appropriate unit</li> <li>Issue the All Clear</li> </ul>
Communications			
<b>Resource Centre</b>	<ul style="list-style-type: none"> <li>Offer to send out PA announcement (if required)</li> <li>Phone 911 for EMS (FES/ PCS), Code Team</li> </ul>	<ul style="list-style-type: none"> <li>Send out PA announcement</li> <li>Phone 911 for EMS (FES/ PCS), Code Team</li> </ul>	<ul style="list-style-type: none"> <li>Send out PA Announcement</li> <li>Phone 911 for EMS (FES/PCS), Code Team</li> </ul>



## Appendix C – Resource Centre Job Action Sheet and Checklist

Code Pink – Paediatric Emergency – Stage 1 Minor / Silent - Switchboard / Resource Centre Job Action Sheet		
<b>Definition</b>	A Paediatric medical emergency within the hospital where the Code Pink Team is already responding	
<b>1. SENDING ALERTS</b>		
<b>Optional PA Announcement (3 times) – only if requested</b>	Code Pink – Paediatric – Stage 1 – [location]	
<b>Phone/Contact Responders</b>	<b>SCS Site</b>	<ul style="list-style-type: none"> <li>• Offer to call Neonatal Intensive Care Unit Ext. 43317, if NO answer, Call Children's Health Ext. 41870</li> <li>• Offer to call Pediatrician via Vocera</li> <li>• Offer to page Respiratory Therapist</li> <li>• Security</li> </ul>
	<b>NFS Site</b>	<ul style="list-style-type: none"> <li>• Offer to call via pager Respiratory Therapist STAT: 911 + [extension]</li> <li>• Offer to call via pager ECG STAT (M-F 0700-2000; S-S 0800-1600)</li> <li>• Security</li> </ul>
	<b>WS Site</b>	<ul style="list-style-type: none"> <li>• Offer to call via pager Respiratory Therapist: Code Blue + [location] STAT</li> <li>• Security</li> </ul>
	<b>FES &amp; PCS Sites</b>	<ul style="list-style-type: none"> <li>• 9-1-1 EMS</li> <li>• Security</li> </ul>
<b>Send Group Emails</b>	N/A	
<b>2. ALL CLEAR</b>		
Authority to give the "All Clear"	Code Team	
PA Announcement (once)	N/A	
Group Emails	N/A	
<b>3. POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log, including patient MRN from Code Team	

Code Pink – Paediatric Emergency – Stage 1 - Switchboard / Resource Centre Job Action Sheet	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	Offer to send PA announcement (if required)
<input type="checkbox"/>	Call 911 EMS for Code occurring at PCS or FES
<input type="checkbox"/>	Call Security Phone
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Receive call from Code Team when the code has been resolved
<input type="checkbox"/>	No action required for code
<input type="checkbox"/>	Complete Code Log with MRN for patient from Code Team

Code Pink – Paediatric Emergency – Stage 2 - Switchboard / Resource Centre Job Action Sheet		
<b>Definition</b>	A Paediatric medical emergency within the hospital requiring Code Pink Team response to be activated	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	Code Pink – Paediatric – Stage 2 – [location]	
<b>Phone/Contact Responders</b>	<b>SCS Site</b>	<ul style="list-style-type: none"> <li>• Call Neonatal Intensive Care Unit Ext. 43317, if NO answer, Call Children's Health Ext. 41870</li> <li>• Call Pediatrician via Vocera</li> <li>• Page Respiratory Therapist</li> <li>• Security</li> </ul>
	<b>NFS Site</b>	<ul style="list-style-type: none"> <li>• Via pager Respiratory Therapist STAT: 911 + [extension]</li> <li>• Via pager ECG STAT (M-F 0700-2000; S-S 0800-1600)</li> <li>• Security</li> </ul>
	<b>WS Site</b>	<ul style="list-style-type: none"> <li>• Via pager Respiratory Therapist: Code Blue + [location] STAT</li> <li>• Security</li> </ul>
	<b>FES &amp; PCS Site</b>	<ul style="list-style-type: none"> <li>• 9-1-1 EMS</li> <li>• Security</li> </ul>
<b>Send Group Emails</b>	N/A	
<b>2. ALL CLEAR</b>		
Authority to give the "All Clear"	Code Team	
PA Announcement (once)	N/A	
Group Emails	N/A	
<b>3. POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log with MRN for patient from Code Team	

Code Pink – Paediatric Emergency – Stage 2	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Call 911 EMS for Code occurring at PCS or FES
<input type="checkbox"/>	Call Security Phone
<input type="checkbox"/>	Receive Call from Dept. Lead when the Code Team arrives
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Receive call from Code Team when the Code has been resolved
<input type="checkbox"/>	No action required for Code
<input type="checkbox"/>	Complete Code Log with MRN for patient from Code Team

<b>Code Pink – Paediatric Emergency – Stage 3 - Switchboard / Resource Centre Job Action Sheet</b>	
<b>Definition</b>	Multiple Paediatric emergencies occurring within the hospital
<b>1. SENDING ALERTS</b>	
<b>PA Announcement (3 times)</b>	Code Pink – Paediatric – Stage 3 – [location]
<b>Phone/Contact Responders</b>	<b>SCS Site</b> <ul style="list-style-type: none"> <li>• Call Neonatal Intensive Care Unit Ext. 43317, if NO answer, Call Children's Health Ext. 41870</li> <li>• Call Pediatrician via Vocera</li> <li>• Page Respiratory Therapist</li> <li>• Security</li> </ul>
	<b>NFS Site</b> <ul style="list-style-type: none"> <li>• Via pager Respiratory Therapist STAT: 911 + [extension]</li> <li>• Via pager ECG STAT (M-F 0700-2000; S-S 0800-1600)</li> <li>• Security</li> </ul>
	<b>WS Site</b> <ul style="list-style-type: none"> <li>• Via pager Respiratory Therapist: Code Blue + [location] STAT</li> <li>• Security</li> </ul>
	<b>FES &amp; PCS Site</b> <ul style="list-style-type: none"> <li>• 9-1-1 EMS</li> <li>• Security</li> </ul>
<b>Send Group Emails</b>	N/A
<b>2. ALL CLEAR</b>	
Authority to give the "All Clear"	Code Team
PA Announcement (once)	N/A
Group Emails	N/A
<b>3. POST INCIDENT PROCEDURES</b>	
<b>Record</b>	Code Log with MRN for patient from Code Team

<b>Code Pink – Paediatric Emergency – Stage 3</b>	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Call 911 EMS for Code occurring at PCS or FES
<input type="checkbox"/>	Call Security Phone
<input type="checkbox"/>	Receive Call from Dept. Lead when the Code Team arrives
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Receive call from Code Team when the Code has been resolved
<input type="checkbox"/>	No action required for Code
<input type="checkbox"/>	Complete Code Log with MRN for patient from Code Team

## Appendix D – Staff Job Action Sheet and Checklist

<b>Code Pink – Paediatric Emergency - Stage 1</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	If members of the Code Team are still arriving, direct them to the location of the patient
<input type="checkbox"/>	Ensure that Resource Centre has been contacted at Ext. 55555 to inform them of a Code Pink Stage 1 with the Code Team already responding
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Assist Code Team as required
<input type="checkbox"/>	Support family and visitors as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	The Code Team or Dept Lead will advise that the Code has ended
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Pink – Paediatric Emergency - Stage 2</b>	
<b>Staff of Affected Department</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Notify people in the area of Code Pink
<input type="checkbox"/>	Contact Dept. Lead and advise of the Code
<input type="checkbox"/>	Call Resource Centre Ext. 55555 and advise of the Code Pink Paediatric
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Provide patient care until the Code Pink Team arrives
<input type="checkbox"/>	Update the Code Pink Team upon their arrival
<input type="checkbox"/>	Assist Code Pink Team as required
<input type="checkbox"/>	Assist with supporting the family and maintaining scene control
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	The Code Team or Dept. Lead will advise that the Code has ended
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Pink – Paediatric Emergency - Stage 3</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Notify people in the area of Code Pink
<input type="checkbox"/>	Contact Dept. Lead and advise of the Code
<input type="checkbox"/>	Call Resource Centre Ext. 55555 and advise of the Code Pink Paediatric
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Provide patient care until the Code Pink Team arrives
<input type="checkbox"/>	Update the Code Pink Team upon their arrival
<input type="checkbox"/>	Assist Code Pink Team as required
<input type="checkbox"/>	Assist with supporting the family and maintaining scene control
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	The Code Team or Dept. Lead will advise that the Code has ended
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

### Appendix E – Security Job Action Sheet and Checklist

Code Pink – Paediatric Emergency – Stage 1	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert via phone call from the Resource Centre
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Respond to code location
<input type="checkbox"/>	Advise Security Command upon arrival
<input type="checkbox"/>	Receive update from Dept. Lead / Staff
<input type="checkbox"/>	Establish and maintain perimeter as required
<input type="checkbox"/>	Contact and update Security Command via radio
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Security Command when the code has been given the All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements
Code Pink – Paediatric Emergency – Stage 2	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Advise Security Command when on scene
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from Dept. Lead / staff
<input type="checkbox"/>	Establish and maintain perimeter as required
<input type="checkbox"/>	Update Security Command via radio
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Security Command when the Code has been resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements
Code Pink – Paediatric Emergency – Stage 3	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Advise Security Command when on scene
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from Dept. Lead / staff
<input type="checkbox"/>	Establish and maintain perimeter as required
<input type="checkbox"/>	Update Security Command via radio
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Security Command when the Code has been resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements

## Appendix F – Code Team Job Action Sheet and Checklist

Code Pink – Paediatric Emergency – Stage 1	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert (if applicable)
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from Dept. Lead / staff
<input type="checkbox"/>	Manage patient according to PALS Guidelines
<input type="checkbox"/>	Update the Dept. Lead as required
<input type="checkbox"/>	Oversee patient care and transfer to appropriate unit
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Dept. Lead when the Code has been resolved, contact the Resource Centre Ext. 55555 and provide patient MRN for Code Log
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation, <a href="#">CODE PINK PATIENT CARE FORM</a> and submit
Code Pink – Paediatric Emergency – Stage 2	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Respond to code location
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from Dept. Lead / Staff
<input type="checkbox"/>	Manage patient according to PALS Guidelines
<input type="checkbox"/>	Update the Dept. Lead as required
<input type="checkbox"/>	Oversee patient care and transfer to appropriate unit
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Dept. Lead when the Code has been resolved, contact the Resource Centre Ext. 55555 and provide patient MRN for Code Log
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation, <a href="#">CODE PINK PATIENT CARE FORM</a> and submit
Code Pink – Paediatric Emergency – Stage 3	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive a second Code Alert
<input type="checkbox"/>	Ensure the second Code Pink Team is ready to respond
<input type="checkbox"/>	Respond to Code location
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from Dept. Lead / Staff
<input type="checkbox"/>	Manage patient according to PALS guidelines
<input type="checkbox"/>	Update the Dept. Lead as required
<input type="checkbox"/>	Oversee patient care and transfer to appropriate unit
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Dept. Lead when the Code has been resolved, contact the Resource Centre Ext. 55555 and provide patient MRN for Code Log
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation, <a href="#">CODE PINK PATIENT CARE FORM</a> and submit

## Appendix G – Department Lead Job Action Sheet and Checklist

Code Pink – Paediatric Emergency – Stage 1	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive notification from staff that a Code Pink has occurred and Code Team is already responding
<input type="checkbox"/>	Ensure the Resource Centre has been called Ext. 55555 and advise of a Code Pink Paediatric (with Code Team already responding) and location
<input type="checkbox"/>	Receive Code Alert (if applicable)
<b>Step 2 – Action Plan</b>	
<b>Department Lead of Affected Department</b>	
<input type="checkbox"/>	Update any additional arriving Code Team members (if applicable)
<input type="checkbox"/>	Ensure Security has set up a perimeter to prevent entry into the area
<input type="checkbox"/>	Assist the Code Team as required
<input type="checkbox"/>	Ensure family members are supported as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Code Team when the code has been resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
Code Pink – Paediatric Emergency – Stage 2	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive notification from staff that a Code is occurring
<input type="checkbox"/>	Call Ext. 55555 for the Resource Centre and advise of a Code Pink Paediatric - Stage 2
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post location and assume role of Incident Commander; don the IC vest
<input type="checkbox"/>	Ensure staff meet with arriving Code Team to escort to the Code location
<input type="checkbox"/>	Give an update to the arriving Code Pink Team
<input type="checkbox"/>	Contact Resource Centre and advise of Code Team arrival
<input type="checkbox"/>	Assist the Code Pink Team as required
<input type="checkbox"/>	Arrange transfer to new department
<input type="checkbox"/>	Assist family members as needed
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Code Team to advise when the Code has been resolved
<input type="checkbox"/>	Ensure that Resource Centre is informed that the code is cleared and that they are provided with the patient MRN for the Code Log
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete Code IRS
Code Pink – Paediatric Emergency – Stage 3	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive notification from staff that a Code is occurring
<input type="checkbox"/>	Call Ext. 55555 for the Resource Centre and advise of a Code Pink Paediatric - Stage 3
<input type="checkbox"/>	Receive Code Alert

<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post location and assume role of Incident Commander, don the IC Vest
<input type="checkbox"/>	Ensure staff meet with arriving Code Team to escort to the Code location
<input type="checkbox"/>	Give an update to the arriving Code Pink Team
<input type="checkbox"/>	Contact Resource Centre and advise of Code Team arrival
<input type="checkbox"/>	Assist the Code Pink Team as required
<input type="checkbox"/>	Arrange transfer to new department
<input type="checkbox"/>	Assist family members as needed
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Code Team to advise when the Code has been resolved
<input type="checkbox"/>	Ensure that Resource Centre is informed that the code is cleared and that they are provided with the patient MRN for the Code Log
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete Code IRS



## Appendix H – Manager On-Call Job Action Sheet and Checklist

<b>Code Pink – Paediatric Emergency – Stage 1</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

<b>Code Pink – Paediatric Emergency – Stage 2</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

<b>Code Pink – Paediatric Emergency – Stage 3</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

## Appendix I – Director On-Call Job Action Sheet and Checklist

<b>Code Pink – Paediatric Emergency – Stage 1</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

<b>Code Pink – Paediatric Emergency – Stage 2</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

<b>Code Pink – Paediatric Emergency – Stage 3</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

### Appendix J – Vice President On-Call Job Action Sheet and Checklist

Code Pink – Paediatric Emergency – Stage 1	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

Code Pink – Paediatric Emergency – Stage 2	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required


Code Pink – Paediatric Emergency – Stage 3	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

### Appendix K – Executive Leadership Team Job Action Sheet and Checklist

Code Pink – Paediatric Emergency – Stage 1	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

Code Pink – Paediatric Emergency – Stage 2	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

Code Pink – Paediatric Emergency – Stage 3	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

 Extraordinary Caring. Every Person. Every Time.		<b>NAME: Code Purple - Hostage</b>	
CLASSIFICATION:	Emergency Preparedness	DOCUMENT TYPE:	<b>POLICY and PROCEDURE</b>
SECTION:	Emergency Response Codes – Code Purple	EFFECTIVE DATE: (DD/MM/YY)	01/06/21
APPROVED BY:  Vice President, Patient Services and Strategy Director, Quality, Patient Safety, Risk and Patient Relations		END DATE: (DD/MM/YY)	01/06/24
		DOCUMENT ID:	N/A

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### 1.0 Purpose

To provide overall guidance and instruction to staff in the occurrence of a hostage taking incident and to mitigate the threat to personal injury posed by a hostage taker. As part of the Niagara Health's response to any hostage taking, a trained negotiator/response team from the Niagara Regional Police will be called upon to handle the situation.

### 2.0 Background

A Code Purple is declared for an emergency situation in the event that a hostage taking occurs. This policy promotes the life safety of all individuals who enter the buildings controlled by Niagara Health.

### 3.0 Scope

Applies to all employees, persons with practicing privileges (physicians, dentists, midwives and RNs in the Extended Class), volunteers, students/learners, independent and external contract workers at each site of Niagara Health.

### 4.0 Policy

- 4.1 Prompt reporting of a hostage taking in progress must be communicated to Switchboard / Resource Centre ext. 55555 without delay.

- 4.2 The Niagara Health goal is to perform rapid response to Code Purple in the safest manner possible. Our procedures were developed to provide a safe work atmosphere with the utmost consideration to the safety and health of all Niagara Health Staff, Patients and Visitors during a Code Purple.
- 4.3 Any individual within the hospital witnessing a hostage taking is authorized to activate a Code Purple.
- 4.4 Upon hearing a Code Purple announcement, all staff must follow the steps for their department/unit identified in the Job Action Sheets found in this policy.
- 4.5 A Code Purple may only be deactivated by the Vice President of Patient Services/Designate (i.e. Program Director), upon receiving information that the hostage taking incident has been resolved.
- 4.6 Hostage Taking Incident Plan Development
- 4.7 To ensure its continued relevance, the Hostage Taking Incident Plan must be reviewed/revised annually in collaboration with the Niagara Regional Police.
- 4.8 A Code Purple consists of one stage only:  
 Stage 1 Minor – **There is no Stage 1, go to Stage 3**  
 Stage 2 Major – **There is no Stage 2, go to Stage 3**  
 Stage 3 Critical – **A hostage taking incident with a person or persons being held on site.**
- 4.9 Code Team Membership  
 There is no Code Team. Niagara Health staff are not to respond directly to a Hostage Taking. All staff are to shelter in place. Police will take command.

## 5.0 Materials

- 5.1 To ensure a controlled and coordinated response, each unit within Niagara Health the following emergency response supplies will be maintained:
- a) A full set of Hospital floor plans are located:
    - i) In the Site Command Centre/Emergency Operations Centre;
    - ii) In the site Engineering Services office;
    - iii) In SourceNet ATLAS.

## 6.0 Procedure

### Authority to Activate

- 6.1 Any staff member is authorized to initiate the Code Purple by calling Switchboard / Resource Centre ext. 55555.
- 6.2 The Switchboard / Resource Centre will immediately contact Niagara Regional Police, Security and Leadership On-Call Team.
- a) Upon declaration of a Code Purple Niagara Health staff will adhere to the following:
  - b) DO NOT approach the scene;
  - c) DO NOT allow anyone else to approach the scene;
  - d) Immediately contact Switchboard / Resource Centre ext. 55555; ensure 9-1-1 is called, stay on the line;
  - e) Isolate the scene by evacuating the area; if evacuation is not feasible then go to Code Silver;
  - f) If the hostage taker begins to cause injury, go immediately to Code Silver.

- 6.3 The following guidelines are recommended by the Niagara Regional Police for anyone taken hostage:
- Do what the hostage taker tells you.** Weapons put him/her in charge during a hostage taking ordeal.
  - Be careful in the first 15 minutes.** At this stage, you mean little to a hostage taker – it is easy for him/her to harm you.
  - Speak only when spoken to.** Do not talk excessively as you will only cause a hostage taker to become annoyed.
  - Do not show too much emotion.** This will only upset the hostage taker.
  - Sit down, if possible.** You will be less threatening in this position.
  - Act relaxed.** This attitude will assist in defusing the tension.
  - Weigh changes of escape very carefully.** In your nervous state, you may not be as well coordinated as you are normally.
  - Have faith in the Police.** They will be negotiating carefully for your safe release.
  - Face captor eye-to-eye.** Try to maintain eye contact without staring – it is harder to hurt someone who is facing you.
  - Be patient.**

#### 6.4 Staff Roles and Responsibilities during a Code Purple

Staff involved in all aspects of the Code Purple response should refer to the appropriate Job Action Sheet for a description of the duties and responsibilities assigned to each role.

Responsibilities During Code Purple	Refer to:
Switchboard / Resource Centre	<a href="#">Appendix C</a>
Staff	<a href="#">Appendix D</a>
Security	<a href="#">Appendix E</a>
Department Lead	<a href="#">Appendix F</a>
Manager On-Call	<a href="#">Appendix G</a>
Director On-Call	<a href="#">Appendix H</a>
Vice President (VP)	<a href="#">Appendix I</a>
Executive Leadership Team (ELT)	<a href="#">Appendix J</a>

## 7.0 Definitions

**Activation** – The status of an individual or team when required to perform designated actions.

**All Clear** – The incident has been resolved.

**Code Alert** – An email sent from Switchboard / Resource Centre with Code Alert as the sender. The message provides information regarding the status of an incident and usually includes colour code, incident stage level, location and department.

**Code Purple** – an emergency situation when a hostage taking occurs.

**Emergency Operations Center (EOC)** – the meeting location for the Incident Management Team.

**Employee Assistance Program (EAP)** – A support program offered by Niagara Health to support staff.

**Evacuation:** Is defined as the movement of hospital occupants due to a hazardous or potentially hazardous situation to a location that eliminates the risk of injury or illness created by the situation (e.g. violent event, internal fire, impending explosion or internal/external airborne gas).

**Incident Commander** – The Lead person taking overall control of Operations during a Code Purple event.

**Incident Management System (IMS)** – is the system that our hospital is using to respond to an incident. By using the structure of the Emergency Response Team reporting to the Incident

**Incident Management Team (IMT)** – the operational team that consists of manager and director level staff. This Team has an IMT Lead group (On-Call). Members of the IMT will generally operate in the EOC.

**Job Action Sheet (JAS)** – The Job action sheet is a one-page document that describes the specific procedures for an incident responder at stage 1, 2 and 3.

**Notification** – A message from the Switchboard / Resource Centre through a Code Alert email for information only but with no action necessary.

**Switchboard / Resource Centre** – Is the effective dispatch and communication hub during an incident, responsible for receiving emergency 55555 calls, sending out overhead announcements, Email Code Alerts, and Pager activations. Has access to contact lists (internal and external stakeholders) for the hospital.

## 8.0 Education/Communications

- 8.1 All staff will be required to participate and review the Code Purple Policy as a part of the global emergency management “Code of the Month” program.
- 8.2 Any changes to this document will be communicated to all staff by internal media forums. Any changes to individual response team members will be communicated to those team members by the Emergency Management Committee.

## 9.0 Appendices

- [Appendix A – Code Purple Initial Assessment Checklist](#)
- [Appendix B – Job Action Sheet Summary \(All Roles\)](#)
- [Appendix C – Switchboard / Resource Centre Job Action Sheet and Checklist](#)
- [Appendix D – Staff Job Action Sheet and Checklist](#)
- [Appendix E – Security Job Action Sheet and Checklist](#)
- [Appendix F – Department Lead Job Action Sheet and Checklist](#)
- [Appendix G – Manager On-Call Lead Job Action Sheet and Checklist](#)
- [Appendix H – Director On-Call Job Action Sheet and Checklist](#)
- [Appendix I – Vice President On-Call Job Action Sheet and Checklist](#)
- [Appendix J – Executive Leadership Team Job Action Sheet and Checklist](#)
- [Appendix K – COOP Activation](#)
- [Appendix L – Communications Table](#)
- [Appendix M– Messaging Templates](#)
- [Appendix N – Site Specific Department Checklists](#)

## 10.0 Related Documents

N/A

## 11.0 Related Forms

Code IRS – completed by Dept. Lead  
 Post Traumatic Stress Debrief Form (PTSD) – completed by Risk and Occupational Health  
 Incident – Hazard Investigation Form – completed by Risk and Occupational Health  
 EOC Post Incident Report Form – completed by EOC Director

## 12.0 References

- 12.1 OHA Toolkit, 2011.



### Appendix A Code Purple Initial Assessment Checklist

The Code Initial Assessment Checklist is used to determine the initial response(s) for a Code Purple. Any staff member can make the determination, and declare a concurrent Code Silver.

Initial Assessment for Code Purple	
<input type="checkbox"/>	Go to safe location.
<input type="checkbox"/>	DO NOT approach the scene.
<input type="checkbox"/>	If the person is moving through the facility with a weapon, GO TO Code Silver – Lockdown.
<b>Assessment Criteria for Code Purple - Stage 3 Critical</b>	
<input type="checkbox"/>	If there is a person in a room with a victim/hostage.
<input type="checkbox"/>	There does not appear to be a weapon.
<input type="checkbox"/>	If it is unknown if the person has a weapon or if there is a victim, continue to Code Purple - Stage 3.
<input type="checkbox"/>	Contact Switchboard / Resource Centre ext. 55555 and advise Code Purple - Stage 3 - Site – Location.
<input type="checkbox"/>	Stay on the line with Switchboard / Resource Centre to be connected to 9-1-1 Police Dispatch.
<input type="checkbox"/>	Go to Code Purple Stage 3 JAS.
<b>Additional Details to Consider (DO NOT take risks to obtain these details):</b>	
<input type="checkbox"/>	Identify location.
<input type="checkbox"/>	Number of hostages.
<input type="checkbox"/>	Type of weapon(s).
<input type="checkbox"/>	Demands made.
<input type="checkbox"/>	Reason for hostage taking.

### Appendix B Job Action Sheet Summary (All Roles)

This summary page provides a quick reference of the key points with the various Job Action Sheets for each Role.

Chain of Command			
Group	Stage 1	Stage 2	Stage 3
<b>Executive Leadership Team (ELT) / VP On-Call</b>	<ul style="list-style-type: none"> <li>• No Stage 1</li> </ul>	<ul style="list-style-type: none"> <li>• No Stage 2</li> </ul>	<b>ELT:</b> <ul style="list-style-type: none"> <li>• Establish ELT meeting</li> <li>• Approve COOP</li> <li>• Review and approve communications</li> <li>• Advise stakeholders</li> <li>• Plan to recover and re-open hospital</li> </ul> <b>VP On-Call:</b> <ul style="list-style-type: none"> <li>• Join EOC Conference Call or attend EOC</li> <li>• Determine impact on operations and consider COOP activation</li> <li>• Update ELT</li> <li>• Develop communications plan (in coordination with Police)</li> <li>• Issue All Clear as per Police/Director On-Call</li> </ul>
<b>EOC / Director On-Call</b>	<ul style="list-style-type: none"> <li>• No Stage 1</li> </ul>	<ul style="list-style-type: none"> <li>• No Stage 2</li> </ul>	<ul style="list-style-type: none"> <li>• Lead EOC Conference Call or attend EOC (consider alternate EOC locations)</li> <li>• Discuss with Police, Manager On-Call, and VP On-Call</li> <li>• Determine impact on operations and consider COOP activation</li> <li>• Facilitate EMS redirect</li> <li>• Develop communication plan (in coordination with Police)</li> </ul>
<b>Incident Command Post (ICP)</b>	<ul style="list-style-type: none"> <li>• No Stage 1</li> </ul>	<ul style="list-style-type: none"> <li>• No Stage 2</li> </ul>	<b>Staff:</b> <ul style="list-style-type: none"> <li>• Stay in department; shelter-in-place (lock / barricade doors)</li> <li>• Shelter patients, if safe to do so</li> <li>• Liaise with responding Police</li> <li>• Remain in secure location until evacuated by Police</li> </ul>

			<p><b>Department Lead or Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>• Direct staff to shelter-in-place (lock / barricade doors)</li> <li>• Shelter patients, if safe to do so</li> <li>• Liaise with responding Police; go to Police Command Post</li> <li>• Remain in secure location until evacuated by Police</li> <li>• Provide information to Switchboard / Resource Centre for Code Update Email</li> <li>• Determine if persons are unaccounted for</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• Lock exterior doors</li> <li>• Shelter-in-place (lock / barricade doors)</li> <li>• Assist others to shelter-in-place if safe to do so</li> <li>• Maintain communications with Police; advise of video feed and status updates</li> <li>• Determine if persons are unaccounted for</li> </ul>
<b>Communications</b>			
<b>Switchboard / Resource Centre</b>	<ul style="list-style-type: none"> <li>• No Stage 1</li> </ul>	<ul style="list-style-type: none"> <li>• No Stage 2</li> </ul>	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone 911 for Police, Security Manager, Manager On-Call, Director On-Call</li> <li>• Send NHS Emergency Management group email</li> <li>• Send out All Clear PA, email</li> </ul>

**Appendix C – Switchboard / Resource Centre Job Action Sheet and Checklist**

<b>Code Purple – Stage 3 - Critical – Switchboard / Resource Centre Job Action Sheet</b>		
<b>Definition</b>	Hostage taking. No weapon. If there is a weapon, GO TO Code Silver - Locokdown	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	Code Purple – Stage 3 – [Location]	
<b>Phone/Contact Responders</b>	<b>All Sites</b>	<ul style="list-style-type: none"> <li>• 9-1-1 Police (keep caller on the line to link to Police dispatch)</li> <li>• Security</li> <li>• Manager of Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Purple – Stage 3 – [Site] – HOSTAGE TAKING
	Email Body (cut and paste, update location)	A person has been taken hostage. Police have been called. Stay away from [site]. A Code Update Email will be sent as more information comes available.
<b>2. EOC ACTIVATION</b>		
<b>A. Call the Director On-Call (according to schedule)</b>  1. Confirm the Director On-Call is aware of the Code and has spoken with the Department Lead or Manager On-Call 2. Confirm the Director On-Call wants to activate the EOC Lync Meeting	Mon-Fri: 0830-1630 (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
	After-hours	Refer to Director On-call schedule
<b>B. Establish 'Teams Meeting' as per Director On-Call</b>	Teams Meeting invitation subject line (cut and paste, update site)	EOC Conference Call – Code Purple – Stage 3 – [Site]
	Send Teams Meeting invitation via email to leadership list	<ul style="list-style-type: none"> <li>• Manager of Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> </ul>
	Set start time to begin immediately  Call Leadership list to advise of Teams Meeting invitation	<ul style="list-style-type: none"> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>• Director On-Call</li> <li>• Director Facilities Management</li> <li>• Director of EVS / Security</li> <li>• Communications</li> <li>• VP On-Call</li> <li>• Executive Site Lead (daytime)</li> </ul>

3. CODE UPDATE EMAIL		
<ul style="list-style-type: none"> <li>• Receive information from Department Lead</li> <li>• Send Code Update Email</li> </ul>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Purple – Stage 3 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open CODE UPDATE EMAIL in 'I' drive</li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Attachment	Attach additional documents as required.
4. ADDITIONAL DUTIES AS REQUIRED		
Complete Documentation	N/A	
Media Inquiries	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Department</li> </ul>	
Patient Inquiries	<ul style="list-style-type: none"> <li>• Advise caller there is an emergency code in affect. Please call back in 30 minutes.</li> </ul>	
ED Closure Notifications – as directed	<ul style="list-style-type: none"> <li>• Notify Niagara EMS of any ED closures</li> <li>• Notify other Niagara Health sites of ED closure</li> </ul>	
EOC Hotline	N/A	
5. ALL CLEAR		
Authority to give the “All Clear”	VP On-Call	
PA Announcement (once)	All Clear Code Purple	
Group Emails	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Purple – Stage 3 – [Site] – All Clear
6. POST INCIDENT PROCEDURES		
Record	Code Log	

Code Purple – Stage 3 – Switchboard / Resource Centre Checklist	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent.
<input type="checkbox"/>	Phone 911 – Police.
<input type="checkbox"/>	Phone Security Desk to confirm PA was received.
<input type="checkbox"/>	Phone/Contact Responders.
<input type="checkbox"/>	Group email sent.
<input type="checkbox"/>	Phone Director On-Call - set up Teams Meeting as directed.
<input type="checkbox"/>	Initiate the Teams Meeting Conference Call.
<input type="checkbox"/>	Send email to Teams Meeting Call group.
<input type="checkbox"/>	Phone the Teams Meeting group.
<input type="checkbox"/>	Send CODE UPDATE EMAIL as per Department Lead.
<input type="checkbox"/>	Complete Section 4. Additional Duties as required.
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	Receive All Clear from VP On-Call.
<input type="checkbox"/>	All Clear PA announcement sent.
<input type="checkbox"/>	All Clear Group email sent.
<input type="checkbox"/>	Complete Code Log.

## Appendix D – Staff Job Action Sheet and Checklist

**Code Purple – Stage 1 – Staff Job Action Sheet**

<b>Definition</b>	There is no Stage 1 – <b>Go to Stage 3</b>
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**Code Purple – Stage 2 – Staff Job Action Sheet**

<b>Definition</b>	There is no Stage 2 – <b>Go to Stage 3</b>
-------------------	--

**Code Purple – Stage 3 – Staff Job Action Sheet**

<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	IF A PERSON WITH A HOSTAGE IS DISCOVERED, IMMEDIATELY SHELTER-IN-PLACE AND CONTACT SWITCHBOARD / RESOURCE CENTRE ext. 55555; advise of Code Purple - Stage 3 - Site – Location.
<input type="checkbox"/>	Stay on the line with the Resource Centre to be connected with 9-1-1 Police.
<input type="checkbox"/>	Receive Code Alert.
<input type="checkbox"/>	Ensure co-workers have received the Code Alert.
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Stay in department or area and lock doors; seek out lockable rooms and shelter-in-place inside.
<input type="checkbox"/>	If safe to do so, shelter patients.
<input type="checkbox"/>	If in an open area, seek out a room and shelter-in-place inside.
<input type="checkbox"/>	Use furniture and other items to barricade the door.
<input type="checkbox"/>	Liaise with responding Police at secured location if required.
<input type="checkbox"/>	Remain present for further Police liaison.
<input type="checkbox"/>	Remain in secure location until systematically evacuated by Police.
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

### Appendix E – Security Job Action Sheet and Checklist

#### Code Purple – Stage 1 – Security Job Action Sheet

<b>Definition</b>	There is no Stage 1 – <b>Go to Stage 3</b>
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#### Code Purple – Stage 2 – Security Job Action Sheet

<b>Definition</b>	There is no Stage 2 – <b>Go to Stage 3</b>
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#### Code Purple – Stage 3 – Security Job Action Sheet

<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert.
<input type="checkbox"/>	Move to a safe location and notify all Security personnel on-site of the Code Purple.
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Lock exterior doors, if safe to do so.
<input type="checkbox"/>	Direct staff to go into securable rooms and shelter-in-place inside.
<input type="checkbox"/>	Contact and maintain an open line with Police; advise of video feed and provide real time updates.
<input type="checkbox"/>	Barricade doorways if possible.
<input type="checkbox"/>	Stay in secure location until systematically evacuated by Police.
<input type="checkbox"/>	Ensure a Security Guard is secured and barricaded in video control area, if possible.
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Police will advise of the All Clear status.
<input type="checkbox"/>	Receive Code Alert: All Clear.
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required.
<input type="checkbox"/>	Determine who is unaccounted for.
<input type="checkbox"/>	Take follow-up action as instructed.
<input type="checkbox"/>	Complete documentation as required

## Appendix F – Department Lead Job Action Sheet and Checklist

**Code Purple – Stage 1 – Department Lead Job Action Sheet**

<b>Definition</b>	There is no Stage 1 – <b>Go to Stage 3</b>
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**Code Purple – Stage 2 – Department Lead Job Action Sheet**

<b>Definition</b>	There is no Stage 2 – <b>Go to Stage 3</b>
-------------------	--

**Code Purple – Stage 3 – Department Lead Job Action Sheet**

<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	IF A PERSON WITH A HOSTAGE IS DISCOVERED, IMMEDIATELY SHELTER-IN-PLACE AND CONTACT SWITCHBOARD / RESOURCE CENTRE ext. 55555; advise of Code Purple - Stage 3 - Site - Location
<input type="checkbox"/>	Receive Code Alert.
<input type="checkbox"/>	Confirm that staff members have received the Code Alert.
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Direct staff to take shelter-in-place inside lockable rooms.
<input type="checkbox"/>	If safe to do so, direct staff to secure patients in lockable rooms.
<input type="checkbox"/>	Barricade doorways if possible.
<input type="checkbox"/>	Stay in secure location until systematically evacuated by police.
<input type="checkbox"/>	If location of the hostage taking is known, contact Switchboard / Resource Centre ext. 55555; stay on the line to be connected with 9-1-1 Police to provide information (do not exit room).
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear.
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Determine who is unaccounted for.
<input type="checkbox"/>	Take follow-up action as instructed.
<input type="checkbox"/>	Assist as required.
<input type="checkbox"/>	Complete IRS report(s) as appropriate.



**Appendix G – Manager On-Call Lead Job Action Sheet and Checklist****Code Purple – Stage 1 – Manager On-Call Job Action Sheet**

<b>Definition</b>	There is no Stage 1 – <b>Go to Stage 3</b>
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**Code Purple – Stage 2 – Manager on-Call Job Action Sheet**

<b>Definition</b>	There is no Stage 2 – <b>Go to Stage 3</b>
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**Code Purple – Stage 3 – Manager on-Call Job Action Sheet**

<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	IF A PERSON WITH A HOSTAGE IS DISCOVERED, IMMEDIATELY SHELTER-IN-PLACE AND CONTACT SWITCHBOARD / RESOURCE CENTRE ext. 55555; advise of Code Purple - Stage 3 - Site - Location
<input type="checkbox"/>	Receive Code Alert.
<input type="checkbox"/>	Confirm that staff members have received the Code Alert.
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Ensure all employees seek out lockable rooms and secure themselves inside.
<input type="checkbox"/>	Access from any building or facility is strictly prohibited by anyone, even if recognized.
<input type="checkbox"/>	Access from any room or department is strictly prohibited by anyone once the original lockdown has occurred.
<input type="checkbox"/>	Go to Police Command Post to liaise with Police.
<input type="checkbox"/>	Communicate with Department Leads and ensure all employees are accounted for.
<input type="checkbox"/>	Determine who is unaccounted for.
<input type="checkbox"/>	Update Director On-Call.
<input type="checkbox"/>	Liaise with Security and determine status of external/internal video feeds.
<input type="checkbox"/>	Secure floor plans for possible use.
<input type="checkbox"/>	Ensure the ability to provide police access to facility, if required.
<input type="checkbox"/>	Allow Police to determine future protective actions (if any).
<input type="checkbox"/>	Remain present for further Police liaison.
<input type="checkbox"/>	Contact Switchboard / Resource Centre to provide information for the Code Update Email.
<input type="checkbox"/>	Assign an employee as scribe to document actions taken.
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Police will advise of the "All Clear".
<input type="checkbox"/>	Advise Director On-Call when the Code has been resolved.
<input type="checkbox"/>	Receive Code Alert: All Clear.
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required.

## Appendix H – Director On-Call Lead Job Action Sheet and Checklist

**Code Purple – Stage 1 – Director On-Call Job Action Sheet**

<b>Definition</b>	There is no Stage 1 – <b>Go to Stage 3</b>
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**Code Purple – Stage 2 – Director On-Call Job Action Sheet**

<b>Definition</b>	There is no Stage 2 – <b>Go to Stage 3</b>
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**Code Purple – Stage 3 – Director On-Call Job Action Sheet**

<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	IF A PERSON WITH A HOSTAGE IS DISCOVERED, IMMEDIATELY SHELTER-IN-PLACE AND CONTACT SWITCHBOARD / RESOURCE CENTRE ext. 55555; advise of Code Purple - Stage 3 - Site - Location
<input type="checkbox"/>	Receive Code Alert.
<input type="checkbox"/>	Confirm staff members have received the Code Alert.
<b>Step 2 – Action Plan</b>	
<b>If at the site where the Code is occurring:</b>	
<input type="checkbox"/>	Designate another Director to activate the EOC at an alternate location.
<input type="checkbox"/>	Advise VP On-Call that the EOC if activated at an alternative location. IT IS NOT SAFE TO ACTIVATE THE EOC AT THE AFFECTED SITE.
<input type="checkbox"/>	Communicate with Police Communications Centre (9-1-1) and remain on line.
<input type="checkbox"/>	Continue to remain available for Code updates
<b>If not at the site where the Code is occurring:</b>	
<input type="checkbox"/>	Determine alternate location for the EOC.
<input type="checkbox"/>	Contact and advise VP On-Call and EOC members of the revised EOC location.
<input type="checkbox"/>	Contact the Manager On-Call for update.
<input type="checkbox"/>	Advise Niagara EMS of EMS redirect; notify receiving hospitals
<input type="checkbox"/>	Contact Police Communications (9-1-1) for updates every 30 minutes.
<input type="checkbox"/>	Continue to remain available for Code updates.
<input type="checkbox"/>	Update VP On-Call.
<input type="checkbox"/>	Determine impact on operations and consider COOP activation (see Appendix K)
<input type="checkbox"/>	Consider communication requirements (in coordination with Police).
<input type="checkbox"/>	Receive Code Update Email from Switchboard / Resource Centre.
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Liaise with Police to determine the "All Clear".
<input type="checkbox"/>	Advise the VP On-Call that the Code has been resolved.
<input type="checkbox"/>	Receive Code Alert: All Clear.
<input type="checkbox"/>	Cancel EMS redirect.
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required.
<input type="checkbox"/>	Determine if immediate post-incident psychological assistance is required.
<input type="checkbox"/>	Determine if an After Action Review (AAR) is required.

### Appendix I – Vice President On-Call Lead Job Action Sheet and Checklist

#### Code Purple – Stage 1 – VP On-Call Job Action Sheet

<b>Definition</b>	There is no Stage 1 – <b>Go to Stage 3</b>
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#### Code Purple – Stage 2 – VP On-Call Job Action Sheet

<b>Definition</b>	There is no Stage 2 – <b>Go to Stage 3</b>
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#### Code Purple – Stage 3 – VP On-Call Job Action Sheet

<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	IF A PERSON WITH A HOSTAGE IS DISCOVERED, IMMEDIATELY SHELTER-IN-PLACE AND CONTACT SWITCHBOARD / RESOURCE CENTRE ext. 55555; advise of Code Purple - Stage 3 - Site – Location.
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<b>If at the site where the Code is occurring:</b>	
<input type="checkbox"/>	If possible, contact and discuss the Code with the Director On-Call.
<input type="checkbox"/>	Contact and notify an alternative VP to manage the Code from an alternate location.
<b>If not at the site where the Code is occurring:</b>	
<input type="checkbox"/>	Join EOC Lync Meeting or attend alternate EOC location.
<input type="checkbox"/>	Discuss patient care impact with Director On-Call; develop an action plan.
<input type="checkbox"/>	Determine impact on operations and consider COOP activation (see Appendix K)
<input type="checkbox"/>	Remotely notify Communications Department to develop communications plan (in coordination with Police).
<input type="checkbox"/>	Discuss Code with Police or Community Officials as required.
<input type="checkbox"/>	Direct any Media communications (in coordination with Police).
<input type="checkbox"/>	Review and approve communications (in coordination with Police).
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call / Police when the Code has been resolved.
<input type="checkbox"/>	Contact Switchboard / Resource Centre ext. 55555 and advise All Clear.
<input type="checkbox"/>	Receive Code Alert: All Clear.
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required.
<input type="checkbox"/>	Determine if immediate post-incident psychological assistance is required.
<input type="checkbox"/>	Complete Post Incident Debrief as required

**Appendix J – Executive Leadership Team Lead Job Action Sheet and Checklist****Code Purple – Stage 1 – Executive Leadership Team On-Call Job Action Sheet**

<b>Definition</b>	There is no Stage 1 – <b>Go to Stage 3</b>
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**Code Purple – Stage 2 – Executive Leadership Team On-Call Job Action Sheet**

<b>Definition</b>	There is no Stage 2 – <b>Go to Stage 3</b>
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**Code Purple – Stage 3 – Executive Leadership Team On-Call Job Action Sheet****Step 1 – Activate and Notify**

<input type="checkbox"/>	Receive Code Alert
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**Step 2 – Action Plan**

<input type="checkbox"/>	Discuss the Code with the VP On-Call.
--------------------------	---------------------------------------

<input type="checkbox"/>	ELT members will meet to discuss the Code (Executive Offices, although consider alternate location depending on site affected).
--------------------------	---

<input type="checkbox"/>	Determine impact to other departments, patient care, hospital operations, risk and reputation, site, length of time, etc.
--------------------------	---

<input type="checkbox"/>	Review and approve communications plan (in coordination with Police).
--------------------------	---

<input type="checkbox"/>	Direct any Media communications (in coordination with Police).
--------------------------	--

<input type="checkbox"/>	Receive updates from VP On-Call.
--------------------------	----------------------------------

<input type="checkbox"/>	Discuss Code with Police, Fire, EMS and Community officials as required.
--------------------------	--

<input type="checkbox"/>	Approve Continuity of Operations (COOP) plan, approve AD Hoc Crisis Management Team to oversee COOP.
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<input type="checkbox"/>	Receive Code Update Email from Switchboard / Resource Centre.
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<input type="checkbox"/>	Advise the Chief of Staff.
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<input type="checkbox"/>	Contact the Board of Directors, and LHIN
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<input type="checkbox"/>	Prepare plan to recovery and re-open hospital.
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**Step 3 – All Clear**

<input type="checkbox"/>	ELT will call the All Clear through the VP On-Call.
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<input type="checkbox"/>	Receive Code Alert: All Clear.
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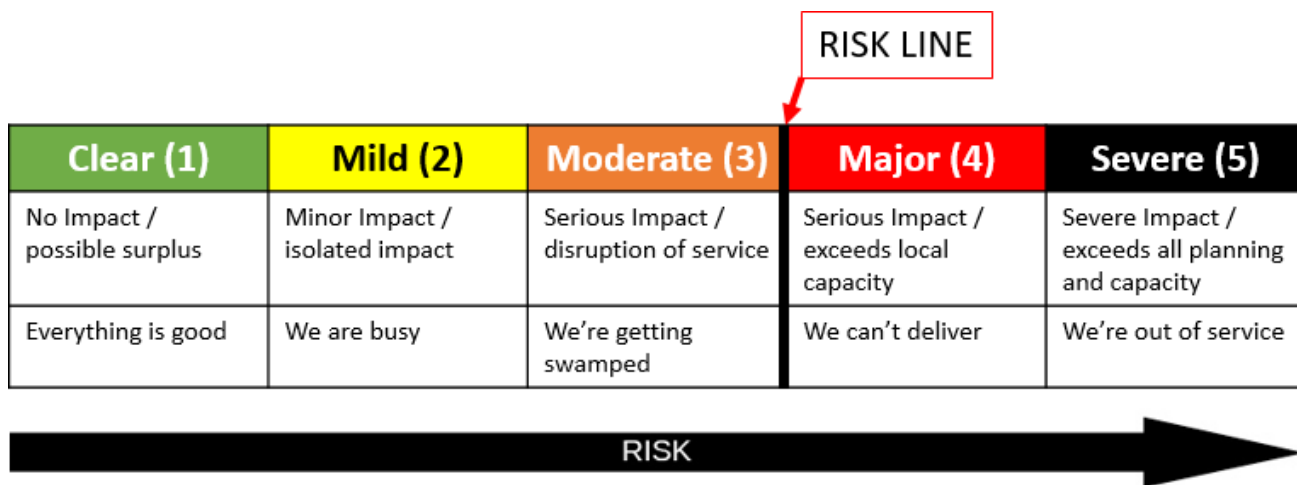
**Step 4 – Post Incident**

<input type="checkbox"/>	Complete Post Incident Debrief as required
--------------------------	--

**Appendix K  
COOP Activation**

It is the responsibility of the department's Most Responsible Person (Charge Nurse/Technician, Manager, Manager On-Call) to determine the impact of the Code / incident on the department operations and the ability to provide services. Using the Immediate Impact Assessment Checklist, a standardized approach to evaluating department capabilities against the Major Risk Areas will be used. Departments registering at a Major or Severe Degree of Risk will require activation of the COOP Team.

The COOP Team will be then activated and monitored by the EOC until such time as the initial incident has been resolved, at which point the COOP Team will oversee the recovery directly and report to the Executive Leadership Team or program Vice President.



### Appendix L Communications Table

Staff are not to speak with the media or respond to public inquiries. All public and media inquiries shall be directed to the communications department. Please refer to Emergency Management Policy Document.

<b>Code Type</b>	<b>Sent by</b>	<b>Stage 1 – Minor</b>	<b>Stage 2 – Major</b>	<b>Stage 3 - Critical</b>
Code Purple - Hostage	Resource Centre	N/A	N/A	Hostage taking on site
Code Membership	Resource Centre	N/A	N/A	Security Police
All Clear Approved by	Resource Centre	N/A	N/A	Police, VP On-Call
Staff Code Update	Communications	N/A	N/A	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Patient Code Update	Communications	N/A	N/A	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Vendor Code Update	Communications	N/A	N/A	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Website	Communications	N/A	N/A	VP On-Call / ELT Committee
FB	Communications	N/A	N/A	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Twitter	Communications	N/A	N/A	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>

### Appendix M Messaging Template

Staff are not to speak with the media or respond to public inquiries. All public and media inquiries shall be directed to the communications department. Please refer to Emergency Management Policy Document.

#### Email Templates for Communications Department use only

##### STAFF CODE MESSAGE

(DATE and TIME)

##### CODE ALERT: CODE PURPLE – HOSTAGE – STAGE 3 – Site, Location

(Experts: e.g. Police, EMS, Fire, Security) are on site investigating CODE PURPLE – STAE 3 located in (site, location).

- As a result, the (area) has been safely evacuated until further notice.
- Patients, visitors, staff have been redirected to (area).
- Access to (other area) has also been impacted by this investigation.
- As a precaution (other areas) are also being evacuated to (details) and the entire (site) has been secured.
- Pedestrian and vehicular traffic are currently redirected away from the site.

Health and safety is always a top priority and we will continue to work with (Experts: e.g. Police, Fire, EMS, Security) to proactively monitor this situation.

(Staff) will remain on stand-by to quickly address incidents that may arise. If you experience an emergency or injury while on site, please dial **55555** to receive aid **ASAP**.

As you may know, the emergency management program can be found (link, hard copy location).

This Emergency Bulletin was sent by (NAME and TITLE), and will be updated every (X) hour(s), on the hour. If you have any questions or concerns, please contact (EXTENSION)

##### STAFF CODE MESSAGE UPDATE – FINAL

(DATE and TIME)

##### CODE ALERT: CODE PURPLE – HOSTAGE – ALL CLEAR

Please be advised that the (Police, Fire, EMS, Security) have confirmed the ALL CLEAR and that no emergency exists.

All areas have reopened and resumed regular operations.

We would like to thank everyone for their assistance in ensuring the health and safety of our staff, visitors, and patients.

This Emergency Bulletin was sent by (NAME and TITLE). If you have any questions or concerns, please contact (EXTENSION)

##### PATIENT CODE MESSAGE

(DATE and TIME)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that (site entrance, clinic) is temporarily closed.

If you have an appointment on (date), please do **not** make your way to the (site).

Please contact your referring (doctor/clinic staff) (when?) to reschedule your appointment. Please be assured that we will work with your doctor to ensure your appointment or procedure is rescheduled as quickly as possible.

We sincerely regret any inconvenience and thank you for your patience.

We will provide an update once this status has changed at (website)

Sent by (NAME and TITLE)

#### **FAMILIES AND VISITORS CODE MESSAGE**

(DATE and TIME)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that access to (site/area) is temporarily closed.

Please do not make your way to the hospital at this time.

If you are inquiring about the status of a patient at this time, please contact xxxx

We sincerely regret any inconvenience and thank you for your patience.

We will provide an update once this status has changed at (website).

Sent by (NAME and TITLE).

#### **CONTRACTORS, VENDORS, SUPPLIERS CODE MESSAGE**

(DATE and TIME)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that access to (site/area) is temporarily closed.

If you have a (meeting/delivery) on (dates), please do not make your way to the (site) at this time.

Please reach out to your main contact at the (site) to reschedule your meeting or delivery.

We sincerely regret any inconvenience and thank you for your patience.

We will provide an update once this status has changed at (website)

Sent by (NAME and TITLE).

#### **PATIENT, FAMILIES, VISITORS, VENDORS CODE MESSAGE – FINAL**

(DATE and TIME)

Please be advised that (site) has reopened and resumed regular operations.

We sincerely regret any inconvenience and thank you for your patience.

Sent by (NAME and TITLE).



<b>Social Media – Facebook for Communications Department use only</b>				
<b>Criteria</b>	<b>Draft</b>	<b>Hashtags #</b>	<b>URLs / Links</b>	<b>Include Images</b>
Initial post	<p>Please be advised that access to (access to site/area) is temporarily closed.</p> <p>If you are inquiring about the status of a patient at this time, please contact xxxx</p> <p>We sincerely regret any inconvenience and thank you for your patience.</p> <p>We will provide an update once this status has changed at (website).in place to manage a situation such as this.</p>	Not required	(website)	No
Update 1	<p>(site entrance, clinic) is currently under a hostage situation.</p> <p>We would like to remind everyone that we are currently closed so please avoid the area.</p> <p>We will provide updates here or on our (website) when more details come to hand.</p>	#NHS #NHSlocation	(website)	No
Update 2	<p>Police are currently on scene investigating a hostage situation at (site entrance, clinic).</p> <p>We are currently closed and will reopen once we have been given the all clear from authorities.</p> <p>We will provide updates here or on our (website) when more details come to hand.</p>	#NHS #NHSlocation	(website)	If there are images
Update 3 (If applicable)	<p>(site entrance, clinic) is currently closed and being evacuated by authorities.</p> <p>Please avoid the area and do not put yourself and others in danger.</p> <p>We will be evacuating patients to (location). If you are inquiring about the status of a patient, please contact xxxx</p> <p>We will provide here or on our (website) when more details come to hand.</p>	#NHS #NHSlocation	(website)	If there are images
Final post	<p>The (site) has reopened and we have resumed regular operations.</p> <p>We sincerely regret any inconvenience and thank you for your patience.</p> <p>Please contact your doctor or staff to reschedule your appointment or meeting.</p>	#NHS #NHSlocation #focusonthoseweserve	(website)	If there are images

<b>Social Media – Twitter for Communications Department use only</b>				
<b>Criteria</b>	<b>Draft</b>	<b>Hashtags #</b>	<b>URLs / Links</b>	<b>Include Images</b>
Initial post	(site entrance, clinic) is currently closed, even if you have an appointment. Contact xxx for status of a patient. Updates on (website)	Not required	(website)	No
Update 1	(site entrance, clinic) currently under a hostage situation. We're currently closed so please avoid the area. More info and updates (website)	#NHS #NHSlocation	(website)	No
Update 2	Police are currently on scene investigating a hostage situation More info and updates (website)	#NHS #NHSlocation	(website)	If there are images
Update 3 (if applicable)	We're being evacuated by authorities. Avoid the area & don't put yourself & others in danger. Visit (website) for more details	#NHS #NHSlocation	(website)	If there are images
Final post	(site) has reopened and we have resumed regular operations. Please contact your doctor or staff to reschedule your appointment or meeting.	#NHS #NHSlocation #focusonthoseweserve	(website)	If there are images

## Appendix N – Site Specific Department Checklists

Niagara Falls Site – Department Checklist								
Site	Level (Floor)	Department	Checked	Code Green (Evacuated)	Code Yellow (Missing Person)	Code Black (Bomb Threat)	Code Silver (Lockdown)	Code Silver (Shelter In Place)
NFS	Ground Floor	Unit F						
NFS	Ground Floor	Unit D						
NFS	Ground Floor	Unit C						
NFS	Ground Floor	Unit B						
NFS	Ground Floor	Unit B						
NFS	Ground Floor	vacant						
NFS	Ground Floor	Physio						
NFS	Ground Floor	EVS						
NFS	Ground Floor	Pharmacy						
NFS	Ground Floor	MDR						
NFS	Ground Floor	Cafeteria						
NFS	Ground Floor	Kitchen						
NFS	Ground Floor	Engineering						
NFS	Ground Floor	Biomed						
NFS	Ground Floor	Health Records						
NFS	2nd Floor	vacant						
NFS	2nd Floor	Radiology						
NFS	2nd Floor	ICU						
NFS	2nd Floor	X-Ray						
NFS	2nd Floor	Endoscopy						
NFS	2nd Floor	Lab/Ultrasound						
NFS	2nd Floor	Day Surgery						
NFS	2nd Floor	OR						
NFS	2nd Floor	Medical Day Treatment						
NFS	2nd Floor	Pharmacy						
NFS	2nd Floor	Gift Shop						
NFS	2nd Floor	Emergency						
NFS	2nd Floor	Admin						
NFS	3rd Floor	In-patient Medical Brock						
NFS	3rd Floor	In-Patient Physio						

<b>Port Colborne Site – Department Checklist</b>								
Site	Level (Floor)	Department	Checked	Code Green (Evacuated)	Code Yellow (Missing Person)	Code Black (Bomb Threat)	Code Silver (Lockdown)	Code Silver (Shelter In Place)
PCS	Basement	Urgent Care						
PCS	Basement	vacant						
PCS	Basement	Physio						
PCS	Basement	Receiving						
PCS	Basement	Engineering						
PCS	Basement	Vacant/Storage						
PCS	1st Floor	Out-patient unit						
PCS	1st Floor	vacant						
PCS	1st Floor	Human Resources						
PCS	1st Floor	Health & Safety Office						
PCS	1st Floor	Meals on Wheels PCS						
PCS	1st Floor	Speech Pathology Office						
PCS	1st Floor	Gift Shop						
PCS	1st Floor	Kitchen						
PCS	1st Floor	Hospitality and Food Services						
PCS	2nd Floor	2-West In-patient Medical Unit						
PCS	2nd Floor	2-South In-patient Medical Unit						
PCS	2nd Floor	2-East In-patient Medical Unit (CCC)						
PCS	3rd Floor	Engineering						
PCS	3rd Floor	Educator						
PCS	3rd Floor	Vacant/Storage						


St. Catharines Site – Department Checklist								
Site	Level (Floor)	Department	Checked	Code Green (Evacuated)	Code Yellow (Missing Person)	Code Black (Bomb Threat)	Code Silver (Lockdown)	Code Silver (Shelter In Place)
SCS	Level 0	Food Services						
SCS	Level 0	Bio-medical						
SCS	Level 0	Environmental Services						
SCS	Level 0	Medical Device Reprocessing						
SCS	Level 0	Materials Management						
SCS	Level 0	Morgue						
SCS	Level 0	Loading Docks						
SCS	Level 1	Specialized Mental Health						
SCS	Level 1	Acute Mental Health						
SCS	Level 1	1 Psychiatric ICU						
SCS	Level 1	Main Elevator Bank						
SCS	Level 1	Cardiology Diagnostics						
SCS	Level 1	Psychiatric Emergency						
SCS	Level 1	Diagnostic Imaging						
SCS	Level 1	Emergency						
SCS	Level 1	Registration						
SCS	Level 1	Food Court						
SCS	Level 1	Radiation Therapy						
SCS	Level 1	Walker Family Cancer Centre						
SCS	Level 1	Volunteers						
SCS	Level 1	Outpatient Mental Health						
SCS	Level 1	Spiritual Centre						
SCS	Level 2	2B Critical Care (ICU/PCU)						
SCS	Level 2	Respiratory Services						
SCS	Level 2	On Call Rooms						
SCS	Level 2	OR Prep & Recovery						
SCS	Level 2	Operating Rooms						
SCS	Level 2	Heart Investigation Unit						
SCS	Level 2	Chemotherapy						
SCS	Level 2	Administration						
SCS	Level 2	Academic Activities						
SCS	Level 2	DeGroote Satellite Education Centre						
SCS	Level 2	Auditorium						
SCS	Level 2	2A Medical/Telemetry						
SCS	Level 3	3B Medical/Palliative Care						
SCS	Level 3	Pharmacy						
SCS	Level 3	Hospitalists						
SCS	Level 3	Physician Facilities						
SCS	Level 3	Medical Records						
SCS	Level 3	Site Administration	3C26.127					
SCS	Level 3	Washroom	3C26.135					
SCS	Level 3	Washroom	3A15.025					
SCS	Level 3	Washroom	3C26.124					
SCS	Level 3	Utilization / Discharge Planning / HNHB LHIN	3C26.142					
SCS	Level 3	Finance	3C26.075					
SCS	Level 3	Rooftop Patio	-					
SCS	Level 3	Meeting Room	3C26.085					
SCS	Level 3	Quality, Patient Safety & Risk	3C26.113					
SCS	Level 3	Occupational Health						
SCS	Level 3	Human Resources	3C26.157					
SCS	Level 3	Patient Relations – two locations						
SCS	Level 3	Research Department						
SCS	Level 3	Chronic Kidney Disease						
SCS	Level 3	Niagara Diabetes Centre						
SCS	Level 3	IT Services						
SCS	Level 3	Laboratory Medicine						
SCS	Level 3	Clinical Nutrition						

SCS	Level 3	3A Medical/Kidney Disease						
SCS	Level 4	4A Medical/Surgical						
SCS	Level 4	4B Children's Health						
SCS	Level 4	Gift Shop						
SCS	Level 4	Women and Babies						
SCS	Level 4	Endoscopy/Cystoscopy						
SCS	Level 4	Outpatient Clinics						
SCS	Level 4	Special Care Nursery						
SCS	Level 4	ICU Research Department						
SCS	Level 5	5A General Surgery						
SCS	Level 5	5B General and Orthopedic Surgery						
SCS	Level 5	Rehab						
SCS	Other	Penthouse (both towers)						
SCS	Other	All stairwells						
SCS	Other	All Public Washrooms						
SCS	Other	All Conference Rooms						
SCS	Other	Roof						

Welland Site – Department Checklist								
Site	Level (Floor)	Department	Checked	Code Green (Evacuated)	Code Yellow (Missing Person)	Code Black (Bomb Threat)	Code Silver (Lockdown)	Code Silver (Shelter In Place)
WS	1st Floor	Medical Records						
WS	1st Floor	Cashier						
WS	1st Floor	Gift Shop						
WS	1st Floor	Floor Ambulatory Care						
WS	1st Floor	OBSP						
WS	1st Floor	Emergency						
WS	1st Floor	Lab/Biomed						
WS	1st Floor	Engineering						
WS	1st Floor	Laundry						
WS	1st Floor	Boiler room						
WS	1st Floor	Morgue						
WS	1st Floor	Purchasing & Receiving						
WS	1st Floor	Kitchen						
WS	1st Floor	Admin						
WS	1st Floor	Diabetic Clinic						
WS	1st Floor	Dialysis						
WS	1st Floor	Pharmacy						
WS	1st Floor	Woolcott Wing						
WS	1st Floor	Physio						
WS	1st Floor	ECU						
WS	1st Floor	ILTC						
WS	2nd Floor	Vacant						
WS	2nd Floor	MDR						
WS	2nd Floor	Vacant						
WS	2nd Floor	Various Offices						
WS	2nd Floor	ICT						
WS	3rd Floor	OR						
WS	3rd Floor	Day Surgery						
WS	3rd Floor	Ophthalmology						
WS	3rd Floor	Vacant						
WS	3rd Floor	Telemetry						
WS	3rd Floor	ICU						
WS	4th Floor	In-Patient Physiotherapy						
WS	4th Floor	Surgical In-patient Unit						
WS	5th Floor	Cataract Pre-Op						
WS	5th Floor	Mech. Room						
WS	5th Floor	Floor Human Resources						
WS	6th Floor	In-Patient Medical Unit						

Fort Erie Site – Department Checklist								
Site	Level (Floor)	Department	Checked	Code Green (Evacuated)	Code Yellow (Missing Person)	Code Black (Bomb Threat)	Code Silver (Lockdown)	Code Silver (Shelter In Place)
FES	First Floor	Palliative Care						
FES	First Floor	In-Patient Medical						
FES	First Floor	Admin						
FES	First Floor	Diagnostic Imaging						
FES	First Floor	Methodone Clinic						
FES	First Floor	Gift Shop						
FES	First Floor	Health Records						
FES	Second Floor	Human Resources						
FES	Second Floor	Storage						
FES	Second Floor	Office Space						
FES	Second Floor	Physio						
FES	Second Floor	<i>Vacant</i>						
FES	Second Floor	<i>Vacant</i>						
FES	Second Floor	<i>Vacant</i>						
FES	Ground Floor	Urgent Care						
FES	Ground Floor	Housekeeping						
FES	Ground Floor	<i>Vacant</i>						
FES	Ground Floor	Storage Equipment						
FES	Ground Floor	Pharmacy						
FES	Ground Floor	Kitchen						
FES	Ground Floor	<i>Vacant</i>						
FES	Ground Floor	<i>Vacant</i>						
FES	Ground Floor	Storage Equipment						



 Extraordinary Caring. Every Person. Every Time.		<b>NAME: Code Red - Fire Safety</b>	
CLASSIFICATION:	Emergency Preparedness	DOCUMENT TYPE:	<b>POLICY and PROCEDURE</b>
SECTION:	Emergency Response Codes – Code Red	EFFECTIVE DATE: (DD/MM/YY)	01/06/21
APPROVED BY:  Director, Facilities Director, Quality, Patient Safety, Risk and Patient Relations		END DATE: (DD/MM/YY)	01/06/24
		DOCUMENT ID:	N/A

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### 1.0 Purpose

To provide overall guidance and instruction for a controlled and coordinated response to the activation of the hospital's fire alarm systems, and to an actual fire, where one exists.

### 2.0 Background

A Code Red is declared for an emergency situation where fire or smoke of any size is detected. This fire safety procedure promotes the life safety of all individuals who enter the buildings controlled by the Niagara Health. This plan describes safety measures for all patients, staff and visitors to the premises.

### 3.0 Scope

Applies to all employees, persons with practicing privileges (physicians, dentists, midwives and RNs in the Extended Class), volunteers, students/learners, independent and external contract workers at each site of Niagara Health.

### 4.0 Policy

4.1 Prompt reporting of a fire is a must.

4.2 Any individual within the hospital is authorized to activate the hospital's fire alarm system (i.e. by pulling down on any fire alarm wall unit) where a fire or smoke of any size is detected in order to

alert all staff of the situation and to alert the local Fire Department.

- 4.3 On hearing the hospital's fire alarm system staff must return as soon as possible to their assigned unit (if safe to do so) as designated, in their respective site Fire Safety Plan.
- 4.4 All staff must follow the steps outlined for their site/department/unit in the Procedure - Code Red - Fire Safety Plan and in each site-specific Fire Plan that has been approved by the Fire Department.
- 4.5 A Code Red is comprised of three Stages:
  - Stage 1: Minor** - The fire alarm has activated, with no signs of smoke and/or fire. No evacuation required.
  - Stage 2: Major** – The fire alarm has activated, with signs of smoke and/or fire. Evacuate room of fire origin and fire zone. (Go to Code Green Stage 2).
  - Stage 3: Critical** – The fire alarm has activated, with effects of smoke and/or fire extending past the original fire zone is imminent. (Go to Code Green Stage 2).
- 4.6 Code Team Membership  
Code Red team for a Stage 1 consists of the following staff:
  - a) Facilities Management / Engineering Services On-Call
  - b) Engineering Services Manager
  - c) Engineering Services Supervisor
  - d) Security
- 4.7 Code Red team for a Stage 2 or 3 consists of the following staff:
  - a) Facilities Management / Engineering Services On-Call
  - b) Engineering Services Manager
  - c) Engineering Services Supervisor
  - d) Security
  - e) Manager of affected department, or Manager On-Call (depending on time of day)

## 5.0 Materials

- 5.1 A full set of Hospital floor plans are located:
  - a) In the Site Command Centre/Emergency Operations Centre;
  - b) In the site Engineering Services office;
  - c) In SourceNet ATLAS.
- 5.2 A Search List for each department listing all rooms and their room numbers to facilitate in the evacuation process.
- 5.3 A copy of the Patient Census for each unit will be generated during each shift, along with a copy of the unit's current staffing assignment and/or schedule.
- 5.4 Extrication Devices: Each unit is to have an easily accessible supply of extrication devices should they be necessary to conduct a search.

## 6.0 Procedure

- 6.1 If evidence of a fire is discovered, follow the **REACT** mnemonic:
  - R** – Remove Occupants
  - E** – Ensure Containment (enclose the fire area in order to contain the fire and/or smoke by closing, but not locking the door(s) and window(s) in the room(s) where the fire exists, and by shutting off oxygen/medical gases, if applicable, as soon as possible and if safe to do so)
  - A** – Activate Alarm (using nearest Fire Pull Station)
  - C** – Call Resource Centre ext. 55555 to report the Code Red from a safe location. The Resource Centre will call 9-1-1 Fire Department.
  - T** – Try to Extinguish or Evacuate (try to fight the fire using an extinguisher, only if safe to do so.)

6.2 Refer to site Fire Safety Plan for department-specific roles and responsibilities.

### 6.3 Evacuation Procedure

If an evacuation has been deemed necessary by the Fire Warden (Charge Person), the Fire Department and/or most senior person on site, staff will follow procedures outlined in the Code Green – Evacuation policy. Those in an area where a fire occurs are authorized to evacuate the area as necessary. The need for other areas to prepare for evacuation will be signaled by a second activation of the hospital's fire alarm systems and/or page overhead. On hearing a signal that sounds at 2 tones per second and/or overhead announcement, staff are to refer to the Code Green – Evacuation policy.

### 6.4 Staff Roles and Responsibilities during a Code Red

In accordance to their role, staff are to follow the established processes as set out in the Job Action Sheets attached as appendices and/or in Atlas, which is accessible through SourceNet or on a mobile phone.

Responsibilities at all NH Sites	Refer to
Initial Checklist	<a href="#">Appendix A</a>
Resource Centre/Switchboard	<a href="#">Appendix C</a>
Code Team	<a href="#">Appendix F</a>
Staff	<a href="#">Appendix D</a>
Security	<a href="#">Appendix E</a>
Department Lead	<a href="#">Appendix G</a>
Manager On-Call	<a href="#">Appendix H</a>
Director On-Call	<a href="#">Appendix I</a>
Vice President	<a href="#">Appendix J</a>
Executive Leadership	<a href="#">Appendix K</a>

## 7.0 Definitions

**Activation** – The status of an individual or team when required to perform designated actions. All Clear – The incident has been resolved.

**Code Alert** – An email sent from Switchboard with Code Alert as the sender. The message provides information regarding the status of an incident and usually includes colour code, incident stage level, location and department.

**Code Red** – An emergency situation where fire and/or smoke of any size is detected.

### Code Red

**Stage 1: Minor** - The fire alarm has activated, with no signs of smoke and/or fire. No evacuation required.

**Stage 2: Major** - The fire alarm has activated, with signs of smoke and/or fire. Evacuate room of fire origin and fire zone.

**Stage 3: Critical** - The fire alarm has activated, with effects of smoke and/or fire extending past the original fire zone is imminent.

### Code Green

**Stage 1: Minor** - A horizontal evacuation from an impacted area to another safe area / department on the same floor, well beyond a fire door.

**Stage 2: Major** - A vertical evacuation of all areas of the impacted floor to another safe floor. This type of evacuation is normally conducted downward. Requires activation of the Incident Management Team.

**Stage 3: Critical** - A hospital block or site-wide evacuation of all floors to another building or to designated assembly points outside the hospital site. Requires full activation of the Emergency Response Team, Incident Management Team and Senior Leadership Committee.

**Emergency Operations Center (EOC)** – The meeting location for the Incident Management Team.

**Evacuation** – is defined as the movement of hospital occupants due to a hazardous or potentially hazardous situation to a location that eliminates the risk of injury or illness created by the situation (e.g. internal fire, impending explosion or internal/external airborne gas).

**Incident** – is a naturally occurring or man-made event that may negatively impact our hospital. The incident may impact our people, business, data or our reputation.

**Incident Commander** – The Lead person taking overall control of Operations during a Code Green event.

**Incident Management System (IMS)** – is the system that our hospital is using to respond to an incident. By using the structure of the Emergency Response Team reporting to the Incident

**Incident Management Team (IMT)** – The operational team that consists of manager and director level staff. This Team has an IMT Lead group (On-Call). Members of the IMT will generally operate in the EOC.

**Job Action Sheet (JAS)** – The Job action sheet is a one-page document that describes the specific procedures for an incident responder at stage 1, 2 and 3.

**Notification** – A message from the Resource Centre through a Code Alert email for information only but with no action necessary.

**REMAR markers** – (REscue MARKer) evacuation indicators situated on all interior doors enabling staff to quickly determine if a room has been searched. Once a room has been searched and determined fully evacuated, all doors are to be closed and the REMAR marker set so that it displays only one colour (WHITE).

**Resource Centre** – is the effective dispatch and communication hub during an incident, responsible for receiving emergency 55555 calls, sending out overhead announcements, Email Code Alerts, and Pager activations. Has access to contact lists (internal and external stakeholders) for the hospital.

## 8.0 Education/Communications

- 8.1 All staff will be required to participate and review the Code Red Policy as a part of the global emergency management “Code of the Month” program.
- 8.2 Facilities Management will coordinate monthly fire drills at each site, and annual evacuation exercises in conjunction with Risk and the municipal fire departments.
- 8.3 Any changes to this document will be communicated to all staff by internal media forums. Any changes to individual response team members will be communicated to those team members by the Emergency Management Committee.

## 9.0 Appendices

- [Appendix A – Code Red Initial Assessment Checklist](#)
- [Appendix B – Job Action Sheet Summary \(All Roles\)](#)
- [Appendix C – Switchboard/Resource Centre Job Action Sheet and Checklist](#)
- [Appendix D – Staff Job Action Sheet and Checklist](#)
- [Appendix E – Security Job Action Sheet and Checklist](#)
- [Appendix F – Code Team Job Action Sheet and Checklist](#)
- [Appendix G – Department Lead Job Action Sheet and Checklist](#)
- [Appendix H – Manager On-Call Lead Job Action Sheet and Checklist](#)
- [Appendix I – Director On-Call Job Action Sheet and Checklist](#)
- [Appendix J – Vice President On-Call Job Action Sheet and Checklist](#)
- [Appendix K – Executive Leadership Team Job Action Sheet and Checklist](#)

[Appendix L – COOP Activation](#)  
[Appendix M – Communications Table](#)  
[Appendix N – Messaging Templates](#)  
[Appendix O – REMAR Evacuation Door Marker Instructions](#)  
[Appendix P – Fire Evacuation Procedures](#)  
[Appendix Q – Code Red Incident Form](#)

## 10.0 Related Documents

Code Green -- Policy and Procedure  
Code Update Email  
Continuity of Operations Plan  
Family Support Centre  
Fire Safety Plans for each Niagara Health site  
Guide to Canadian Health Care Facilities  
Internal Facilities and Monitoring Equipment for Temporary Relocation of Patients  
Media Centre Guide

## 11.0 Related Forms

Post Incident Debrief  
Code IRS (RL6)

## 12.0 References

- 12.1 Ontario Hospital Association Emergency Management Toolkit, 2011.
- 12.2 Ontario Occupational Health and Safety Act, Ontario Regulation 67/93 Regulation for Health Care and Residential Facilities

### Appendix A Code Red Initial Assessment Checklist and Code Team

The Code Initial Assessment Checklist is used to determine a Stage 1, 2, or 3 for Code Red. The Department Lead or Code Team can make the stage determination, and declare a concurrent Code Green stage 1 or 2. The Executive Leadership Team, in consultation with Fire Department Officials, will determine the need to go to Code Green Stage 3.

#### Code Team Membership

1. Code Red team for a Stage 1 consists of the following staff:
2. Facilities Management / Engineering Services On-Call
3. Engineering Services Manager
4. Engineering Services Supervisor
5. Security

#### Code Red team for a Stage 2 or 3 consists of the following staff:

1. Facilities Management / Engineering Services On-Call
2. Engineering Services Manager
3. Engineering Services Supervisor
4. Security
5. Manager of affected department, or Manager On-Call (depending on time of day)

Assessment Criteria for Code Red - Stage 1 Minor	
<input type="checkbox"/>	A fire alarm has sounded; fire panel displays the alarm location
<input type="checkbox"/>	There are NO signs of smoke/fire, once investigated
<input type="checkbox"/>	The Fire Alarm was initiated within the department
<input type="checkbox"/>	Contact Resource Centre ext. 55555 and advise Code Red Stage 1 - Site & Location
<input type="checkbox"/>	Go to corresponding Stage 1 Job Action Sheet
Assessment Criteria for Code Red - Stage 2 Major	
<input type="checkbox"/>	A fire alarm has sounded; fire panel displays the alarm location
<input type="checkbox"/>	There ARE signs of smoke/fire, once investigated
<input type="checkbox"/>	Contact Resource Centre ext. 55555 and advise Code Red Stage 2 - Site & Location
<input type="checkbox"/>	Go to corresponding Stage 2 Job Action Sheet
Assessment Criteria for Code Red - Stage 3 Critical	
<input type="checkbox"/>	Facility evacuation is in response to a hazard (if available, discuss requirement to evacuate with responding emergency services)
<input type="checkbox"/>	Effects of the smoke/fire extend past a single fire zone OR effects extending past the original fire zone are imminent
<input type="checkbox"/>	Contact Resource Centre ext. 55555 and advise Code Red Stage 3 - Site & Location
<input type="checkbox"/>	Go to corresponding Stage 3 Job Action Sheet
<input type="checkbox"/>	Go to Code Green Stage 1

### Appendix B - Job Action Sheet and Summary (All Roles)

This summary page provides a quick reference of the key points with the various Job Action Sheets for each Role.

Chain of Command			
Group	Stage 1	Stage 2	Stage 3
<b>Executive Leadership Team (ELT) / VP On-Call</b>	<ul style="list-style-type: none"> <li>No action required</li> </ul>	<b>VP On-Call:</b> <ul style="list-style-type: none"> <li>Join EOC Conference Call</li> <li>Determine impact on operations and consider COOP activation</li> <li>Approve Code Green</li> <li>Review and approve Communications</li> <li>Update ELT</li> </ul>	<ul style="list-style-type: none"> <li>Go to Code Green Stage 2 or 3</li> </ul>
<b>EOC / Director On-Call</b>	<ul style="list-style-type: none"> <li>Discuss with Incident Commander as required</li> </ul>	<ul style="list-style-type: none"> <li>Lead EOC Conference Call; develop Code Action Plan</li> <li>Discuss with Incident Commander and VP On-Call</li> <li>Determine impact on operations and consider COOP activation</li> <li>Ensure patients are safely returned or relocated</li> <li>Issue All Clear as per Code Team/ICP and Fire Department</li> </ul>	<ul style="list-style-type: none"> <li>Go to Code Green Stage 2 or 3</li> </ul>
<b>Incident Command Post (ICP)</b>	<b>Staff:</b> <ul style="list-style-type: none"> <li>Search each room for signs of smoke/fire</li> <li>Close windows and doors; flip REMAR to white if room is empty</li> <li>Remain in current location; do not move around hospital</li> </ul> <b>Department Lead / Manager On-Call:</b> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Direct staff to investigate alarm source; search for signs of smoke/fire</li> <li>Direct visitors out of fire zone; prepare patients for evacuation</li> <li>Liaise with emergency responders</li> <li>Update Director On-Call as required</li> </ul>	<b>Staff:</b> <ul style="list-style-type: none"> <li>Immediately evacuate room of fire origin (if safe to do so)</li> <li>Close windows and doors</li> <li>If room is empty flip REMAR marker to white</li> <li>Continue evacuating patients until the Fire Zone has been evacuated</li> <li>Continually monitor patients</li> </ul> <b>Department Lead / Manager On-Call:</b> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Direct evacuation of Fire Zone</li> <li>Liaise with Code Team/Fire Department</li> <li>Determine extent and impact of evacuation</li> </ul>	<ul style="list-style-type: none"> <li>Go to Code Green Stage 2 or 3</li> </ul>

	<ul style="list-style-type: none"> <li>• Call Resource Centre to send Code Update Email</li> </ul> <p><b>ED/UCC Department Lead:</b></p> <ul style="list-style-type: none"> <li>• Liaise with Fire Department upon their arrival</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• Respond to and cordon area of fire alarm</li> <li>• Search for signs of smoke/fire in public areas</li> <li>• Close windows and doors; flip REMAR to white if room is empty</li> <li>• Liaise with responding Fire Department &amp; escort to ICP</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>• Investigate location and source of alarm</li> <li>• Shut off HVAC/oxygen for affected fire zone as required</li> <li>• Meet with Fire Department</li> <li>• Reset fire panel in consultation with Fire Department</li> <li>• Issue All Clear as per Fire Department</li> </ul>	<ul style="list-style-type: none"> <li>• Account for patients/staff; ensure patient care continues</li> <li>• Ensure visitors have been evacuated from the building (close visiting hours)</li> <li>• Update Director On-Call</li> <li>• Call Resource Centre to send Code Update Email</li> </ul> <p><b>ED/UCC Department Lead:</b></p> <ul style="list-style-type: none"> <li>• Liaise with Fire Department upon their arrival</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• Restrict entry at Main Entrance and ED entrance</li> <li>• Ensure public and retail areas have been evacuated as required</li> <li>• Close windows and doors; flip REMAR to white if room is empty</li> <li>• Liaise and escort Fire Department to ICP</li> </ul> <p><b>Code Team:</b></p> <ul style="list-style-type: none"> <li>• Eliminate source / extinguish fire, if safe to do so</li> <li>• Shut off HVAC/oxygen for affected fire zone as required</li> <li>• Ensure Fire Safety equipment is operational; ensure fire zone doors are closed</li> <li>• Advise onsite contractors of alarm</li> <li>• Meet with Fire Department</li> <li>• Reset fire panel in consultation with Fire Department</li> </ul>	
<b>Communications</b>			
<b>Resource Centre</b>	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone 9-1-1 for Fire Department</li> <li>• Phone Facilities Management, Manager On-Call</li> </ul>	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone 9-1-1 for Fire Department</li> <li>• Phone Facilities Management, Manager On-Call</li> </ul>	<ul style="list-style-type: none"> <li>• Go to Code Green Stage 2 or 3</li> </ul>



**NAME: Code Red – Fire Safety**

	<ul style="list-style-type: none"> <li>• Phone Northland Point (PCS), ECU Manager (WS)</li> <li>• Send NHS Emergency Management group email</li> <li>• Send out All Clear PA, email</li> </ul>	<ul style="list-style-type: none"> <li>• Phone Code Team, Manager On-Call, Director On-Call</li> <li>• Phone Northland Point (PCS), ECU Manager (WS)</li> <li>• Send NHS Emergency Management group email</li> <li>• Send out All Clear PA, email</li> </ul>	
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## Appendix C – Resource Centre Job Action Sheet and Checklist

<b>Code Red - Stage 1 Minor - Resource Centre Job Action Sheet</b>		
<b>Definition</b>	Fire alarm sounding; no signs of smoke or fire; no evacuation required	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	<b>SCS, NFS, WS, &amp; FES Sites</b>	Code Red – Stage 1 – [Location]
	<b>PCS Site</b>	Code Red – Stage 1 – [Location] <b>AND</b> New Port: Code Red – Stage 1 – Port Colborne
	<b>New Port @ PCS Site</b>	Code Red – Stage 1 – [Location] <b>AND</b> PCS: Code Red – Stage 1 – New Port
	<b>Northland Pointe @ PCS</b>	PCS: Code Red – Stage 1 – Northland Pointe
<b>Phone/Contact Responders</b>	<b>SCS, NFS, &amp; FES Sites</b>	<ul style="list-style-type: none"> <li>• 9-1-1 Fire Department</li> <li>• Facilities Management / Engineering Services On-Call</li> <li>• Engineering Services Manager</li> <li>• Engineering Services Supervisor</li> <li>• Security</li> </ul>
	<b>WS Site</b>	<ul style="list-style-type: none"> <li>• 9-1-1 Fire Department</li> <li>• Facilities Management / Engineering Services On-Call</li> <li>• Engineering Services Manager</li> <li>• Engineering Services Supervisor</li> <li>• Security</li> <li>• ECU Administrator (if alarm in EUC)</li> </ul>
	<b>PCS Site</b>	<ul style="list-style-type: none"> <li>• 9-1-1 Fire Department</li> <li>• Facilities Management / Engineering Services On-Call</li> <li>• Engineering Services Manager</li> <li>• Engineering Services Supervisor</li> <li>• Security</li> <li>• Northland Pointe 905-835-9335</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Red – Stage 1 – [Site]
	Email Body (cut and paste, update location)	There is a fire alarm in [location]. No signs of smoke or fire at this time. No evacuation is required. A Code Update Email will be sent as more information comes available.
<b>2. CODE UPDATE EMAIL</b>		
<ul style="list-style-type: none"> <li>• Receive information from Dept. Lead</li> <li>• Send Code Update Email</li> </ul>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Update Email: Code Red – Stage 1 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents
<b>3. ALL CLEAR</b>		
<b>Authority to give the “All Clear”</b>	Code Team in conjunction with Fire Department	
<b>PA Announcement (once)</b>	All Clear Code Red	

<b>Group Emails</b>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Red – Stage 1 – [Site] – All Clear
<b>4. POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log	

<b>Code Red - Stage 1 Minor Resource Centre Checklist</b>	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA announcement sent
<input type="checkbox"/>	Code Alert Group email sent
<input type="checkbox"/>	Group email sent
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	PA announcement All Clear sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

Code Red - Stage 2 Major - Resource Centre Job Action Sheet		
<b>Definition</b>	Fire alarm sounding; presence of smoke and/or fire; evacuate room of origin and fire zone	
1. SENDING ALERTS		
<b>PA Announcement (3 times)</b>	<b>SCS, NFS, WS, &amp; FES Sites</b>	Code Red – Stage 2 – [Location]
	<b>PCS Site</b>	Code Red – Stage 2 – [Location] <b>AND</b> New Port: Code Red – Stage 2 – Port Colborne
	<b>New Port @ PCS Site</b>	Code Red – Stage 2 – [Location] <b>AND</b> PCS: Code Red – Stage 2 – New Port
	<b>Northland Pointe @ PCS</b>	PCS: Code Red – Stage 2 – Northland Pointe
<b>Phone/Contact Responders</b>	<b>SCS, NFS &amp; FES Sites</b>	<ul style="list-style-type: none"> <li>9-1-1 Fire Department</li> <li>Facilities Management / Engineering Services On-Call</li> <li>Engineering Services Manager</li> <li>Engineering Services Supervisor</li> <li>Security</li> <li>Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
	<b>WS Site</b>	<ul style="list-style-type: none"> <li>9-1-1 Fire Department</li> <li>Facilities Management / Engineering Services On-Call</li> <li>Engineering Services Manager</li> <li>Engineering Services Supervisor</li> <li>Security</li> <li>Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>ECU Administrator (if alarm in EUC)</li> </ul>
	<b>PCS Site</b>	<ul style="list-style-type: none"> <li>9-1-1 Fire Department</li> <li>Facilities Management / Engineering Services On-Call</li> <li>Engineering Services Manager</li> <li>Engineering Services Supervisor</li> <li>Security</li> <li>Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
<ul style="list-style-type: none"> <li><b>If fire in MRI Suite:</b> <ul style="list-style-type: none"> <li>GE Cares 1-800-668-0732</li> <li>Nancy Giovinazzo</li> <li>Director of DI</li> <li>Manager of DI</li> <li>Dr. Amit Mehta</li> </ul> </li> </ul>		



**NAME: Code Red – Fire Safety**

hours Monday through Friday), or Risk On-Call (after hours)

- Northland Pointe 905-835-9335

<b>Send Group Emails</b>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Red – Stage 2 – [Site]
	Email Body (cut and paste, update location)	There is a fire alarm in [location]. The room of origin and the fire zone is being evacuated. A Code Update Email will be sent as more information comes available
<b>2. EOC ACTIVATION</b>		
<b>A. Call the Director On-Call</b> (according to schedule)  1. Confirm the Director On-Call is aware of the Code and has spoken with the Department Lead or Manager On-Call 2. Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri: 0830-1630 (start with #1 until someone answers)	1. Director, Quality, Patient Safety, Risk and Patient Relations 2. Director, EVS, Patient Transportation, Waste and Linen Services 3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security 4. Director, Finance 5. Director, Patient Care SCS
	After-hours	Refer to Director On-call schedule
<b>B. Establish 'Teleconference Meeting' as per Director On-Call</b>	Teleconference Meeting invitation subject line (cut and paste, update site)	EOC Conference Call – Code Red – Stage 2 – [Site]
	Send Teleconference Meeting invitation via email to leadership list	<ul style="list-style-type: none"> <li>• Security Manager</li> <li>• Manager On-Call</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
	Set start time to begin immediately  Call Leadership list to advise of Teleconference Meeting invitation	<ul style="list-style-type: none"> <li>• Communications</li> <li>• Director On-Call</li> <li>• Executive Site Lead</li> <li>• Director Facilities Management</li> <li>• Director of EVS / Security</li> <li>• VP On-Call</li> </ul>
<b>3. CODE UPDATE EMAIL</b>		
<ul style="list-style-type: none"> <li>• Receive information from Department Lead</li> <li>• Send Code Update Email</li> </ul>	Email distribution groups:	• NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Update Email: Code Red – Stage 2 – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Attachment as required	Code Support Documents
<b>4. ADDITIONAL DUTIES AS REQUIRED</b>		
<b>Complete documentation</b>	N/A	
<b>Media Inquiries</b>	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Department</li> </ul>	
<b>Patient Inquiries</b>	<ul style="list-style-type: none"> <li>• Transfer call to unaffected Departments</li> <li>• For affected departments, advise caller there is an emergency code in effect and to please call back in 30 minutes.</li> </ul>	

<b>ED Closure Notifications – as directed</b>	<ul style="list-style-type: none"> <li>• Notify NEMS of any ED closures</li> <li>• Notify other Niagara Health sites of ED closure</li> </ul>	
<b>EOC Hotline</b>	N/A	
<b>5. ALL CLEAR</b>		
Authority to give the “All Clear”	Director On-call in consultation with Code Team and Fire Department	
PA Announcement (once)	All Clear Code Red	
Group Emails	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Red – Stage 2 – [Site] – All Clear
<b>6. POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log	

<b>Code Red - Stage 2 Major Resource Centre Checklist</b>	
<b>Sending Stage Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone 911 and report detailed location
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Phone / Contact Responders
<input type="checkbox"/>	Code Alert Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Email the Teleconference Meeting Conference Call Group
<input type="checkbox"/>	Send out Code Alert Email - if info received from Department Lead
<b>Sending Stage All Clear Notification</b>	
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

<b>Code Red - Stage 3 Critical - Resource Centre Job Action Sheet</b>	
<b>Definition</b>	The fire alarm has activated, with effects of smoke and/or fire extending past the original fire zone is imminent. (Go to Code Green Job Action Sheets).

<b>Code Red - Stage 3 Critical Resource Centre Checklist</b>	
<input type="checkbox"/>	Go to Code Green Job Action Sheets

## Appendix D – Staff Job Action Sheet and Checklist

<b>Code Red - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Hear the fire alarm, or see alarm on nursing station panel
<input type="checkbox"/>	Upon hearing alarm, ensure supervisor and co-workers are aware of the alarm and investigate the source of alarm
<input type="checkbox"/>	If the fire alarm originated within immediate area (department or unit) call the Resource Centre ext. 55555; advise of Code Red - Stage 1 - Location
<input type="checkbox"/>	Follow instructions from supervisor or Department Lead
<input type="checkbox"/>	If there is any reason to evacuate the Room, Call the Resource Centre ext. 55555; advise of Code Green - Stage 1 - Location
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Remain calm
<input type="checkbox"/>	Supervisor or Department Lead may initiate a search for signs of smoke and fire (if none have been immediately observed)
<input type="checkbox"/>	Evacuate the unsafe area
<input type="checkbox"/>	Ensure each room is fully searched, checking the washrooms
<input type="checkbox"/>	Close all doors including hallway doors and windows and flip REMAR tag to WHITE ONLY if room is empty
<input type="checkbox"/>	Direct visitors to wait outside the fire zone (once established)
<input type="checkbox"/>	DO NOT re-enter the room once evacuated
<input type="checkbox"/>	Stand-by for further instructions
<b>Once the fire alarm location has been determined</b>	
<b>Staff of Affected Area (Fire Zone):</b>	
<input type="checkbox"/>	Monitor the area until the Fire Department arrives and confirms the 'All Clear'
<input type="checkbox"/>	Ensure area hallways remain clear of persons and equipment
<input type="checkbox"/>	Do not move items into patient rooms, as it will create an obstacle should the patient need to be evacuated
<b>All Staff:</b>	
<input type="checkbox"/>	Stay in current location, do not move around the hospital
<input type="checkbox"/>	Remain in the area unless advised otherwise
<input type="checkbox"/>	Direct visitors to stay where they are
<input type="checkbox"/>	Wait for further announcements, or until the "All-Clear" has been issue
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Advise patients and visitors that the 'All Clear' has been given
<input type="checkbox"/>	Return work area to normal operations
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist with documentation as required

<b>Code Red - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Recognize signs of fire or smoke, or hear the fire alarm, or see alarm on nursing station panel
<input type="checkbox"/>	Upon hearing alarm, ensure supervisor and co-workers are aware of the alarm and investigate the source of alarm
<input type="checkbox"/>	If smoke and/or fire are discovered, contact Resource Centre ext. 55555 and advise of Code Red - Stage 2 - Location
<input type="checkbox"/>	Activate the nearest fire alarm Manual Pull Station and alert coworkers (not required if the alarm is already initiated)
<input type="checkbox"/>	Receive Code Alert



<input type="checkbox"/>	Follow instructions from supervisor or Department Lead
<input type="checkbox"/>	If there is any reason to evacuate the Room, Call the Resource Centre ext. 55555; advise of Code Green - Stage 1 - Location
<b>Step 2 – Action Plan</b>	
<b>Staff of Affected Area (Fire Zone):</b>	
<input type="checkbox"/>	Remain calm
<input type="checkbox"/>	If safe to do so, evacuate the room of fire origin (or what appears to be the room of origin) first
<input type="checkbox"/>	Attempt to bring the patient's chart when evacuating the patient
<input type="checkbox"/>	Ensure all doors including hallway doors and windows are closed (close door upon removing people)
<input type="checkbox"/>	If all people are safely removed from a room, change the REMAR marker on the door to WHITE ONLY
<input type="checkbox"/>	If people cannot be evacuated from a room, leave the REMAR marker on the door RED
<input type="checkbox"/>	Evacuate patients, starting with the patients closest to the fire and working out until the Fire Zone has been evacuated
<input type="checkbox"/>	Once evacuated, count patients and reassess patients' condition
<input type="checkbox"/>	Monitor the area until the Fire Department arrives and confirms the 'All Clear'
<input type="checkbox"/>	Ensure area hallways remain clear of persons and equipment
<input type="checkbox"/>	Do not move items into patient rooms, as it will create an obstacle should the patient need to be evacuated
<b>All Staff:</b>	
<input type="checkbox"/>	Stay in current location; do not move around the hospital; do not enter fire zone
	Close doors and windows
	If safe, complete medical procedure, but do not start any new medical procedures
<input type="checkbox"/>	Direct visitors to stay where they are
	Prepare patients for evacuation (within close proximity of the affected fire zone)
<input type="checkbox"/>	Wait for further announcements, or until the "All-Clear" has been issued
<input type="checkbox"/>	Once a room or area is empty, set the REMAR marker to indicate WHITE ONLY
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Advise patients and visitors that the 'All Clear' has been given
<input type="checkbox"/>	Receive instructions from Department Lead
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<b>Code Red - Stage 3 Critical</b>	
<input type="checkbox"/>	Go to Code Green Job Action Sheets

## Appendix E – Security Job Action Sheet and Checklist

<b>Code Red - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Hear the fire alarm
<input type="checkbox"/>	Upon hearing alarm, notify supervisor
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Have available security personnel respond to area indicated by Fire Alarm Panel or overhead announcement
<input type="checkbox"/>	Contact Supervisor upon arrival at location of alarm
<input type="checkbox"/>	Receive update from Department Lead
<input type="checkbox"/>	Advise visitors to stay in place and not move around the facility
<input type="checkbox"/>	Continue to allow visitors into facility but do not enter area in alarm
<input type="checkbox"/>	Search for signs of smoke and/or fire in public areas, washrooms, retail, hallways, cafeteria, entrances, etc.
<input type="checkbox"/>	Close all doors, including hallway doors and windows; turn REMAR marker to WHITE ONLY if room is empty
<input type="checkbox"/>	Liaise with Fire Department upon their arrival
<input type="checkbox"/>	Advise the Resource Centre when the Fire Department arrives
<input type="checkbox"/>	Wait for further announcements, or until the “All-Clear” has been issued
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements
<b>Code Red - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Hear the fire alarm
<input type="checkbox"/>	Discover smoke and/or fire, pull the nearest fire pull station; contact Resource Centre ext. 55555 and advise of Code Red - Stage 2 - Location
<input type="checkbox"/>	Upon hearing alarm, notify supervisor
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Go to Main Entrance and ED Entrance and restrict entry
<input type="checkbox"/>	Have available security personnel respond to area indicated by Fire Alarm Panel or PA announcement
<input type="checkbox"/>	Go to Code location and liaise with Incident Commander
<input type="checkbox"/>	Remove people in immediate danger within room of origin; flip REMAR marker to WHITE ONLY
<input type="checkbox"/>	If people cannot be evacuated leave the REMAR marker on the door RED
<input type="checkbox"/>	Ensure all doors including hallway doors and windows are closed (close door upon removing people)
<input type="checkbox"/>	Liaise with the arriving Fire Department and escort to the affected fire zone
<input type="checkbox"/>	Advise the Resource Centre when the Fire Department arrives
<input type="checkbox"/>	Wait for further announcements, or until the “All-Clear” has been issued
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Advise visitors that the Code has been resolved
<input type="checkbox"/>	Allow entry into facility as directed
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements
<b>Code Red - Stage 3 Critical</b>	
<input type="checkbox"/>	Go to Code Green Job Action Sheets

**Appendix F – Code Team Job Action Sheet and Checklist**

<b>Code Red - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Check the Fire Control Panel for Code location
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Liaise with Department Lead
<input type="checkbox"/>	Investigate source of alarm
<input type="checkbox"/>	Ensure HVAC is Shut Off for the affected fire zone as required
<input type="checkbox"/>	Discuss with Department Lead to have the oxygen discontinued as required
<input type="checkbox"/>	Ensure fire safety devices are functional
<input type="checkbox"/>	Advise contractors of alarm
<input type="checkbox"/>	Liaise with Fire Department
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Fire Department to advise of the All Clear
<input type="checkbox"/>	Facilities Management to reset Fire Panel
<input type="checkbox"/>	Code Team to advise the Resource Centre ext. 55555 of the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Turn on HVAC and Oxygen as required
<input type="checkbox"/>	Complete the Code Red Incident Form
<b>Code Red - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Check the Fire Control Panel for Code location
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Liaise with Department Lead
<input type="checkbox"/>	Investigate source of alarm
<input type="checkbox"/>	Eliminate source of fire (unplug electrical equipment, etc.) if possible
<input type="checkbox"/>	Attempt to extinguish the fire, if safe to do so
<input type="checkbox"/>	Ensure HVAC is Shut Off for the affected fire zone as required
<input type="checkbox"/>	Discuss with Department Lead to have the oxygen discontinued as required
<input type="checkbox"/>	Liaise with Fire Department and advise on evacuation status
<input type="checkbox"/>	Ensure fire safety devices are functional
<input type="checkbox"/>	Assist with evacuation as required
<input type="checkbox"/>	Ensure the fire zone doors are closed
<input type="checkbox"/>	Advise contractors of alarm
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Fire Department to advise of the All Clear
<input type="checkbox"/>	Facilities Management to reset Fire Panel
<input type="checkbox"/>	Code Team to advise the Resource Centre ext. 55555 of the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear

**Step 4 – Post Incident**

<input type="checkbox"/>	Turn on HVAC and Oxygen as required
<input type="checkbox"/>	Complete the Code Red Incident Form
<input type="checkbox"/>	Assist as required

**Code Red - Stage 3 Critical**

<input type="checkbox"/>	Go to Code Green Job Action Sheets
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## Appendix G – Department Lead Job Action Sheet and Checklist

<b>Code Red - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Hear the fire alarm, or see alarm on nursing station panel
<input type="checkbox"/>	Upon hearing alarm, ensure staff are aware of the alarm
<input type="checkbox"/>	Direct staff to investigate the alarm source and search for signs of smoke and/or fire
<input type="checkbox"/>	If there are signs of Smoke/Fire then go to Stage 2. If no signs of smoke and/or fire, and the alarm originated in the department, call the Resource Centre ext. 55555 to advise of Code Red - Stage 1 - Location
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post location and assume role of Incident Commander; don IC vest
<input type="checkbox"/>	Search for signs of smoke and fire
<input type="checkbox"/>	Ensure ALL rooms are checked, including washrooms, utility rooms, etc., if the room is empty flip the REMAR Marker to WHITE ONLY
<input type="checkbox"/>	Contact the Resource Centre to advise of Code Team arrival
<input type="checkbox"/>	Close windows and doors including hallway doors
<input type="checkbox"/>	Advise Staff to ensure visitors to stay in place (until the fire zone is identified - move visitors out of the fire zone)
<input type="checkbox"/>	Direct Staff to remain in the area unless advised otherwise
<input type="checkbox"/>	Direct Staff to prepare patients for evacuations (but do not initiate an evacuation until directed to, unless there are signs of smoke/fire)
<input type="checkbox"/>	Direct Staff to begin to assess the patient's conditions and prioritize those at most risk
<input type="checkbox"/>	Report the status to Manager On-Call
<input type="checkbox"/>	Contact the Resource Centre to provide information for the Code Update Email
<input type="checkbox"/>	Wait for further announcements, or until the "All-Clear" has been issued
<b>Fire Department Liaison</b>	
<input type="checkbox"/>	ED / UCC Department Lead to liaise with the Fire Department upon their arrival
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Advise patients and visitors that the Code has been resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete IRS
<b>Code Red - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Upon discovery of smoke and/or fire activate the Manual Fire Pull Station
<input type="checkbox"/>	Hear the fire alarm, or see alarm on nursing station panel
<input type="checkbox"/>	Upon hearing alarm, ensure staff are aware of the alarm
<input type="checkbox"/>	If there are signs of smoke and/or fire, call the Resource Centre ext. 55555 to advise of Code Red - Stage 2- Location
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<b>Department Lead of Affected Department</b>	
<input type="checkbox"/>	Establish Incident Command Post location and assume role of Incident Commander; don IC vest
<input type="checkbox"/>	Task staff to check public washrooms, locker rooms, etc., and ensure everyone is aware of the Code and to evacuate fire zone
<input type="checkbox"/>	Determine room of origin and ensure people are evacuated
<input type="checkbox"/>	Continue evacuating from the room of origin, and in to the next fire zone

<input type="checkbox"/>	Direct staff to ensure all doors and windows are closed (close door upon removing people)
<input type="checkbox"/>	Direct staff to ensure that the REMAR markers are turned to WHITE ONLY if the room is clear of persons
<input type="checkbox"/>	If unable to evacuate the patient, leave the REMAR marker on the door RED
<input type="checkbox"/>	Liaise with Code Team and discuss shutting down HVAC and medical gas
<input type="checkbox"/>	Contact the Resource Centre and advise of Code Team arrival
<input type="checkbox"/>	If safe to do so, ensure shutdown procedures are followed if in a non-patient care environment
<input type="checkbox"/>	Ensure a final check of ALL rooms is completed and advise the Code Team / Fire Department if safe to do so
<b>Once evacuation of Fire Zone is complete:</b>	
<input type="checkbox"/>	Appoint a staff person to remain with the patients on the safe side of the fire zone
<input type="checkbox"/>	Account for patients and ensure patient care continues
<input type="checkbox"/>	Update the Department Manager or Manager On-Call of the current status
<input type="checkbox"/>	Contact Resource Centre ext. 55555 and provide information for Code Update Email
<b>Fire Department Liaison</b>	
<input type="checkbox"/>	ED / UCC Department Lead to liaise with the Fire Department upon their arrival
<b>For all areas outside the Fire Zone:</b>	
<input type="checkbox"/>	Search for signs of smoke and fire
<input type="checkbox"/>	Close windows and doors including hallway doors
<input type="checkbox"/>	Ensure ALL rooms are checked, including washrooms, utility rooms, etc., if the room is empty flip the REMAR Marker to WHITE ONLY
<input type="checkbox"/>	Direct staff, patients and visitors to remain in non-affected fire zones
<input type="checkbox"/>	Departments nearby the Fire Zone should prepare patients for possible evacuation
<input type="checkbox"/>	Do not start any new medical procedures
<input type="checkbox"/>	Wait for further announcements, or until the "All-Clear" has been issued
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Fire Department will advise the Code Team when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Discuss recovery operations with the Department Manager or Manager On-Call
<input type="checkbox"/>	Advise patients and visitors that the Code has been resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete IRS
<input type="checkbox"/>	Assist as required
<b>Code Red - Stage 3 Critical</b>	
<input type="checkbox"/>	Go to Code Green Job Action Sheets

## Appendix H – Manager On-Call Job Action Sheet and Checklist

<b>Code Red - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from Department Lead
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Red - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Go to Code site location
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Assist the Department Lead
<input type="checkbox"/>	Receive update from Department Lead
<input type="checkbox"/>	Ensure patients are accounted for and safe
<input type="checkbox"/>	Discuss further evacuation needs with Fire Department; consider Code Green
<input type="checkbox"/>	Update Director On-Call and discuss patient safety and relocation plan
<input type="checkbox"/>	Notify and liaise with additional departments that may be absorbing evacuated patients/staff
<input type="checkbox"/>	Ensure all visitors are accounted for and have been evacuated from the building (Visiting hours to be closed)
<input type="checkbox"/>	Advise Department Leads of action plan
<input type="checkbox"/>	Assist Department Leads with implementing plan
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	When the Fire Department advises "All Clear", update the Director On-Call
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Red - Stage 3 Critical</b>	
<input type="checkbox"/>	Go to Code Green Job Action Sheets

## Appendix I – Director On-Call Job Action Sheet and Checklist

Code Red - Stage 1 Minor	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required
Code Red - Stage 2 Major	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from Manager On-Call to confirm that fire has been contained and all people have been evacuated from the fire zone
<input type="checkbox"/>	If the Fire extends beyond the originating fire zone then go to Code Green
<input type="checkbox"/>	Contact and update VP On-Call
<input type="checkbox"/>	Receive phone call from Resource Centre RE: Teleconference Meeting Conference Call
<input type="checkbox"/>	Receive email invitation to join the Teleconference Meeting Conference Call
<input type="checkbox"/>	Join and lead the Teleconference Conference call, develop EOC Action Plan
<input type="checkbox"/>	Determine impact on operations and consider COOP activation (see Appendix L)
<input type="checkbox"/>	Develop a communications plan with VP On-Call and Communications Department as required
<input type="checkbox"/>	Continue to receive updates from Manager On-Call
<input type="checkbox"/>	Receive Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive information from Incident Command and Code Team that All Clear has been determined by the Fire Department
<input type="checkbox"/>	Advise the VP On-Call of the All Clear
<input type="checkbox"/>	Contact Resource Centre ext. 55555 and authorize the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Monitor departments return to normal operations
<input type="checkbox"/>	Continue with COOP if required
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Conduct Post Incident Debrief
Code Red - Stage 3 Critical	
<input type="checkbox"/>	Go to Code Green Job Action Sheets



### Appendix J – Vice President On-Call Job Action Sheet and Checklist

<b>Code Red - Stage 1 Minor</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive Code Update Email
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	No action required
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required
<b>Code Red - Stage 2 Major</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from Director On-Call
<input type="checkbox"/>	Join the Teleconference Conference call, develop EOC Action Plan
<input type="checkbox"/>	Approve Code Green
<input type="checkbox"/>	Determine impact on operations and consider COOP activation (See Appendix L)
<input type="checkbox"/>	Advise Executive Leadership Team as required
<input type="checkbox"/>	Develop the communication plan with Director On-Call and Communications Department
<input type="checkbox"/>	Review and approve communications with the Executive Leadership Team
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call when the Code has been resolved
<input type="checkbox"/>	Update the Executive Leadership Team when the All Clear has been given
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Assist with EOC Post Incident Report
<b>Code Red - Stage 3 Critical</b>	
<input type="checkbox"/>	Go to Code Green Job Action Sheets

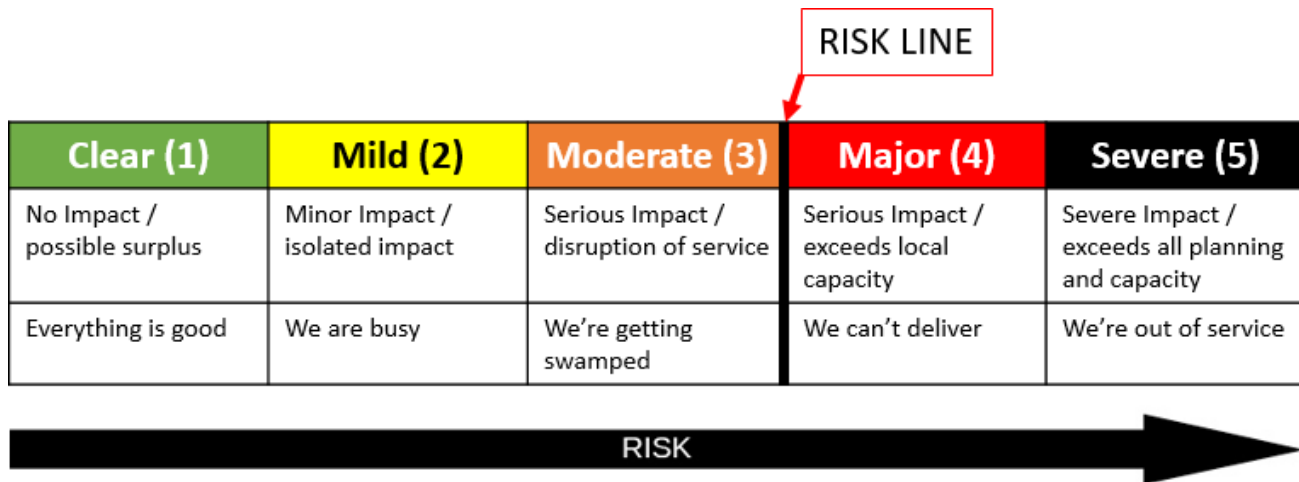
### Appendix K – Executive Leadership Team Job Action Sheet and Checklist

Code Red - Stage 1 Minor	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<input type="checkbox"/>	No action required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required
Code Red - Stage 2 Major	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive Code Alert Update email from Resource Centre
<input type="checkbox"/>	Receive update from Vice President On-Call
<input type="checkbox"/>	Review and approve communications with the VP On-Call
<input type="checkbox"/>	Discuss requirement for evacuation (Code Green) and approve if required
<input type="checkbox"/>	Discuss impact on hospital operations and affected departments; consider COOP activation (see Appendix L)
<input type="checkbox"/>	Assist with Media Communications
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Vice President On-Call when the code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist with Post Incident Debrief as required
Code Red - Stage 3 Critical	
<input type="checkbox"/>	Go to Code Green Job Action Sheets

**Appendix L  
COOP Activation**

It is the responsibility of the department’s Most Responsible Person (Charge Nurse/Technician, Manager, Manager On-Call) to determine the impact of the Code / incident on the department operations and the ability to provide services. Using the Immediate Impact Assessment Checklist, a standardized approach to evaluating department capabilities against the Major Risk Areas will be used. Departments registering at a Major or Severe Degree of Risk will require activation of the COOP Team.

The COOP Team will be then activated and monitored by the EOC until such time as the initial incident has been resolved, at which point the COOP Team will oversee the recovery directly and report to the Executive Leadership Team or program Vice President.



### Appendix M Communications Table

Staff are not to speak with the media or respond to public inquiries. All public and media inquiries shall be directed to the communications department. Please refer to Emergency Management Policy Document.

Code Type	Sent by	Stage 1 - Minor	Stage 2 - Major	Stage 3 - Critical
Code Red Fire		Intermittent fire alarm; no signs of smoke or fire; no evacuation required	Intermittent fire alarm; signs of smoke or fire; evacuate room of origin and fire zone	Effects of smoke/fire extend past a single fire zone; Go to Code Green
Code Membership		Facilities Management	Facilities Management Risk	Go to Code Green
All Clear Approved by	Resource Centre	Fire Department	Fire Department	Go to Code Green
Staff Code Message	Communications	N/A	Director On-Call	Go to Code Green
Visitor Code Message	Communications	N/A	Director On-Call	Go to Code Green
Vendor Code Message	Communications	N/A	Director On-Call	Go to Code Green
Website	Communications	N/A	Director On-Call	Go to Code Green
FB	Communications	N/A	Director On-Call	Go to Code Green
Twitter	Communications	N/A	Director On-Call	Go to Code Green

### Appendix N Messaging Template

Staff are not to speak with the media or respond to public inquiries. All public and media inquiries shall be directed to the communications department. Please refer to Emergency Management Policy Document.

#### Email Templates for Communications Department use only

#### **CODE ALERT: CODE RED – STAGE 3 – (Site, Location)**

##### **STAFF CODE MESSAGE:**

(DATE and TIME)

(Experts, e.g. Police, EMS, Fire, Security) are on site investigating and have upgraded (description) to STAGE 3 CRITICAL located in (site, location).

As a result:

- the (site) must be safely evacuated until further notice.
- patients are being relocated to (describe location and status e.g. estimate time to complete evacuation)
- incoming and day patients will be notified about rescheduling.
- the site is secured and visitors and vendors are being redirected.
- pedestrian and vehicular traffic are being rerouted away from the site.

Health and safety is always a top priority and we will continue to work with (experts: e.g. Police, EMS, Fire, Security) to proactively monitor and manage this situation as efficiently as possible.

(Staff) will remain on stand-by to quickly address incidents that may arise. If you experience an emergency or injury while on site, please dial 55555 to receive aid ASAP.

As you may know, the emergency management program can be found (link, hard copy location).

This Emergency Bulletin was sent by (NAME and TITLE), and will be updated every (X) hour(s), on the hour. If you have any questions or concerns, please contact (EXTENSION)

#### **STAFF CODE MESSAGE UPDATE: FINAL**

(DATE and TIME)

Please be advised that the (experts, e.g. Police, EMS, Fire, Security) have confirmed the ALL CLEAR.

All areas have reopened and resumed regular operations.

We would like to thank everyone for their assistance in ensuring the health and safety of our staff, visitors and patients.

This Emergency Bulletin was sent by (NAME and TITLE). If you have any questions or concerns, please contact (EXTENSION)

#### **CODE ALERT: CODE RED – STAGE 3 – (Site, Location)**

##### **PATIENT CODE MESSAGE**

(DATE and TIME)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that as a result of (describe the event), (site) is temporarily closed.

If you have an appointment on (date), please do not make your way to the (site).

Please contact your referring (doctor/clinic staff) to reschedule your appointment.

Please be assured that we will work with your doctor to ensure your appointment or procedure is rescheduled as quickly as possible.

Health and safety is a top priority and we are working proactively to resolve this situation as quickly as possible.

We will provide an update once this status has changed at (website)

We sincerely regret any inconvenience and thank you for your patience.

Sent by (NAME and TITLE).

#### **PATIENT CODE MESSAGE UPDATE – FINAL**

(DATE and TIME)

Please be advised that (site) has reopened and resumed regular operations.

We sincerely regret any inconvenience and thank you for your patience.

Sent by (NAME and TITLE).

#### **VISITOR CODE MESSAGE**

(DATE and TIME)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that access to (site) is temporarily closed.

Please do not make your way to the hospital at this time.

We expect the area to reopen shortly.

We will provide regular updates at (website).

If you are inquiring about the status of a patient at this time, please contact xxxx

(option)

We have had to limit access to this area due to a (describe, e.g. small contained fire)

We are working with (experts, e.g. Fire, Police, EMS and Security) who are on site.

Please know that (site) has extensive proactive plans in place to manage a situation such as this.

We routinely conduct drills and all staff are trained to manage a quick and efficient response.

The health and safety of our patients, staff, visitors and community is always a top priority.

We sincerely regret any inconvenience and thank you for your patience.

Sent by (NAME and TITLE).

**VISITOR CODE MESSAGE UPDATE – FINAL**

(DATE and TIME)

Please be advised that (site) has reopened and resumed regular operations.

We sincerely regret any inconvenience and thank you for your patience.

Sent by (NAME and TITLE).

**VENDOR CODE MESSAGE**

(DATE and TIME)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that access to (site/area) is temporarily closed.

Please do not make your way to the hospital at this time.

Please reach out to your main contact at the (site) to reschedule your meeting or delivery.

We sincerely regret any inconvenience and thank you for your patience.

We will provide an update once this status has changed at (website).

Sent by (NAME and TITLE).

**VENDOR CODE MESSAGE UPDATE – FINAL**

(DATE and TIME)

Please be advised that (site) has reopened and resumed regular operations.

We sincerely regret any inconvenience and thank you for your patience.

Sent by (NAME and TITLE).

**Social Media – Facebook for Communications Department use only**

Criteria	Draft	Hashtags #	URLs / Links	Include Images
Initial post	<p>Please be advised that access to (access to site/area) is temporarily closed.</p> <p>Please do not make your way to the hospital at this time.</p> <p>We expect the area to reopen shortly.</p> <p>We will provide regular updates at (website).</p> <p>If you are inquiring about the status of a patient at this time, please contact xxxx</p>	#FIRE #Location	(website)	No

Update 1	<p>We have had to limit access to this area due to a (describe, e.g. small contained fire)</p> <p>We are working with (experts, e.g. Fire, Police, EMS and Security) who are on site.</p> <p>Please know that (site) has extensive proactive plans in place to manage a situation such as this.</p> <p>We routinely conduct drills and all staff are trained to manage a quick and efficient response.</p> <p>The health and safety of our patients, staff, visitors and community is always a top priority.</p> <p>We sincerely regret any inconvenience and thank you for your patience.</p> <p>We will provide regular updates at (website).</p> <p>If you are inquiring about the status of a patient at this time, please contact xxxx</p>	#FIRE #Location	(website)	If there is an image
Update 2	<p>Please be advised that access to (site/area) is temporarily closed.</p> <p>Please do not make your way to the hospital at this time.</p> <p>Please reach out to your main contact at the (site) to reschedule your meeting or delivery.</p> <p>We sincerely regret any inconvenience and thank you for your patience.</p> <p>We will provide an update once this status has changed at (website).</p>	#FIRE #Location	(website)	If there is an image
Update 3 (If applicable)	<p>We remain temporarily closed due to the (describe, e.g. small contained fire) and it is expected to remain in effect for (duration here).</p> <p>Please note that you may also experience delays in accessing areas of the hospital at this time.</p> <p>If you have an (appointment/delivery) on (dates), please do not make your way to the (site) at this time.</p> <p>We will provide regular updates at (website).</p> <p>If you are inquiring about the status of a patient at this time, please contact xxxx</p>	#FIRE #Location	(website)	If there is an image



Final post	Please be advised that (site) has reopened and resumed regular operations.  We sincerely regret any inconvenience and thank you for your patience.	#FIRE #Location	(website)	If there is an image
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<b>Social Media – Twitter for Communications Department use only</b>				
<b>Criteria</b>	<b>Draft</b>	<b>Hashtags #</b>	<b>URLs / Links</b>	<b>Include Images</b>
Initial post	Please be advised that access to (site/area) is temporarily closed. Please DO NOT come to the hospital. (website) for updates	#FIRE #Location	(website)	No
Update 1	Limited access to (site/area) due to a (describe, e.g. small contained fire). (experts, e.g. Fire, Police, EMS and Security) are on site. (website) for info	#FIRE #Location	(website)	If there is an image
Update 2	We remain temporarily closed due to the (describe, e.g. small contained fire) & it's expected to be for (duration here). (website) for info	#FIRE #Location	(website)	If there is an image
Update 3 (if applicable)	If you are inquiring about the status of a patient at this time, please contact xxxx (website) for info	#FIRE #Location	(website)	If there is an image
Final post	Please be advised that (site) has reopened & resumed regular operations. Thank you for your patience.	#FIRE #Location	(website)	If there is an image

### Appendix O REMAR Evacuation Door Markers

Niagara Health System has installed REMAR (**RE**scue **MA**Rker) evacuation indicators on all interior doors enabling staff to quickly determine if a room has been searched. Once a room has been searched and determined fully evacuated, all doors are to be closed and the REMAR marker set so that it displays only one colour (**WHITE**).

#### Purpose:

All doors in the unit being evacuated must be closed with the REMAR set displaying only one colour. If any door displays two colours, this means the room or the area has either not been cleared or has been re-entered or exited. Therefore, it is imperative to investigate the reason. When a location has been searched, the searcher must close the door upon leaving the area and reset the REMAR to display only one colour

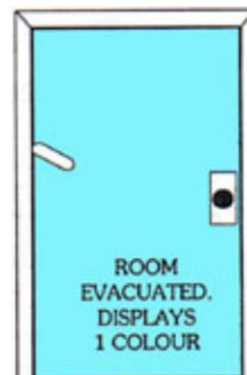
#### Use:

When occupants are removed from rooms, staff performing the evacuation must close the doors and flip the White REMAR indicator over to cover the Red marker.

If a REMAR is displaying both the Red and White indicator, the room must be rechecked to ensure occupants have not re-entered the space.

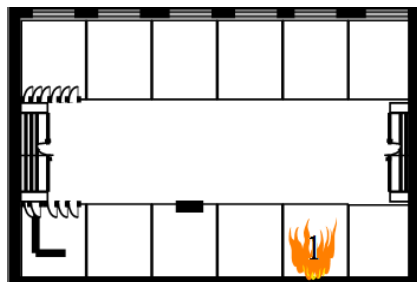
If, for any reason, a person cannot be evacuated at that time, close the door but leave the REMAR displaying two colours. This is a signal that the room, or area, has not been totally evacuated

**Source:** <http://www.promexltd.com/pages/product-information.php>



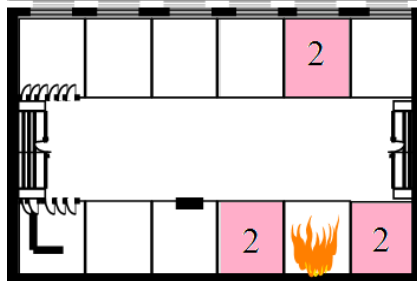
### Appendix P Fire Evacuation Procedure

A fire in a patient's room will result in the need for an evacuation of patients, visitors and staff to an adjacent area (horizontal evacuation), to a lower floor (vertical evacuation) or a total hospital evacuation of all floors to another building or to the designated assembly locations outside the hospital. The Fire Warden (Charge Nurse or Clinical Leader) in the area of fire origin must coordinate the activities of responding staff.

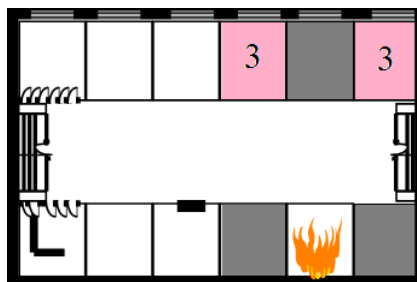


The goal should be to evacuate all endangered occupants from the fire area (room of fire origin) and confine the fire as quickly as possible by closing the doors to the affected area. Once the patient(s) and visitors have been removed, close the doors and activate the door marker\* to indicate a successful and complete evacuation of the room.

Evacuate the rooms on either side of the room of fire origin and the room directly across the hall. The occupants of these rooms are at greatest risk.

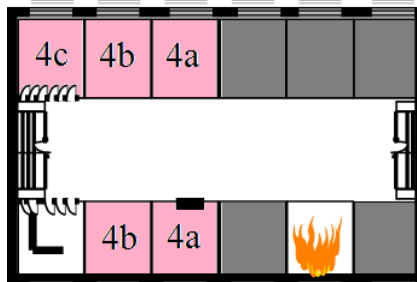


Occupants requiring assistance to evacuate should be reassured and told to remain in their rooms with the door closed. They will be evacuated as soon as possible. Ambulatory patients should be evacuated in a group whenever possible. If they are not moved, they may open their room doors and be exposed to fire and smoke. Visitors should be instructed to leave the fire area on their own or with some assistance. Visitors could provide assistance if given suitable instructions by medical staff.



Continue evacuating rooms in order of easy accessibility and proximity to the fire. Persons in wheelchairs and other non-ambulatory patients should be evacuated next.

If they are not in immediate danger, patients who are on life support systems should be left in their room with the door closed and the Fire Department must be informed of their location. It may be necessary to temporarily remove patients from a life support system, such as a ventilator. Appropriate life support should be given while being moved.



Finish the evacuation with those furthest from the fire.

During the evacuation, a patient may have entered one of the rooms that had already been identified as empty. To prevent the possibility that someone is left in the fire area, a final check of all rooms should be carried out by the Charge Nurse if possible.

All staff should assist the Fire Department as requested.



**NAME: Code Red – Fire Safety**

**Appendix Q  
Code Red Incident Form**

<b>Stage</b>	<input type="checkbox"/> 1-Minor	<b>Time</b>	<input type="checkbox"/> 2-Major	<b>Time</b>	<input type="checkbox"/> 3-Critical	<b>Time</b>
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**Code Red Demographics**

DD/MM/YY	Time:	Building:	Floors:
Area or Zone of origin:			
Fire alarm system activated <input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Intermittent	<input type="checkbox"/> Temporal
Staff accounted for <input type="checkbox"/> Yes <input type="checkbox"/> No	Rescue needed <input type="checkbox"/> Yes <input type="checkbox"/> No	Vented Patients <input type="checkbox"/> Yes <input type="checkbox"/> No	

**Fire Alarm**

<b>Alarm type:</b>	<input type="checkbox"/> Heat <input type="checkbox"/> Smoke <input type="checkbox"/> Pull station <input type="checkbox"/> Sprinkler system <input type="checkbox"/> Other		
<b>Source investigated:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	Describe source :	<input type="checkbox"/> Alarm silenced Time:	
<b>Not discovered, advise Fire Dept:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Alarm Re-Set Time:	
<b>Alarm silenced by:</b>	<input type="checkbox"/> Building Facilities	<input type="checkbox"/> Maintenance	<input type="checkbox"/> Fire Service
<b>Re-set by:</b>	<input type="checkbox"/> Building Facilities	<input type="checkbox"/> Maintenance	<input type="checkbox"/> Fire Service

**Site Management**

<b>Location of:</b>	Fire Alarm Panel:		
	Closest Hydrant:		
	Fire Department Connection:		
	Sprinkler System:		
<b>Staging Area:</b>	Fire / arrival time:	EMS / arrival time:	Vendor/arrival time
<b>Utilities:</b> <input type="checkbox"/> Shut down <input type="checkbox"/> Electricity <input type="checkbox"/> HVAC <input type="checkbox"/> Gas <input type="checkbox"/> Water <input type="checkbox"/> Backup generators Restored <input type="checkbox"/> Yes <input type="checkbox"/> No			


**Signature (Person involved silencing or resetting alarms)**

Date:	Time:	Position:	Name:	Signature:
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**Code Red Team Signatures**

Date:	Time:	Position:	Name:	Signature:
Date:	Time:	Position:	Name:	Signature:

**Attach to Incident Form**

		<b>NAME: Code Silver – Person with a Weapon</b>	
<b>CLASSIFICATION:</b>	Emergency Preparedness	<b>DOCUMENT TYPE:</b>	<b>POLICY and PROCEDURE</b>
<b>SECTION:</b>	Emergency Response Codes – Code Silver	<b>EFFECTIVE DATE:</b> (DD/MM/YY)	01/06/21
<b>APPROVED BY:</b>  Vice President, Patient Services and Strategy Director, Quality, Patient Safety, Risk and Patient Relations		<b>END DATE:</b> (DD/MM/YY)	01/06/24
		<b>DOCUMENT ID:</b>	N/A

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**1.0 Purpose**

To provide overall guidance and instruction to staff in being able to provide a controlled and coordinated plan of response when shots are heard or seen or when a person uses random or targeted deadly force by discharging a weapon.

**2.0 Background**

A Code Silver is declared for an emergency situation where potential or actual danger exists from random or targeted deadly force involving weapons. This policy promotes the life safety of all individuals who enter the buildings controlled by the Niagara Health. This plan describes safety measures for all patients, staff and visitors to the premises.

**3.0 Scope**

Applies to all employees, persons with practicing privileges (physicians, dentists, midwives and RNs in the Extended Class), volunteers, students/learners, independent and external contract workers at each site of Niagara Health.

**4.0 Policy**

4.1 Prompt reporting of an instance of violence with weapons and any other available details, is a must.

- 4.2 Any individual within the hospital is authorized to activate a Code Silver.
- 4.3 A Code Silver is comprised of three Stages:
- Local** A violent or threatening person with a "cold" weapon (i.e. a weapon that is not a firearm), or a violent person using nearby objects as improvised weapons
  - External** A person with a weapon close to any Niagara Health hospital site (i.e. bank robbery) or, a potential threat of person coming to a site with a weapon (i.e. caller threatening to come to a hospital site)
  - Lockdown** Person with a weapon on any Niagara Health hospital site that is/appears threatening or intending to use the weapon, or a person with a weapon on premises and attempting to gain entry or has gained entry to the building.
- 4.4 **Code Team Membership**  
Niagara Health staff are not to respond directly to person with a weapon. Call the Resource Centre ext. 55555 and stay on the line to be connected to 9-1-1 - Police Dispatch.
- 4.5 **Upon declaration of a Code Silver Niagara Health staff will adhere to the following:**
- a) Person with a Weapon Off-Site
  - b) Stay inside
  - c) Stay away from windows
  - d) Watch for person(s) with a weapon
- 4.6 Call the Resource Centre ext. 55555 to report any problems.
- 4.7 Person with a Weapon On-Site with the intent to cause harm
- a) Tell other staff and visitors
  - b) Quickly move to a safe place and lock the door (take other people if possible)
  - c) Remain hidden and attempt to barricade the entrance if possible
  - d) Call Resource Centre ext. 55555 and advise; stay on the line to be connected to 9-1-1 Police Dispatch

## 5.0 Materials

- 5.1 To ensure a controlled and coordinated response, each unit within Niagara Health the following emergency response supplies will be maintained:
- a) A full set of Hospital floor plans are located
    - i) In the Site Command Centre/Emergency Operations Centre;
    - ii) In the site Engineering Services office;
    - iii) In SourceNet ATLAS.
- 5.2 A Search List for each department listing all rooms and their room numbers to facilitate in the response process.
- 5.3 A copy of the Patient Census for each unit will be generated during each shift, along with a copy of the unit's current staffing assignment and/or schedule.

## 6.0 Procedure

### Authority to Activate

- 6.1 Any staff member is authorized to initiate the **Code Silver internal** by calling the Resource Centre ext. 55555.
- 6.2 The Resource Centre will immediately contact Niagara Regional Police, Security and Management on-call.
- 6.3 In accordance to their role, staff are to follow the established processes as set out in the Job Action Sheets attached as appendices and/or in Atlas, which is accessible through SourceNet or on a mobile phone.

#### 6.4 Responsibilities at all NH Sites

Responsibilities at all NH Sites	Refer to
Initial Assessment Checklist	<a href="#">Appendix A</a>
Resource/Switchboard	<a href="#">Appendix C</a>
Security	<a href="#">Appendix E</a>
Staff	<a href="#">Appendix D</a>
Department Lead	<a href="#">Appendix F</a>
Manager On-Call	<a href="#">Appendix G</a>
Director On-Call	<a href="#">Appendix H</a>
Vice President (VP)	<a href="#">Appendix I</a>
Executive Leadership (ELT)	<a href="#">Appendix J</a>

#### 6.5 All non-clinical staff:

- Run** – if safe to do so, immediately run away or take shelter from threat – take as many people with you as possible; do not hesitate to call police – provide them with updated information
- Hide** – if unable to run, hide and shelter – lock or barricade doors; call police to advise of location but remain quiet
- Fight** – as a last resort fight your attacker with the intent to cause them harm
- Security will lock all entrances and mag-locks
- Do not make any non-urgent phone calls – turn the ringer on your phone to silent
- Wait for further direction – all clear only from the police or an overhead page

#### 6.2 All Clinical staff:

- Run** – immediately shelter patients
- Hide** - lock or barricade doors, move into lockable rooms, hide as best as possible and remain quiet. If possible, call police to advise of location and update on situation.
- Fight** – as a last resort fight your attacker with the intent to cause them harm
- Do not make any non-urgent phone calls
- Wait for further direction – all clear only from the police or an overhead page

#### 6.3 Do not attempt to communicate with the subject. All communication is managed by the police.

- Remove self/patients from a hallway as fast as possible to the closest room.
- Close/lock door and do not open until the all clear is called. (Never open a door to anybody).
- If the door has a window stay out of view of the window and as low as possible.
- Remain quiet and if caring for patients or accompanied by visitors or other staff remind them that silence is required.
- Note that the “Code Silver” is addressed with the assistance of Police, and that an “All Clear on Code Silver” will be announced by Switchboard when the situation is resolved.
- Ensure that all traffic (pedestrian or otherwise) to the cited active shooter area ceases and that people already in the vicinity are cleared away to avoid further casualties and to avoid further increasing the active shooter’s stress level. Have the Resource Centre contact Security personnel to address this function. If there is no Security at the site, the Resource Centre will take instructions from the Vice-President of Patient Services/Designate (i.e. Program Director).
- Work with Security (if available) at scene (to preserve collection of forensic evidence by Police). If at shift change, detain staff until excused by Police.

#### 6.4 Clinical Manager/Manager-on-call

- Notify EOC Director or Director on-call and request activation of Emergency Operations Centre (EOC).

#### 6.5 The Vice President of Patient Services/Designate (i.e. Program Director) will:

- Make contact with Niagara Regional Police (dialing ‘9-911’) and direct the Police to respond to the established EOC.
- Activate the EOC.

- c) If Site Command Centre is not accessible due to active shooter incident, designate a secondary Site Command Centre.
- d) Direct the bearer(s) of information regarding the active shooter to the Site Command Centre from which the active shooter situation in progress may be resolved. (Should the location of the active shooter situation not enable the Site Command Centre to serve as a suitable location, direct him/her/them to the secondary Site Command Centre).
- e) Inform the Engineering Services Manager/Designate of the active shooter situation in progress and direct him/her to the designated Site Command Centre to assist Police with any required information regarding plant layout (contact Switchboard to have paged, if necessary).
- f) Proceed to the selected Site Command Centre to work with the Police to resolve the shooter incident.
- g) Note the responsibilities of others in this part of the Active Shooter Incident Plan.
- h) Ensure that staff are advised of the “All Clear on Code Purple” (via Switchboard announcement) when the situation is resolved.

#### 6.6 Security (on site) will:

- a) Ensure that all traffic (pedestrian or otherwise) to the immediate active shooter area ceases and that people already in the vicinity are cleared away to avoid further casualties and to avoid increasing the active shooter’s stress level.
- b) Close exterior hospital doors to prevent more people from entering the Hospital/Urgent Care Centre.
- c) Note the responsibilities of others in this part of the Active shooter Incident Plan.

#### 6.7 Switchboard will:

- a) Contact the Vice President of Patient Services/Designate (i.e. Program Director) or the Emergency Department Charge Nurse (if applicable), during evenings, nights, weekends and holidays as necessary, if alerted that an active shooter incident is in progress.
- b) Notify Risk Management (Risk on-call) and alert that an active shooter incident is in progress.
- c) **DO NOT** transfer incoming telephone calls to the cited active shooter area.
- d) Advise the Engineering Services Manager/Designate and Security personnel (if available) of an active shooter (“Code Silver”) situation, and inform them of the EOC location as identified by the Vice President of Patient Services/Designate (i.e. Program Director).
- e) Carry/put requests to facilitate communication among those working, to defuse the active shooter situation.
- f) Utilize the term “**Code Silver**” when facilitating active shooter incident communication needs over the public address system.

## 7.0 Definitions

**Activation** – The status of an individual or team when required to perform designated actions.

**All Clear** –The incident has been resolved.

**Code Alert** – An email sent from Switchboard with Code Alert as the sender. The message provides information regarding the status of an incident and usually includes colour code, incident stage level, location and department.

**Code Silver** – an emergency situation when shots are heard or seen or when a person uses random or targeted deadly force by discharging a weapon.

**Code Silver Local** – A violent or threatening person with a "cold" weapon (i.e. a weapon that is not a firearm), or a violent person using nearby objects as improvised weapons

**Code Silver External** – A person with a weapon close to any Niagara Health hospital site (i.e. bank robbery) or, a potential threat of person coming to a site with a weapon (i.e. caller threatening to come to a hospital site)



**Code Silver Lockdown** – Person with a weapon on any Niagara Health hospital site that is/appears threatening or intending to use the weapon, or a person with a weapon on premises and attempting to gain entry or has gained entry to the building.

**Emergency Operations Center (EOC)** – the meeting location for the Incident Management Team.

**Evacuation:** Is defined as the movement of hospital occupants due to a hazardous or potentially hazardous situation to a location that eliminates the risk of injury or illness created by the situation (e.g. Violent event, internal fire, impending explosion or internal/external airborne gas).

**Incident** – is a naturally occurring or man-made event that may negatively impact our hospital. The incident may impact our people, business, data or our reputation.

**Incident Commander** – The Lead person taking overall control of Operations during a Code Green event.

**Incident Management System (IMS)** – is the system that our hospital is using to respond to an incident. By using the structure of the Emergency Response Team reporting to the Incident

**Incident Management Team (IMT)** – the operational team that consists of manager and director level staff. This Team has an IMT Lead group (On-Call). Members of the IMT will generally operate in the EOC.

**Job Action Sheet (JAS)** – The Job action sheet is a one-page document that describes the specific procedures for an incident responder at stage 1, 2 and 3.

**Notification** – A message from the Resource Centre through a Code Alert email for information only but with no action necessary.

**REMAR markers** – (REscue MARker) evacuation indicators situated on all interior doors enabling staff to quickly determine if a room has been searched. Once a room has been searched and determined fully evacuated, all doors are to be closed and the REMAR marker set so that it displays only one colour (WHITE).

**Resource Centre** – Is the effective dispatch and communication hub during an incident, responsible for receiving emergency 55555 calls, sending out overhead announcements, Email Code Alerts, and Pager activations. Has access to contact lists (internal and external stakeholders) for the hospital.

## 8.0 Education/Communications

8.1 All staff will be required to participate and review the Code Silver Policy as a part of the global emergency management “Code of the Month” program.

8.2 Any changes to this document will be communicated to all staff by internal media forums. Any changes to individual response team members will be communicated to those team members by the Emergency Management Committee.

## 9.0 Appendices

[Appendix A – Code Silver Initial Assessment Checklist](#)

[Appendix B – Job Action Sheet Summary \(All Roles\)](#)

[Appendix C – Switchboard / Resource Centre Job Action Sheet and Checklist](#)

[Appendix D – Staff Job Action Sheet and Checklist](#)

[Appendix E – Security Job Action Sheet and Checklist](#)

[Appendix F – Department Lead Job Action Sheet and Checklist](#)

[Appendix G – Manager On-Call Lead Job Action Sheet and Checklist](#)

[Appendix H – Director On-Call Job Action Sheet and Checklist](#)

[Appendix I – Vice President On-Call Job Action Sheet and Checklist](#)

[Appendix J – Executive Leadership Team Job Action Sheet and Checklist](#)

[Appendix K – COOP Activation](#)  
[Appendix L – Communications Table](#)  
[Appendix M– Messaging Templates](#)  
[Appendix N – Site Department Checklists](#)

**10.0 Related Documents**

N/A

**11.0 Related Forms**

N/A

**12.0 References**

N/A

### Appendix A Code Silver Initial Assessment Checklist

The Code Initial Assessment Checklist is used to determine the stage for a Code Silver. Any staff member can make the stage determination, and declare a concurrent Code Purple.

<b>Assessment Criteria for Code Silver - Local</b>	
<input type="checkbox"/>	IF THE PERSON WITH A WEAPON IS ACTIVELY ATTEMPTING TO GAIN ENTRY TO THE SITE, GO DIRECTLY TO CODE SILVER LOCKDOWN.
<input type="checkbox"/>	A person is violent or threatening, and using nearby objects or equipment as an improvised weapon.
<input type="checkbox"/>	If answered yes to any of the above and no the items below, the Code is at a Code Silver - Local.
<input type="checkbox"/>	Contact Switchboard / Resource Centre ext. 55555 and advise of Code Silver - Local - Site - Location.
<input type="checkbox"/>	Go to JAS Code Silver - Local.
<b>Assessment Criteria for Silver - External</b>	
<input type="checkbox"/>	Person with a weapon is offsite and has not yet entered the site.
<input type="checkbox"/>	Information is received that a person with a weapon is active in the community within the area of a facility.
<input type="checkbox"/>	If answered yes to any of the above questions, the Code is at a Code Silver - External.
<input type="checkbox"/>	Contact Switchboard / Resource Centre ext. 55555 and advise of Code Silver - External - Site - Location.
<input type="checkbox"/>	Go to JAS Code Silver - External.
<b>Assessment Criteria for Code Silver - Lockdown</b>	
<input type="checkbox"/>	Person with Weapon that is threatening or appears intent on using the weapon is onsite, or attempting to gain entry to site - if answered "yes" immediately go to Lockdown.
<input type="checkbox"/>	If person with a weapon in proximity to employees and/or patients and/or visitors in locked area, go to CODE PURPLE HOSTAGE and contact Switchboard / Resource Centre ext. 55555.
<input type="checkbox"/>	Contact switchboard / Resource Centre and advise of Code Silver - Lockdown - Location
<input type="checkbox"/>	Go to JAS Code Silver - Lockdown.

### Appendix B Job Action Sheet Summary (All Roles)

This summary page provides a quick reference of the key points with the various Job Action Sheets for each Role.

Chain of Command			
Group	Stage 1	Stage 2	Stage 3
<b>Executive Leadership Team (ELT) / VP On-Call</b>	<ul style="list-style-type: none"> <li>• Stay away from the affected area</li> </ul>	<ul style="list-style-type: none"> <li>• Join EOC Conference Call</li> <li>• Determine impact on operations and consider COOP activation</li> <li>• Update ELT</li> <li>• Determine communication needs (in coordination with Police)</li> </ul>	<p><b>ELT:</b></p> <ul style="list-style-type: none"> <li>• Establish ELT meeting</li> <li>• Approve COOP</li> <li>• Review and approve communications (to be coordinated with Police)</li> <li>• Advise stakeholders</li> <li>• Plan to recover and re-open hospital</li> </ul> <p><b>VP On-Call:</b></p> <ul style="list-style-type: none"> <li>• Join EOC Conference Call or attend EOC</li> <li>• Determine impact on patient care and other depts.; develop action plan</li> <li>• Determine impact on operations and consider COOP activation</li> <li>• Update ELT</li> <li>• Develop communications plan (in coordination with Police)</li> <li>• Issue All Clear as per Police/Director On-Call</li> </ul>
<b>EOC / Director On-Call</b>	<ul style="list-style-type: none"> <li>• Establish EOC Conference Call as required</li> <li>• Determine impact on operations and consider COOP activation</li> <li>• Develop communications plan (in coordination with Police)</li> <li>• Issue All Clear in consultation with Police/Incident Commander</li> </ul>	<ul style="list-style-type: none"> <li>• Lead EOC Conference Call as required</li> <li>• Discuss with Police, Incident Commander and VP On- Call</li> <li>• Determine impact on operations and consider COOP activation</li> <li>• Ensure single point of access established into facility</li> <li>• Monitor News, radio, internet</li> <li>• Consider communication requirements (in coordination with Police)</li> <li>• Issue All Clear in consultation with Police/Incident Commander</li> </ul>	<ul style="list-style-type: none"> <li>• Lead EOC Conference Call or attend EOC (consider alternate EOC locations)</li> <li>• Assign Incident Commander to attend Police Command Post</li> <li>• Discuss with Police, Incident Commander and VP On- Call</li> <li>• Determine impact on operations and consider COOP activation</li> <li>• Facilitate EMS redirect</li> <li>• Develop communication plan (in coordination with Police)</li> <li>• Ensure incoming shift remains off-site</li> </ul>

<b>Incident Command Post (ICP)</b>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>Remove occupants from the immediate area, prepare to escalate to a Code Silver Lockdown if the situation requires it</li> <li>Use non-violent de-escalation techniques if possible.</li> <li>Liaise with Security and Police at department entrance</li> <li>Ensure safety of other patients and staff</li> <li>Identify and treat injuries; consider Code ONE</li> </ul> <p><b>Department Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Liaise with Police and Security</li> <li>Ensure staff, patient and visitors are moved to safety</li> <li>Identify any injuries or treatment needed; consider Code ONE</li> <li>Provide Resource Centre with information for Code Update Email</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Establish and maintain perimeter to ensure others safety</li> <li>Follow Use of Force guidelines as required</li> <li>Assist Police as required; escort Police to ICP</li> <li>Ensure person has been subdued or arrested as required</li> </ul>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>Remain indoors; stay away from windows</li> <li>If outdoors, go inside closest building and remain</li> <li>Follow directions from Dept. Lead and Police</li> </ul> <p><b>Department Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Direct staff to remain indoors, stay away from windows</li> <li>Liaise with responding Police; go to Police Command Post</li> <li>Determine if persons are unaccounted for; document</li> <li>Maintain hospital operations until otherwise directed</li> <li>Provide information to Resource Centre for Code Update Email</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Lock exterior doors; direct persons to a single entrance, i.e. Main Entrance</li> <li>Post signage “Emergency Code in Effect. Use Main Entrance”</li> <li>Monitor persons entering single entrance</li> <li>Maintain video surveillance</li> <li>Liaise with Police upon arrival</li> </ul>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>Stay in department; shelter-in-place (lock / barricade doors)</li> <li>Turn off cell phones</li> <li>Remain face down on floor with hands showing</li> <li>Remain in secure location until contact is made by Police</li> </ul> <p><b>Department Lead:</b></p> <ul style="list-style-type: none"> <li>Direct staff to shelter-in-place (lock / barricade doors)</li> <li>Remain in secure location until evacuated by Police</li> <li>Provide information to Resource Centre for Code Update Email</li> <li>Determine if persons are unaccounted for</li> </ul> <p><b>Off-site Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Liaise with responding Police; go to Police Command Post</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Lock exterior doors</li> <li>Shelter-in-place (lock / barricade doors)</li> <li>Assist others to shelter-in-place if safe to do so</li> <li>Maintain communications with Police; advise of video feed and status updates</li> <li>Determine if persons are unaccounted for</li> </ul>
<b>Communications</b>			
<b>Switchboard / Resource Centre</b>	<ul style="list-style-type: none"> <li>Send out PA Announcement</li> <li>Phone 911 for Police, Security Manager, Manager On-Call, Director On-Call</li> </ul>	<ul style="list-style-type: none"> <li>Send out PA Announcement</li> <li>Phone 911 for Police, Security Manager, Manager On-Call, Director On-Call</li> </ul>	<ul style="list-style-type: none"> <li>Send out PA Announcement</li> <li>Phone 911 for Police, Security Manager, Manager On-Call, Director On-Call</li> </ul>

	<ul style="list-style-type: none"> <li>• Send NHS Emergency Management group email</li> <li>• Send out All Clear PA, email</li> <li>• Send out PA Announcement</li> </ul>	<ul style="list-style-type: none"> <li>• Send NHS Emergency Management group email</li> <li>• Send out All Clear PA, email</li> </ul>	<ul style="list-style-type: none"> <li>• Send NHS Emergency Management group email</li> <li>• Send out All Clear PA, email</li> </ul>
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**Appendix C – Switchboard / Resource Centre Job Action Sheet and Checklist**

<b>Code Silver - Local – Switchboard / Resource Centre Job Action Sheet</b>		
<b>Definition</b>	A violent or threatening person with a "cold" weapon (i.e. a weapon that is not a firearm); or a violent person using nearby objects as improvised weapons.	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	Code Silver – Local – [Location]	
<b>Phone/Contact Responders</b>	<b>All Sites</b>	<ul style="list-style-type: none"> <li>• 9-1-1 Police (keep caller on the line to link to Police dispatch)</li> <li>• Security</li> <li>• Manager of Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Silver – Local – [Site]
	Email Body (cut and paste, update location)	There is a violent or threatening person with an improvised weapon at [location]. Police have been called. A Code Update Email will be sent as more information comes available.
<b>2. EOC ACTIVATION</b>		
<b>A. Call the Director On-Call (according to schedule)</b>  1. Confirm the Director On-Call is aware of the Code and has spoken with the Department Lead or Manager On-Call 2. Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri: 0830-1630 (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
	After-hours	Refer to Director On-call schedule
<b>B. Establish 'Teleconference Meeting' as per Director On-Call</b>	Teleconference Meeting invitation subject line (cut and paste, update site)	EOC Conference Call – Code Silver – Local – [Site]
	Send Teleconference Meeting invitation via email to leadership list	<ul style="list-style-type: none"> <li>• Manager of Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>• Director On-Call</li> <li>• Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>• Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking</li> </ul>
	Set start time to begin immediately  Call Leadership list to advise of Teleconference Meeting invitation	



**NAME: Code Silver – Person with a Weapon**

		and Security <ul style="list-style-type: none"><li>• Communications</li><li>• VP On-Call</li><li>• Executive Site Lead (daytime)</li></ul>
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<b>3. CODE UPDATE EMAIL</b>		
<ul style="list-style-type: none"> <li>• Receive information from Department Lead</li> <li>• Send <i>Code Update Email</i></li> </ul>	Email distribution groups:	NHS Emergency Management
	Subject Line ( <i>cut and paste, update site</i> )	Code Alert: Code Silver – Local – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i> in 'I' drive</li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Attachment	Attach additional documents as required.
<b>4. ADDITIONAL DUTIES AS REQUIRED</b>		
<b>Complete Documentation</b>	N/A	
<b>Media Inquiries</b>	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Department</li> </ul>	
<b>Patient Inquiries</b>	N/A	
<b>ED Closure Notifications – as directed</b>	<ul style="list-style-type: none"> <li>• Notify Niagara EMS of any ED closures</li> <li>• Notify other Niagara Health sites of ED closure</li> </ul>	
<b>EOC Hotline</b>	N/A	
<b>5. ALL CLEAR</b>		
<b>Authority to give the “All Clear”</b>	Director On-Call	
<b>PA Announcement (once)</b>	All Clear Code Silver	
<b>Group Emails</b>	Email distribution groups:	NHS Emergency Management
	Subject Line ( <i>cut and paste, update site</i> )	Code Alert: Code Silver – Local – [Site] – All Clear
<b>6. POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log	

<b>Code Silver - External – Switchboard / Resource Centre Job Action Sheet</b>		
<b>Definition</b>	Person with a weapon close to any site; or threat to come on site with a weapon.	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	Code Silver – External - [location]	
<b>Phone/Contact Responders</b>	<b>All Sites</b>	<ul style="list-style-type: none"> <li>• 9-1-1 Police (keep caller on the line to link to Police dispatch)</li> <li>• Security</li> <li>• Manager of Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Silver – External – [Site]
	Email Body (cut and paste, update location)	There is a threat of a person with a weapon. Police have been called. A Code Update Email will be sent as more information comes available.
<b>2. EOC ACTIVATION</b>		
<b>A. Call the Director On-Call (according to schedule)</b>  1. Confirm the Director On-Call is aware of the Code and has spoken with the Department Lead or Manager On-Call 2. Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri: 0830-1630 (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
	After-hours	Refer to Director On-call schedule
<b>B. Establish 'Teleconference Meeting' as per Director On-Call</b>	Teleconference Meeting invitation subject line (cut and paste, update site)	EOC Conference Call – Code Silver – External – [Site]
	Send Teleconference Meeting invitation via email to leadership list  Set start time to begin immediately  Call Leadership list to advise of Teleconference Meeting invitation	<ul style="list-style-type: none"> <li>• Manager of Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>• Director On-Call</li> <li>• Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>• Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>• Communications</li> <li>• VP On-Call</li> <li>• Executive Site Lead (daytime)</li> </ul>

3. CODE UPDATE EMAIL		
<ul style="list-style-type: none"> <li>• Receive information from Department Lead</li> <li>• Send Code Update Email</li> </ul>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Silver – External – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open CODE UPDATE EMAIL in 'I' drive</li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Attachment	Attach additional documents as required.
4. ADDITIONAL DUTIES AS REQUIRED		
Complete Documentation	N/A	
Media Inquiries	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Department</li> </ul>	
Patient Inquiries	N/A	
ED Closure Notifications – as directed	<ul style="list-style-type: none"> <li>• Notify Niagara EMS of any ED closures</li> <li>• Notify other Niagara Health sites of ED closure</li> </ul>	
EOC Hotline	N/A	
5. ALL CLEAR		
Authority to give the “All Clear”	Director On-Call	
PA Announcement (once)	All Clear Code Silver	
Group Emails	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Silver – External – [Site] – All Clear
6. POST INCIDENT PROCEDURES		
Record	Code Log	

<b>Code Silver - Lockdown – Switchboard / Resource Centre Job Action Sheet</b>		
<b>Definition</b>	Person with a weapon on any Niagara Health Hospital Site; or attempting to gain entry.	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	Code Silver – Lockdown - <b>[location]</b>	
<b>Phone/Contact Responders</b>	<b>All Sites</b>	<ul style="list-style-type: none"> <li>• 9-1-1 Police (keep caller on the line to link to Police dispatch)</li> <li>• Security</li> <li>• Manager of Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	NHS Emergency Management
	Subject Line <b>(cut and paste, update site)</b>	Code Alert: Code Silver – Lockdown – <b>[Site]</b> – PERSON WITH A WEAPON
	Email Body <b>(cut and paste, update location)</b>	There is a person with a weapon on site. Police have been called. Stay away from <b>[Site]</b> . A Code Update Email will be sent as more information comes available.
<b>2. EOC ACTIVATION</b>		
<b>A. Call the Director On-Call (according to schedule)</b>  1. Confirm the Director On-Call is aware of the Code and has spoken with the Department Lead or Manager On-Call 2. Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri: 0830-1630 (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
	After-hours	Refer to Director On-call schedule
<b>B. Establish 'Teleconference Meeting' as per Director On-Call</b>	Teleconference Meeting invitation subject line <b>(cut and paste, update site)</b>	EOC Conference Call – Code Silver – Lockdown – <b>[Site]</b>
	Send Teleconference Meeting invitation via email to leadership list	<ul style="list-style-type: none"> <li>• Manager of Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
	Set start time to begin immediately  Call Leadership list to advise of Teleconference Meeting invitation	<ul style="list-style-type: none"> <li>• Director On-Call</li> <li>• Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>• Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>• Communications</li> <li>• VP On-Call</li> </ul>

**NAME: Code Silver – Person with a Weapon**

		<ul style="list-style-type: none"><li>• Executive Site Lead (daytime)</li></ul>
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3. CODE UPDATE EMAIL		
<ul style="list-style-type: none"> <li>• Receive information from Department Lead</li> <li>• Send Code Update Email</li> </ul>	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Silver – Lockdown – [Site]
	Email Body	<ul style="list-style-type: none"> <li>• Open CODE UPDATE EMAIL in 'I' drive</li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Attachment	Attach additional documents as required.
4. ADDITIONAL DUTIES AS REQUIRED		
Complete Documentation	N/A	
Media Inquiries	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Department</li> </ul>	
Patient Inquiries	<ul style="list-style-type: none"> <li>• Advise caller there is an emergency code in effect. Please call back in 30 minutes.</li> </ul>	
ED Closure Notifications – as directed	<ul style="list-style-type: none"> <li>• Notify Niagara EMS of any ED closures</li> <li>• Notify other Niagara Health sites of ED closure</li> </ul>	
EOC Hotline	N/A	
5. ALL CLEAR		
Authority to give the “All Clear”	VP On-Call	
PA Announcement (once)	All Clear Code Silver	
Group Emails	Email distribution groups:	NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Silver – Lockdown – [Site] – All Clear
6. POST INCIDENT PROCEDURES		
Record	Code Log	

## Appendix D – Staff Job Action Sheet and Checklist

<b>Code Silver - Local</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Person is being violent and threatening, using nearby objects as improvised weapons (not a gun or knife),
<input type="checkbox"/>	Remove the occupants from the immediate area (if safe to do so)
<input type="checkbox"/>	Contact Switchboard / Resource Centre ext. 55555 to advise of Code Silver Local - Site - Location
<input type="checkbox"/>	Receive Code Alert, Ensure co-workers have received the Code Alert.
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Establish and maintain a safe buffer between the violent person and yourself with the other occupants if possible. Warn others if they approach the buffer area.
<input type="checkbox"/>	Liaise with Security and Police at department entrance
<input type="checkbox"/>	Identify and treat injuries; consider Code ONE from a safe location.
<input type="checkbox"/>	Follow directions from Department Lead and Police
<input type="checkbox"/>	Use non-violent de-escalation techniques if possible. If the situation worsens consider escalation to a Code Silver Lockdown.
<input type="checkbox"/>	If the Code Silver Local is in another area, stay in your own safe work area. Avoid open spaces until the code is cleared. Be prepared for escalation to a Code Silver Lockdown.
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Silver - External</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	IF A PERSON WITH A WEAPON IS DISCOVERED WITHIN THE FACILITY, IMMEDIATELY TAKE SHELTER IN A ROOM AND CONTACT SWITCHBOARD / RESOURCE CENTRE EXT. 55555; GO TO CODE SILVER LOCKDOWN
<input type="checkbox"/>	If information is received regarding a Person with a Weapon in the community notify Department Lead
<input type="checkbox"/>	If Department Lead cannot be immediately located, contact the Switchboard / Resource Centre ext. 55555 to advise of Code Silver - External - Site - Location
<input type="checkbox"/>	Receive Code Alert, Ensure co-workers have received the Code Alert.
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Employees currently inside building may continue working, but stay away from windows
<input type="checkbox"/>	If outside, go inside closest building and stay inside and keep away from windows
<input type="checkbox"/>	Remain inside buildings
<input type="checkbox"/>	Advise Department Lead of status and location
<input type="checkbox"/>	Follow directions from Department Lead and Police
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Silver - Lockdown</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	IF A PERSON WITH A WEAPON IS DISCOVERED WITHIN THE FACILITY, IMMEDIATELY TAKE SHELTER IN A ROOM AND CONTACT SWITCHBOARD / RESOURCE CENTRE EXT. 55555
<input type="checkbox"/>	Receive Code Alert, Ensure co-workers have received the Code Alert.
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Get away from the danger area; seek out lockable rooms and take shelter inside; lock or barricade doors.
<input type="checkbox"/>	If in an open area, seek out a room and take shelter inside.
<input type="checkbox"/>	Use furniture and other items to barricade the door.
<input type="checkbox"/>	If it is believed the person with a weapon is in the area, call Switchboard / Resource Centre (905) 378-4647 ext. 55555 and stay on the line to be connected to Police Dispatch (DO NOT leave the room to make the call).
<input type="checkbox"/>	Remain low to the floor, switch off lights if possible to give the appearance that the room is unoccupied.
<input type="checkbox"/>	Stay quiet and silence cell phones or other potentially noisy devices that may give away your location.
<input type="checkbox"/>	Where your life or the lives of others are at risk, you may make the personal decision to fight and incapacitate the attacker to survive.
<input type="checkbox"/>	Decide on if to fight the attacker if not able to run or hide. Commit to winning the fight before you start.
<input type="checkbox"/>	If you are sheltering, make a fight plan with your fellow occupants for if the attacker gains entry to your room. Look for items to use as improvised weapons and decide on who is willing to fight.
<input type="checkbox"/>	Remain in the secure location until contact is made by Police or the official "All Clear" is given.
<input type="checkbox"/>	While in your secure location, treat any injuries in the room to the best of your ability and training.
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required



**Appendix E – Security Job Action Sheet and Checklist**

<b>Code Silver - Local</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert (PA Announcement or Direct Page).
<b>Step 2 – Action Plan</b>	
<b>Security Responding Directly to Code</b>	
<input type="checkbox"/>	Respond to Code location.
<input type="checkbox"/>	Report to Incident Commander.
<input type="checkbox"/>	Receive update from Staff or Department Lead.
<input type="checkbox"/>	Advise Security Command upon arrival.
<input type="checkbox"/>	Confirm Police have been called via the Resource Centre.
<input type="checkbox"/>	Create a perimeter to ensure others safety.
<input type="checkbox"/>	Follow Use of Force guidelines provided by Paladin Security.
<input type="checkbox"/>	Update Police upon their arrival at Code location.
<input type="checkbox"/>	Assist Police as required.
<input type="checkbox"/>	Ensure person has been disarmed, subdued or arrested as per Security Post Orders.
<b>Security Escorting Police</b>	
<input type="checkbox"/>	Meet and escort arriving Police to Code location.
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Department Lead when the Code has been resolved.
<input type="checkbox"/>	Notify Security Command when the Code has been resolved.
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete documentation as required

<b>Code Silver - External</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	If a person with a weapon is onsite Go To LOCKDOWN.
<input type="checkbox"/>	If information is received regarding the threat of a Person with a Weapon in the community notify Switchboard / Resource Centre ext. 55555 and advise Code Silver - External
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Ensure other Security Guards and Security Command are aware of the Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Lock and secure building entrances; post signage directing persons to a single entrance as required.
<input type="checkbox"/>	Post signage, "Emergency Code in Effect, Use Main Entrance Doors".
<input type="checkbox"/>	Assign Security Guard to maintain video surveillance.
<input type="checkbox"/>	Monitor and assess persons entering single entrance (i.e. Main Entrance).
<input type="checkbox"/>	Liaise with Police upon arrival.
<input type="checkbox"/>	Activation of Police Command Post will be at the discretion of Police.
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete documentation as required

<b>Code Silver – Lockdown</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert.
<input type="checkbox"/>	Ensure other Security Guards and Security Command are aware of the Code Alert.
<input type="checkbox"/>	DO NOT confront the person with a weapon.
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Direct all personnel go into securable rooms and take shelter inside.
<input type="checkbox"/>	Remotely lock all unit doors if possible (SCS).
<input type="checkbox"/>	Barricade doorways if possible.
<input type="checkbox"/>	Once staff is secured in room, do not open doors for anyone (except by order of Police).
<input type="checkbox"/>	If safe to do so, assign a Security Guard to barricade inside Security Command to monitor video feeds.
<input type="checkbox"/>	Contact police, maintain an open line, and pass on information obtained from the surveillance cameras (i.e. last location seen, number of suspects, descriptions, weapons, packages placed, etc.)
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Police will determine All Clear.
<input type="checkbox"/>	Advise Security Command of All Clear.
<input type="checkbox"/>	Receive Code Alert: All Clear.
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist in determining who is unaccounted for and report to Security Command.
<input type="checkbox"/>	Assist as required.
<input type="checkbox"/>	Complete documentation as required.

## Appendix F – Department Lead Job Action Sheet and Checklist

<b>Code Silver - Local</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Assess and determine the Code stage.
<input type="checkbox"/>	Call the Switchboard / Resource Centre ext. 55555 and advise a Code Silver Local; direct Switchboard / Resource Centre to call 9-1-1 for Police.
<input type="checkbox"/>	Receive Code Alert.
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post and assume role as Incident Commander; don IC Vest.
<input type="checkbox"/>	Advise staff to move all occupants near the area to a safe distance.
<input type="checkbox"/>	Update Security upon their arrival.
<input type="checkbox"/>	Advise Switchboard / Resource Centre ext. 55555 when Security arrives; Consider escalating to CODE SILVER LOCKDOWN if the situation deteriorates.
<input type="checkbox"/>	Ensure Staff safety; identify any injuries or treatment needed; Consider CODE ONE as required.
<input type="checkbox"/>	Liaise with Police upon their arrival.
<input type="checkbox"/>	Contact and update Unit Manager or Manager On-Call.
<input type="checkbox"/>	Contact Switchboard / Resource Centre to provide information for the Code Update Email.
<input type="checkbox"/>	Ensure situation has been secured and resolved, and the patient (person) has been subdued.
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Notify Unit Manager or Manager On-Call when the Code has been resolved.
<input type="checkbox"/>	Receive Code Alert: All Clear.
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required – Ensure any injuries are treated and documented.
<input type="checkbox"/>	Complete IRS report(s) as appropriate.

<b>Code Silver - External</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	IF A PERSON WITH A WEAPON IS DISCOVERED WITHIN THE FACILITY, IMMEDIATELY TAKE SHELTER IN A ROOM AND CONTACT SWITCHBOARD / RESOURCE CENTRE EXT. 55555 AND GO TO CODE SILVER LOCKDOWN.
<input type="checkbox"/>	If information is received regarding a Person with a Weapon in the community notify Switchboard / Resource Centre ext. 55555 and advise of Code Silver - External - Site – Location.
<input type="checkbox"/>	Receive Code Alert.
<input type="checkbox"/>	Ensure staff members received the Code Alert.
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Building entrances will be locked and secured as determined by Security.
<input type="checkbox"/>	Direct Staff to stay away from windows.
<input type="checkbox"/>	Direct staff not to leave the building.
<input type="checkbox"/>	Attempt to identify missing staff and document.
<input type="checkbox"/>	Report any concerns to Security.
<input type="checkbox"/>	Maintain hospital operations until otherwise directed.
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear.
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Silver - Lockdown</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert.
<input type="checkbox"/>	Ensure staff members are aware of the Code Silver and lockdown procedures.
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Direct all staff into securable rooms and take shelter.
<input type="checkbox"/>	Lock and barricade doorways if possible.
<input type="checkbox"/>	Once staff is secured in room, do not open doors for anyone except for positively identified Police.
<input type="checkbox"/>	Follow directions on overhead announcements.
<input type="checkbox"/>	If it is believed the Person with a Weapon is in the area, call Switchboard / Resource Centre ext. 55555 and stay on the line to be connected to Police Dispatch (DO NOT leave the room to make the call).
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear.
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Determine who is unaccounted for.
<input type="checkbox"/>	Take follow up action as instructed.
<input type="checkbox"/>	Assist as required – Ensure any injuries are treated and documented.
<input type="checkbox"/>	Complete IRS report(s) as appropriate.

## Appendix G – Manager On-Call Lead Job Action Sheet and Checklist

<b>Code Silver - Local</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert.
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive an update from the Department Lead; take over as Incident Commander, if required.
<input type="checkbox"/>	Ensure Staff safety; identify any injuries and treatment required; consider Code ONE.
<input type="checkbox"/>	Contact and update the Director On-Call.
<input type="checkbox"/>	Receive Code Update Email.
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Department Lead when the Code has been resolved.
<input type="checkbox"/>	Advise Director On-Call when the Code has been resolved.
<input type="checkbox"/>	Receive Code Alert: All Clear.
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required.

<b>Code Silver - External</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	IF A PERSON WITH A WEAPON IS DISCOVERED WITHIN THE FACILITY, IMMEDIATELY TAKE SHELTER IN A ROOM AND CONTACT SWITCHBOARD / RESOURCE CENTRE EXT. 55555 AND GO TO CODE SILVER LOCKDOWN.
<input type="checkbox"/>	If information is received regarding a Person with a Weapon in the community notify Switchboard / Resource Centre ext. 55555 and advise Code Silver - External.
<input type="checkbox"/>	Receive Code Alert.
<input type="checkbox"/>	Ensure staff members received the Code Alert.
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Liaise with Police; report to Police Command Post.
<input type="checkbox"/>	Employees currently inside building(s) may remain working and can travel unobstructed through building interiors.
<input type="checkbox"/>	Entering and exiting the facility will be restricted to one entrance point.
<input type="checkbox"/>	Buildings are to be locked from the inside; for the safety of employees, no one should leave the building.
<input type="checkbox"/>	Communicate with Department Leads and ensure all employees are accounted for.
<input type="checkbox"/>	Determine who is unaccounted for.
<input type="checkbox"/>	Update Director On-Call.
<input type="checkbox"/>	Liaise with Security and determine status of external/internal video feeds.
<input type="checkbox"/>	Liaise with Police and discuss action plan.
<input type="checkbox"/>	Contact Switchboard / Resource Centre and provide information for the Code Update Email.
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Police will determine All Clear.
<input type="checkbox"/>	Communicate Police "All Clear" to Director On-Call.
<input type="checkbox"/>	Receive Code Alert: All Clear.
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required.
<input type="checkbox"/>	Complete IRS.

<b>Code Silver - Lockdown</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	IF A PERSON WITH A WEAPON IS DISCOVERED WITHIN THE FACILITY, IMMEDIATELY TAKE SHELTER IN A ROOM AND CONTACT SWITCHBOARD / RESOURCE CENTRE EXT. 55555 AND ADVISE CODE SILVER LOCKDOWN.
<input type="checkbox"/>	Receive Code Alert.
<input type="checkbox"/>	Ensure staff members received the Code Alert.
<b>Step 2 – Action Plan</b>	
<b>If on the site where the Code is occurring:</b>	
<input type="checkbox"/>	Take shelter in a room and barricade the door.
<input type="checkbox"/>	Do not leave secured room until evacuated by police.
<b>If not at the site where the Code is occurring:</b>	
<input type="checkbox"/>	DO NOT ATTEND THE SITE WHERE THE CODE IS OCCURRING.
<input type="checkbox"/>	Contact Police and request location of Police Command Post.
<input type="checkbox"/>	Attend the Police Command Post location and establish Incident Command Post at that location.
<input type="checkbox"/>	Contact the Director On-Call and advise.
<input type="checkbox"/>	Act as Niagara Health liaison with Police.
<input type="checkbox"/>	Continue to remain available for Code updates.
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Liaise with Police to determine that the Code has been resolved.
<input type="checkbox"/>	Advise Director On-Call of the Police "All Clear"
<input type="checkbox"/>	Receive Code Alert: All Clear.
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required.
<input type="checkbox"/>	Complete IRS.

## Appendix H – Director On-Call Lead Job Action Sheet and Checklist

<b>Code Silver - Local</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert.
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive an update from Manager On-Call.
<input type="checkbox"/>	Receive Call from Switchboard / Resource Centre to set up Teleconference/Skype Conference Call.
<input type="checkbox"/>	Join and lead the Teleconference/Skype Meeting Conference Call.
<input type="checkbox"/>	Determine impact on operations and consider COOP activation.
<input type="checkbox"/>	Update VP On-Call
<input type="checkbox"/>	Develop communications plan (in coordination with Police) if necessary.
<input type="checkbox"/>	Receive Code Update Email from Switchboard / Resource Centre.
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive notification from Police/Incident Commander that the Code has been resolved.
<input type="checkbox"/>	Advise VP On-Call that Police have provided the All Clear. Direct Switchboard / Resource Centre to clear code if VP On-Call is agreeable.
<input type="checkbox"/>	Receive Code Alert: All Clear.
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required.
<input type="checkbox"/>	Determine if immediate post-incident psychological assistance is required.
<input type="checkbox"/>	Determine if an After Action Review (AAR) is required.

<b>Code Silver - External</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	IF A PERSON WITH A WEAPON IS DISCOVERED WITHIN THE FACILITY, IMMEDIATELY TAKE SHELTER IN A ROOM AND CONTACT SWITCHBOARD / RESOURCE CENTRE EXT. 55555 AND GO TO CODE SILVER LOCKDOWN.
<input type="checkbox"/>	If information is received regarding a Person with a Weapon in the community notify Switchboard / Resource Centre ext. 55555 and advise Code Silver - External - Site - Location
<input type="checkbox"/>	Receive Code Alert.
<input type="checkbox"/>	Ensure staff members received the Code Alert.
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Assign an Incident Commander.
<input type="checkbox"/>	Receive an update from Incident Commander once established.
<input type="checkbox"/>	Ensure access points have been closed (prevent people from coming in or out).
<input type="checkbox"/>	Receive Call from Switchboard / Resource Centre to set up Teleconference/Skype Conference Call.
<input type="checkbox"/>	Join and lead the Teleconference/Skype Meeting Conference Call.
<input type="checkbox"/>	Determine if there is a requirement to activate the EOC (i.e.: Stage appears to be a protracted event).
<input type="checkbox"/>	Determine impact on operations and consider COOP activation.
<input type="checkbox"/>	Consider communication requirements (in coordination with Police).
<input type="checkbox"/>	Monitor News outlets, radio, internet.
<input type="checkbox"/>	Contact Police Communications every 30 minutes for an update.
<input type="checkbox"/>	Update VP On-Call
<input type="checkbox"/>	Receive Code Update Email from Switchboard / Resource Centre.

<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive notification from Police/Incident Commander that the Code has been resolved.
<input type="checkbox"/>	Contact Switchboard / Resource Centre ext. 55555 and advise of the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear.
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required.
<input type="checkbox"/>	Determine if immediate post-incident psychological assistance is required.
<input type="checkbox"/>	Determine if an After Action Review (AAR) is required.

<b>Code Silver - Lockdown</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert.
<input type="checkbox"/>	Ensure staff members received the Code Alert.
<b>Step 2 – Action Plan</b>	
<b>If at the site where the Code is occurring:</b>	
<input type="checkbox"/>	If unable to access the Incident Command Post due to the lockdown, take shelter in a room and barricade the door.
<input type="checkbox"/>	Contact and advise VP On-Call that the EOC will need to be activated at an alternate location. IT IS NOT SAFE TO ACTIVATE THE EOC AT THE AFFECTED SITE.
<input type="checkbox"/>	Assign an alternate Director to lead the EOC.
<b>If not at the site where the Code is occurring:</b>	
<input type="checkbox"/>	Assign an Incident Commander to report to Police Command Post; receive updates.
<input type="checkbox"/>	Continue to remain available for Code updates (request updates every 30 minutes).
<input type="checkbox"/>	Receive Call from Switchboard / Resource Centre to set up Teleconference/Skype Conference Call.
<input type="checkbox"/>	Join and lead the Teleconference/Skype Meeting Conference Call.
<input type="checkbox"/>	Determine alternate location for the EOC based on where the Code is occurring (i.e. EOC cannot be at Code site).
<input type="checkbox"/>	Determine impact on operations and consider COOP activation.
<input type="checkbox"/>	Update VP On-Call
<input type="checkbox"/>	Notify Niagara EMS of EMS redirect; notify receiving facilities.
<input type="checkbox"/>	Determine if a Code Orange will be required upon neutralization of threat by Police.
<input type="checkbox"/>	Develop communications plan (in coordination with Police).
<input type="checkbox"/>	Ensure notification of incoming shift to remain offsite until Code is resolved.
<input type="checkbox"/>	Receive Code Update Email from Switchboard / Resource Centre.
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive notification from Police/Incident Commander that the Code has been resolved.
<input type="checkbox"/>	Advise VP On-Call that Police have provided the All Clear.
<input type="checkbox"/>	Receive Code Alert: All Clear.
<input type="checkbox"/>	Cancel EMS redirect if appropriate
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required.
<input type="checkbox"/>	Determine if immediate post-incident psychological assistance is required.
<input type="checkbox"/>	Determine if an After Action Review (AAR) is required.



## Appendix I – Vice President On-Call Lead Job Action Sheet and Checklist

<b>Code Silver - Local</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Stay a safe distance from the affected area until Code Silver Local is cleared.
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

<b>Code Silver - External</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from Director On-Call.
<input type="checkbox"/>	Join Teleconference Meeting Conference Call.
<input type="checkbox"/>	Buildings will be secured from the inside.
<input type="checkbox"/>	Work may be continued unabated inside, however entrance to buildings will be restricted.
<input type="checkbox"/>	Monitor local news information.
<input type="checkbox"/>	Determine impact on operations and consider COOP activation.
<input type="checkbox"/>	Receive Code Update Email from Switchboard / Resource Centre.
<input type="checkbox"/>	Discuss communication needs with Director On-Call.
<input type="checkbox"/>	Advise Executive Leadership Team as required.
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call when the Code has been resolved.
<input type="checkbox"/>	Receive Code Alert: All Clear.
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required.

<b>Code Silver - Lockdown</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<b>If at the site where the Code is occurring:</b>	
<input type="checkbox"/>	Take shelter in a room and barricade the door.
<input type="checkbox"/>	Contact and advise Director On-Call and ELT that the EOC will need to be activated at an alternate location and an alternate VP On-Call will need to be assigned; IT IS NOT SAFE TO ACTIVATE THE EOC AT THE AFFECTED SITE.
<b>If not at the site where the Code is occurring:</b>	
<input type="checkbox"/>	If notification is received that the Director On-Call is on the site where the Code is occurring, assign an alternative Director On-Call to be the EOC Director.
<input type="checkbox"/>	Join Teleconference Meeting Conference Call and/or attend the Emergency Operations Centre.
<input type="checkbox"/>	Determine Code impact with discussions from Director On-Call; develop an action plan.
<input type="checkbox"/>	Determine impact on operations and consider COOP activation.
<input type="checkbox"/>	Develop communications plan (in coordination with Police).
<input type="checkbox"/>	Direct any Media communications.

<input type="checkbox"/>	Discuss Code with Police, EMS, Fire Dept. or Community Officials as required.
<input type="checkbox"/>	Update ELT.
<input type="checkbox"/>	Receive Code Update Email from Switchboard / Resource Centre.
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call when the Code has been resolved.
<input type="checkbox"/>	Notify Switchboard / Resource Centre ext. 55555 of the All Clear.
<input type="checkbox"/>	Receive Code Alert: All Clear.
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – support as required.

### Appendix J – Executive Leadership Team Lead Job Action Sheet and Checklist

<b>Code Silver - Local</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert.
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Stay a safe distance from the affected area until Code Silver Local is cleared.
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear.
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required.

<b>Code Silver - External</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Work may be continued unabated inside, however entrance to buildings will be restricted.
<input type="checkbox"/>	Discuss the Code with the VP On-Call.
<input type="checkbox"/>	ELT members will meet to discuss the Code (Executive Offices, consider alternate location if SCS impacted).
<input type="checkbox"/>	Determine impact to other depts., patient care, hospital operations, risk and reputation, site, length of time, etc.
<input type="checkbox"/>	Receive updates from VP On-Call.
<input type="checkbox"/>	Review and approve communications (in coordination with Police).
<input type="checkbox"/>	Direct any Media communications (in coordination with Police).
<input type="checkbox"/>	Discuss Code with Police, Fire and EMS Officials, Community officials as required.
<input type="checkbox"/>	Receive Code Update Email from Switchboard / Resource Centre.
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear.
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – support as required.

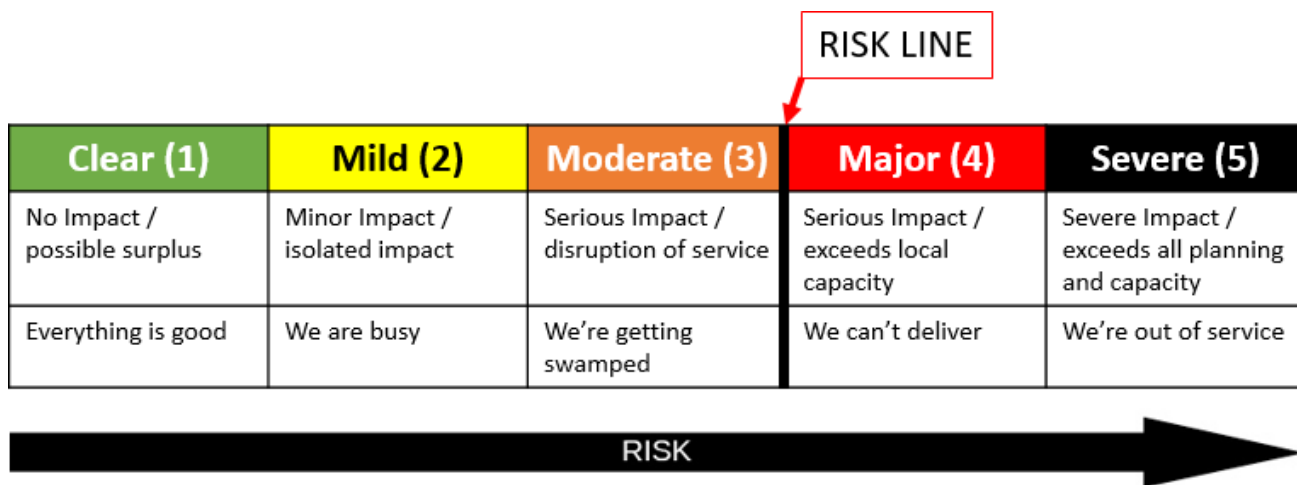
<b>Code Silver - Lockdown</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<b>If at the site where the Code is occurring:</b>	
<input type="checkbox"/>	Immediately seek out a secure room and take shelter and barricade inside.
<input type="checkbox"/>	Stay in that location until advised otherwise by responding Police units.
<input type="checkbox"/>	Advise other ELT members if in Lockdown and unavailable
<b>If not at the site where the Code is occurring:</b>	
<input type="checkbox"/>	Discuss the Code with the VP On-Call (if they are available); assign a new VP On-Call as needed.
<input type="checkbox"/>	Select alternate meeting locations as required.
<input type="checkbox"/>	Liaise with VP On-Call to determine impact to other depts., patient care, hospital operations, risk and reputation, site, length of time, etc.
<input type="checkbox"/>	Review and approve communications (in coordination with Police).
<input type="checkbox"/>	Direct any Media communications (in coordination with Police).
<input type="checkbox"/>	Receive updates from VP On-Call.

<input type="checkbox"/>	Approve Continuity of Operations (COOP) plan, approve AD Hoc Crisis Management Team to oversee COOP.
<input type="checkbox"/>	Discuss Code with Police, Fire and EMS Officials, Community officials as required.
<input type="checkbox"/>	Receive Code Update Email from Switchboard / Resource Centre.
<input type="checkbox"/>	Advise the Chief of Staff.
<input type="checkbox"/>	Contact the Board of Directors, CEO.
<input type="checkbox"/>	Contact the LHIN.
<input type="checkbox"/>	Plan to recover and re-open hospital.
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear.
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – support as required.

**Appendix K  
COOP Activation**

It is the responsibility of the department's Most Responsible Person (Charge Nurse/Technician, Manager, Manager On-Call) to determine the impact of the Code / incident on the department operations and the ability to provide services. Using the Immediate Impact Assessment Checklist, a standardized approach to evaluating department capabilities against the Major Risk Areas will be used. Departments registering at a Major or Severe Degree of Risk will require activation of the COOP Team.

The COOP Team will be then activated and monitored by the EOC until such time as the initial incident has been resolved, at which point the COOP Team will oversee the recovery directly and report to the Executive Leadership Team or program Vice President.



### Appendix L Communications Table

Staff are not to speak with the media or respond to public inquiries. All public and media inquiries shall be directed to the communications department. Please refer to Emergency Management Policy Document.

Code Type	Sent by	Local	External	Lockdown
Code Silver – Person with a weapon	Resource Centre	Violent person with an improvised weapon (not a gun or knife) on site.	Threat received; person not yet onsite	Person with a weapon with the intent to use the weapon attempting to gain entry, or is onsite
Code Membership	Resource Centre	Security Police	Police	Police
All Clear Approved by	Resource Centre	Police, Director On-Call	Police, Director On-Call	Police, VP On-Call
Staff Code Update	Communications	Director On-Call <i>Closed to affected Departments</i>	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Patient Code Update	Communications	Director On-Call <i>Closed to affected Departments</i>	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Vendor Code Update	Communications	Director On-Call <i>Closed to affected Departments</i>	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Website	Communications	Director On-Call	Director On-Call	VP On-Call / ELT Committee
FB	Communications	Director On-Call <i>Closed to affected Departments</i>	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Twitter	Communications	Director On-Call <i>Closed to affected Departments</i>	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>

### Appendix M Messaging Templates

Staff are not to speak with the media or respond to public inquiries. All public and media inquiries shall be directed to the communications department. Please refer to Emergency Management Policy Document.

#### Email Templates for Communications Department use only

##### STAFF CODE MESSAGE:

(DATE and TIME)

##### CODE ALERT: CODE SILVER LOCKDOWN – PERSON WITH A WEAPON – Site, Location

(Experts: e.g. Police, EMS, Fire, Security) are on site investigating CODE SILVER LOCKDOWN located in (site, location).

- As a result, the (area) has been safely evacuated until further notice.
- Patients, visitors, staff have been redirected to (area).
- Access to (other area) has also been impacted by this investigation.
- As a precaution (other areas) are also being evacuated to (details) and the entire (site) has been secured.
- Pedestrian and vehicular traffic are currently redirected away from the site.

The perpetrator is known/not known to staff and described as:

- Name
- Age
- Female or Male
- Height
- Weight
- Hair colour
- Eye colour
- Last seen wearing (clothing description)
- Distinguishing features

If you have witnessed any suspicious activity or believe you may have information that could be helpful, please call (xxxx)

Health and safety is always a top priority and we will continue to work with (Experts: e.g. Police, Fire, EMS, Security) to proactively monitor this situation.

(Staff) will remain on stand-by to quickly address incidents that may arise. If you experience an emergency or injury while on site, please dial **55555** to receive aid **ASAP**.

As you may know, the emergency management program can be found (link, hard copy location).

This Emergency Bulletin was sent by (NAME and TITLE), and will be updated every (X) hour(s), on the hour. If you have any questions or concerns, please contact (EXTENSION)

##### STAFF CODE MESSAGE UPDATE: FINAL

(DATE and TIME)

##### CODE ALERT: CODE SILVER – PERSON WITH A WEAPON – ALL CLEAR

Please be advised that the (Police, Fire, EMS, Security) have confirmed the ALL CLEAR and that no emergency exists.

All areas have reopened and resumed regular operations.

We would like to thank everyone for their assistance in ensuring the health and safety of our staff, visitors, and patients.

This Emergency Bulletin was sent by (NAME and TITLE). If you have any questions or concerns, please contact (EXTENSION)

#### **CODE ALERT: CODE SILVER LOCKDOWN – PERSON WITH A WEAPON – Site, Location**

#### **PATIENT CODE MESSAGE**

(DATE and TIME)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that (site entrance, clinic) is temporarily closed.

If you have an appointment on (date), please do **not** make your way to the (site).

Please contact your referring (doctor/clinic staff) (when?) to reschedule your appointment. Please be assured that we will work with your doctor to ensure your appointment or procedure is rescheduled as quickly as possible.

We sincerely regret any inconvenience and thank you for your patience.

We will provide an update once this status has changed at (website)

Sent by (NAME and TITLE)

#### **VISITOR CODE MESSAGE**

(DATE and TIME)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that access to (site/area) is temporarily closed.

If you are inquiring about the status of a patient at this time, please contact xxxx

We sincerely regret any inconvenience and thank you for your patience.

We will provide an update once this status has changed at (website).

Sent by (NAME and TITLE).

#### **VENDOR CODE MESSAGE**

(DATE and TIME)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that access to (site/area) is temporarily closed.

If you have a (meeting/delivery) on (dates), please do not make your way to the (site) at this time.



Please reach out to your main contact at the (site) to reschedule your meeting or delivery.

We sincerely regret any inconvenience and thank you for your patience.

We will provide an update once this status has changed at (website)

Sent by (NAME and TITLE).

#### EXTERNAL UPDATE - FINAL

(DATE and TIME)

Please be advised that (site) has reopened and resumed regular operations.

We sincerely regret any inconvenience and thank you for your patience.

Sent by (NAME and TITLE).

Social Media – Facebook for Communications Department use only				
Criteria	Draft	Hashtags #	URLs / Links	Include Images
Initial post	<p>Please be advised that access to (access to site/area) is temporarily closed.</p> <p>If you are inquiring about the status of a patient at this time, please contact xxxx</p> <p>We sincerely regret any inconvenience and thank you for your patience.</p> <p>We will provide an update once this status has changed at (website).in place to manage a situation such as this.</p>	Not required	(website)	No
Update 1	<p>We would like to remind everyone that (site entrance, clinic) is currently closed so please avoid the area.</p> <p>We will provide updates here or on our (website) when more details come to hand.</p>	#NHS #NHSlocation	(website)	No
Update 2	<p>Police are currently on scene investigating a situation at (site entrance, clinic).</p> <p>We are currently closed and will reopen once we have been given the all clear from authorities.</p> <p>We will provide updates here or on our (website) when more details come to hand.</p>	#NHS #NHSlocation	(website)	If there are images

Update 3 (If applicable)	<p>(site entrance, clinic) is currently closed and being evacuated by authorities.</p> <p>Please avoid the area and do not put yourself and others in danger.</p> <p>We will be evacuating patients to (location). If you are inquiring about the status of a patient, please contact xxxx</p> <p>We will provide here or on our (website) when more details come to hand.</p>	#NHS #NHSlocation	(website)	If there are images
Final post	<p>The (site) has reopened and we have resumed regular operations.</p> <p>We sincerely regret any inconvenience and thank you for your patience.</p> <p>Please contact your doctor or staff to reschedule your appointment or meeting.</p>	#NHS #NHSlocation #focusonthoseweserve	(website)	If there are images

<b>Social Media – Twitter for Communications Department use only</b>				
Criteria	Draft	Hashtags #	URLs / Links	Include Images
Initial post	(site entrance, clinic) is currently closed, even if you have an appointment. Contact xxxx for status of a patient. Updates on (website)	Not required	(website)	No
Update 1	We would like to remind everyone that (site entrance, clinic) is currently closed so please avoid the area. More info and updates (website)	#NHS #NHSlocation	(website)	No
Update 2	Police are currently on scene investigating a situation. More info and updates (website)	#NHS #NHSlocation	(website)	If there are images
Update 3 (if applicable)	We're being evacuated by authorities. Avoid the area & don't put yourself & others in danger. Visit (website) for more details	#NHS #NHSlocation	(website)	If there are images
Final post	(site) has reopened and we have resumed regular operations. Please contact your doctor or staff to reschedule your appointment or meeting.	#NHS #NHSlocation #focusonthoseweserve	(website)	If there are images

## Appendix N – Site Specific Department Checklists

Niagara Falls Site– Department Checklist								
Site	Level (Floor)	Department	Checked	Code Green (Evacuated)	Code Yellow (Missing Person)	Code Black (Bomb Threat)	Code Silver (Lockdown)	Code Silver (Shelter In Place)
NFS	Ground Floor	Unit F						
NFS	Ground Floor	Unit D						
NFS	Ground Floor	Unit C						
NFS	Ground Floor	Unit B						
NFS	Ground Floor	Unit B						
NFS	Ground Floor	vacant						
NFS	Ground Floor	Physio						
NFS	Ground Floor	EVS						
NFS	Ground Floor	Pharmacy						
NFS	Ground Floor	MDR						
NFS	Ground Floor	Cafeteria						
NFS	Ground Floor	Kitchen						
NFS	Ground Floor	Engineering						
NFS	Ground Floor	Biomed						
NFS	Ground Floor	Health Records						
NFS	2nd Floor	vacant						
NFS	2nd Floor	Radiology						
NFS	2nd Floor	ICU						
NFS	2nd Floor	X-Ray						
NFS	2nd Floor	Endoscopy						
NFS	2nd Floor	Lab/Ultrasound						
NFS	2nd Floor	Day Surgery						
NFS	2nd Floor	OR						
NFS	2nd Floor	Medical Day Treatment						
NFS	2nd Floor	Pharmacy						
NFS	2nd Floor	Gift Shop						
NFS	2nd Floor	Emergency						
NFS	2nd Floor	Admin						
NFS	3rd Floor	In-patient Medical Brock						
NFS	3rd Floor	In-Patient Physio						

<b>Port Colborne Site – Department Checklist</b>								
Site	Level (Floor)	Department	Checked	Code Green (Evacuated)	Code Yellow (Missing Person)	Code Black (Bomb Threat)	Code Silver (Lockdown)	Code Silver (Shelter In Place)
PCS	1st Floor	Out-patient unit						
PCS	1st Floor	vacant						
PCS	1st Floor	vacant						
PCS	1st Floor	Human Resources						
PCS	1st Floor	Health & Safety Office						
PCS	1st Floor	Meals on Wheels						
PCS	1st Floor	Speech Pathology Office						
PCS	1st Floor	vacant						
PCS	1st Floor	Gift Shop						
PCS	1st Floor	Kitchen						
PCS	1st Floor	Hospitality and Food Services						
PCS	2nd Floor	2-West In-patient Medical Unit						
PCS	2nd Floor	2-South In-patient Medical Unit						
PCS	2nd Floor	2-East In-patient Medical Unit (CCC)						
PCS	3rd Floor	Engineering						
PCS	3rd Floor	Educator						
PCS	3rd Floor	Vacant/Storage						
PCS	Basement	Urgent Care						
PCS	Basement	vacant						
PCS	Basement	vacant						
PCS	Basement	Physio						


<b>St. Catharines Site – Department Checklist</b>								
Site	Level (Floor)	Department	Checked	Code Green (Evacuated)	Code Yellow (Missing Person)	Code Black (Bomb Threat)	Code Silver (Lockdown)	Code Silver (Shelter In Place)
SCS	Level 0	Food Services						
SCS	Level 0	Bio-medical						
SCS	Level 0	Environmental Services						
SCS	Level 0	Medical Device Reprocessing						
SCS	Level 0	Materials Management						
SCS	Level 0	Morgue						
SCS	Level 0	Loading Docks						
SCS	Level 1	Specialized Mental Health						
SCS	Level 1	Acute Mental Health						
SCS	Level 1	Psychiatric ICU						
SCS	Level 1	Main Elevator Bank						
SCS	Level 1	Cardiology Diagnostics						
SCS	Level 1	Psychiatric Emergency						
SCS	Level 1	Diagnostic Imaging						
SCS	Level 1	Emergency						
SCS	Level 1	Registration						
SCS	Level 1	Food Court						
SCS	Level 1	Radiation Therapy						
SCS	Level 1	Walker Family Cancer Centre						
SCS	Level 1	Volunteers						
SCS	Level 1	Outpatient Mental Health						
SCS	Level 1	Spiritual Centre						
SCS	Level 2	2B Critical Care (ICU/PCU)						
SCS	Level 2	Respiratory Services						
SCS	Level 2	On Call Rooms						
SCS	Level 2	OR Prep & Recovery						
SCS	Level 2	Operating Rooms						
SCS	Level 2	Heart Investigation Unit						
SCS	Level 2	Chemotherapy						
SCS	Level 2	Administration						
SCS	Level 2	Academic Activities						
SCS	Level 2	DeGrootte Satellite Education Centre						
SCS	Level 2	Community Leaders Auditorium						
SCS	Level 2	2A Medical/Telemetry						
SCS	Level 3	3B Medical/Palliative Care						
SCS	Level 3	Pharmacy						
SCS	Level 3	Hospitalists						
SCS	Level 3	Physician Facilities						
SCS	Level 3	Medical Records						
SCS	Level 3	Site Administration						
SCS	Level 3	Washroom						
SCS	Level 3	Washroom						

SCS	Level 3	Washroom						
SCS	Level 3	Utilization / Discharge Planning / HNHB LHIN						
SCS	Level 3	Finance						
SCS	Level 3	Rooftop Patio						
SCS	Level 3	Meeting Room						
SCS	Level 3	Quality, Patient Safety & Risk						
SCS	Level 3	Occupational Health						
SCS	Level 3	Human Resources						
SCS	Level 3	Patient Relations – two locations						
SCS	Level 3	Research Department						
SCS	Level 3	Chronic Kidney Disease						
SCS	Level 3	Niagara Diabetes Centre						
SCS	Level 3	IT Services						
SCS	Level 3	Laboratory Medicine						
SCS	Level 3	Clinical Nutrition						
SCS	Level 3	3A Medical/Kidney Disease						
SCS	Level 4	4A Medical/Surgical						
SCS	Level 4	4B Children's Health						
SCS	Level 4	Gift Shop						
SCS	Level 4	Women and Babies						
SCS	Level 4	Endoscopy/Cystoscopy						
SCS	Level 4	Outpatient Clinics						
SCS	Level 4	Special Care Nursery						
SCS	Level 4	ICU Research Department						
SCS	Level 5	5A General Surgery						
SCS	Level 5	5B General and Orthopedic Surgery						
SCS	Level 5	Rehab						
SCS	Other	Penthouse (both towers)						
SCS	Other	All stairwells						
SCS	Other	All Public Washrooms						
SCS	Other	All Conference Rooms						
SCS	Other	Roof						

<b>Welland Hospital Site – Department Checklist</b>								
Site	Level (Floor)	Department	Checked	Code Green (Evacuated)	Code Yellow (Missing Person)	Code Black (Bomb Threat)	Code Silver (Lockdown)	Code Silver (Shelter In Place)
WS	1st Floor	Medical Records						
WS	1st Floor	Cashier						
WS	1st Floor	Gift Shop						
WS	1st Floor	Ambulatory Care						
WS	1st Floor	OBSP						
WS	1st Floor	Emergency						
WS	1st Floor	Lab/Biomed						
WS	1st Floor	Engineering						
WS	1st Floor	Laundry						
WS	1st Floor	Boiler room						
WS	1st Floor	Morgue						
WS	1st Floor	Purchasing Receiving						
WS	1st Floor	Kitchen						
WS	1st Floor	Admin						
WS	1st Floor	Diabetic Clinic						
WS	1st Floor	Dialysis						
WS	1st Floor	Pharmacy						
WS	1st Floor	Woolcott Wing						
WS	1st Floor	Physio						
WS	1st Floor	ECU						
WS	1st Floor	ILTC						
WS	2nd Floor	Vacant						
WS	2nd Floor	MDR						
WS	2nd Floor	Vacant						
WS	2nd Floor	Various Offices						
WS	2nd Floor	ICT						
WS	3rd Floor	OR						
WS	3rd Floor	Day Surgery						
WS	3rd Floor	Ophthalmology						
WS	3rd Floor	Vacant						
WS	3rd Floor	Telemetry						
WS	4th Floor	In-Patient Physiotherapy						
WS	4th Floor	Surgical In-patient Unit						
WS	5th Floor	Cataract Pre-Op						
WS	5th Floor	Mech. Room						
WS	5th Floor	Floor Human Resources						
WS	6th Floor	In-Patient Medical Unit						
WS	1st Floor	Medical Records						

Fort Erie Site – Department Checklist								
Site	Level (Floor)	Department	Checked	Code Green (Evacuated)	Code Yellow (Missing Person)	Code Black (Bomb Threat)	Code Silver (Lockdown)	Code Silver (Shelter In Place)
FES	First Floor	Palliative Care						
FES	First Floor	In-Patient Medical						
FES	First Floor	Admin						
FES	First Floor	Diagnostic Imaging						
FES	First Floor	Methadone Clinic						
FES	First Floor	Gift Shop						
FES	First Floor	Health Records						
FES	Second Floor	Human Resources						
FES	Second Floor	Storage						
FES	Second Floor	Office Space						
FES	Second Floor	Physio						
FES	Second Floor	<i>Vacant</i>						
FES	Second Floor	<i>Vacant</i>						
FES	Second Floor	<i>Vacant</i>						
FES	Ground Floor	Urgent Care						
FES	Ground Floor	Housekeeping						
FES	Ground Floor	<i>Vacant</i>						
FES	Ground Floor	Storage Equipment						
FES	Ground Floor	Pharmacy						
FES	Ground Floor	Kitchen						
FES	Ground Floor	<i>Vacant</i>						
FES	Ground Floor	<i>Vacant</i>						
FES	Ground Floor	Storage Equipment						



		<b>NAME: Code White – Violent Person</b>	
CLASSIFICATION:	Emergency Preparedness	DOCUMENT TYPE:	<b>POLICY and PROCEDURE</b>
SECTION:	Emergency Response Codes – Code White	EFFECTIVE DATE: (DD/MM/YY)	01/06/21
APPROVED BY:  Vice President, Patient Services and Strategy Director, Quality, Patient Safety, Risk and Patient Relations		END DATE: (DD/MM/YY)	01/06/24
		DOCUMENT ID:	N/A

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**1.0 Purpose**

To provide overall guidance and instruction to staff in being able to provide a controlled and coordinated plan of response for code white.

**2.0 Background**

Niagara Health is committed to providing a safe and secure environment for patients, visitors and staff by providing a comprehensive approach that includes prevention, early recognition, calming/de-escalation strategies, emergency interventions and post-incident review of behavioral disturbances.

**3.0 Scope**

Applies to all employees, persons with practicing privileges (physicians, dentists, midwives and RNs in the Extended Class), volunteers, students/learners, independent and external contract workers at each site of Niagara Health.

**4.0 Policy**

4.1 A Code White may be initiated by any staff member witnessing an incident of disturbed behavior having the potential to rapidly escalate to an unpredictable outcome and the resources are not available at the time and place of the incident to manage it.

- 4.2 The Code White procedures must be followed at all times to ensure staff, patient and visitor safety. Please refer to your role within the Code White Job Action Sheet (JAS) found in Atlas or as an appendix to this policy.
- 4.3 A Code White can only be deactivated by the Code White Team Leader, when he/she deems the behavioral disturbance has been satisfactorily managed.
- 4.4 Niagara Health believes that staff members have the right to pursue legal actions against a patient that has caused physical harm. Staff may provide facts of the event to the Niagara Regional Police without breaching patient confidentiality.
- 4.5 This policy will be reviewed/revised on an annual basis or as required by Risk Management and Patient Safety department in collaboration with Human Resources and Corporate Joint Health and Safety and the Code White sub-committee of the Emergency Management Committee.

## 5.0 Procedure

### 5.1 Authority to Activate a Security Assist

- a) Any staff member has the ability to call a **Security Assist** in the event there is situation that is beginning to escalate and would warrant the presence of security when witnessing a nonviolent escalation. The presence of security may de-escalate the situation but **IF THE SITUATION BECOMES VIOLENT A CODE WHITE MUST BE INITATED.**
  - i) **Dial 55555** in order to provide the responding Switchboard Operator with the details as to the site of the episode.
  - ii) On being contacted for of a **“Security Assist”** (with site of real/potentially aggressive episode), Security is to respond immediately. (STAT)
  - iii) Refer to Appendix - Security Assist Flow Chart.
  - iv) Refer to Appendix - Code White Security Contact List for site-specific information.

### 5.2 Deactivation of Security Assist

- a) Team Leader is authorized to deactivate the Hospital's **Security Assist** when the potentially or actually aggressive episode has been deemed satisfactorily defused. If a Security Assist turns into a Code White then the Security Assist is deactivated when the Code White is called “All Clear”.

### 5.3 Authority and Activation of a Code White

- a) Any staff member has the ability to call a **Code White** in the event there is potential or actual situation that cannot be de-escalated and the staff member(s) feels that the safety of themselves, their team, visitors or the patient has been threatened. When calling a **Code White** you are activating the assistance of extra staff and or security (where present) when witnessing an aggressive episode.
  - i) Any individual witnessing a real/potentially aggressive episode must activate the Hospital's **Code White** by dialing **55555** with the location of the Code White for immediate response. If possible, **dial 55555** in order to provide the responding Switchboard Operator with the details as to the site of the episode. Duress badges and Vocera badges can also be used to call a Code White.
  - ii) If the site has two or more Security staff that are currently dealing with a Code White and a Second **Code White** is called Security will divide their resources to best deal with the situation.
  - iii) Refer to Appendix - Code White Flowchart.

### 5.4 Medical Aid

- a) Employees requiring medical assistance at any time during the code are to report to the Occupational Health Nurse or the Emergency Department/Urgent Care, as appropriate. A Code One may be called to assist.

- i) In the event that a patient is injured during violent/aggressive behaviour, the patient's Most Responsible Physician and family member are to be notified by the relevant manager or nurse most responsible for the Unit.
- ii) Occupational Health and Safety will make notification to WSIB if an employee suffers an injury that requires medical care or result in Lost Time.
- iii) Employee Assistance Program counseling is available to any staff member who feels the need for it following involvement in a Code White incident. Refer to Post Traumatic Event Support Guidelines Policy and Appendices.

#### 5.5 Debriefing

- a) Debriefing should occur as soon as possible and practical after every Code White and is coordinated by the Manager or charge nurse.
  - i) After a debriefing, an IRS (Incident Report System) will be filed for each event.
  - ii) In the event of a critical injury, an After Action Review will be coordinated by the Risk Management and Patient Safety Department in conjunction with the Security, Workplace Relations, Safety Officers, Department/Unit Manager and appropriate administrative and/or medical staff.

#### 5.6 Review of Incident

- a) Such incidents will be reviewed on a regular basis by the department with the Health Program Directors and various appropriate parties. Opportunities for operational improvement will be discussed and implemented as necessary.

#### 5.7 Responsibilities

- a) In accordance to their role, staff are to follow the established processes as set out in the Job Action Sheets attached as appendices and/or in Atlas, which is accessible through SourceNet or on a mobile phone.

#### 5.8 Responsibilities at all NHS Sites

Responsibilities at all NH Sites	Refer to
Initial Assessment Checklist	<a href="#">Appendix A</a>
Resource/Switchboard	<a href="#">Appendix C</a>
Security	<a href="#">Appendix E</a>
Staff	<a href="#">Appendix D</a>
Department Lead	<a href="#">Appendix F</a>
Manager On-Call	<a href="#">Appendix G</a>
Director On-Call	<a href="#">Appendix H</a>
Vice President (VP)	<a href="#">Appendix I</a>
Executive Leadership (ELT)	<a href="#">Appendix J</a>

#### 5.9 Documentation

- a) Appropriate documentation of the event is completed as outlined below:
  - i) Document the facts related to the incident in the patient's health record as appropriate.
  - ii) IRS (Incident Report System) to be completed by staff involved in the Code White as soon as possible and practical after a Code White has been called.
  - iii) Security Report is to be completed by the attending Security staff.
  - iv) Workplace Relations and Occupational Health and Safety follow up on all IRSs involving aggressive behavior and injuries arising from these incidents.

### 6.0 Definitions

**Aggression:** a disposition, a willingness to inflict harm, regardless of whether this is behaviourally or verbally expressed and regardless of whether physical harm is sustained.

**Antecedents:** early warning signs that indicate that a person is escalating towards a violent act.

**Calming strategies:** skills employed for the reduction of anxiety/agitation mainly during the subtle and/or early stages of escalation.

**Code White:** A potential or actual situation that cannot be deescalated and the staff member(s) feels that the safety of themselves, their team, visitors or the patient has been threatened.

**De-escalation:** a complex range of skills designed to reduce an individual's level of arousal during the escalation and imminent phase; these include both verbal and non-verbal communication skills.

**Disturbed behaviour:** Exhibiting behaviours that deviate from the accepted norm for any reason can include aggressive, violent verbal and physical behaviour.

**Security Assist:** A non-violent event beginning to escalate and may warrant the presence of security.

**Violent Behaviour:** Is defined as any hostile, injurious or destructive behaviour by someone who threatens to, or causes injury to another person, self and/or hospital property.

## 7.0 Education/Communications

- 7.1 New Employees will receive an overview of Code White Policy and Procedure during Corporate (General) Orientation.
- 7.2 Security staff will receive appropriate training, on an annual basis, for Code White Response.
- 7.3 Risk Management and Patient Safety Department will provide on-going staff education and training in collaboration with Workplace Relations, Occupational Health and Safety, Practice and Education departments to include Code White policy and procedure and violence prevention and de-escalation techniques e.g. Safe Management Group (SMG) program, Gentle Persuasive Approach (GPA).
- 7.4 Staff education and training is provided yearly through NH's LEARNH module and will be reviewed on an annual basis by Risk Management and Patient Safety Department in collaboration with, Workplace Relations, Occupational Health and Safety and Practice and Education departments. The review will include, but is not limited to, staff training attendance, and an evaluation of the effectiveness of training programs.

## 8.0 Appendices

- [Appendix A – Code White Initial Assessment Checklist](#)
- [Appendix B – Job Action Sheet Summary \(All Roles\)](#)
- [Appendix C – Resource Centre Job Action Sheet and Checklist](#)
- [Appendix D – Staff Job Action Sheet and Checklist](#)
- [Appendix E – Security Job Action Sheet and Checklist](#)
- [Appendix F – Department Lead Job Action Sheet and Checklist](#)
- [Appendix G – Manager On-Call Job Action Sheet and Checklist](#)
- [Appendix H – Director On-Call Job Action Sheet and Checklist](#)
- [Appendix I – Vice President On-Call Job Action Sheet and Checklist](#)
- [Appendix J – Executive Leadership Team Job Action Sheet and Checklist](#)
- [Appendix K – Communications Table](#)
- [Appendix L – Messaging Templates](#)

## 9.0 Related Documents

- 9-911 Call Sheet
- Code White Flow Chart
- Code White – St. Catharines Site
- Security Assist Flow Chart
- Policy - Code White – Violent Person
- Security - Contact Information

[Emergency Restraint Use -- Policy and Procedure](#)

[Flagging Alert -- Policy and Procedure](#)

Flagging Guidelines – Preventing Violent Patient Behaviour (Violence Prevention Program)

[Post Traumatic Event Support Guidelines -- Policy, and Post Traumatic Even Process Flow Chart and Supportive Resources Post Traumatic Event Appendices](#)

## **10.0 Related Forms**

N/A

## **11.0 References**

11.1 OHA Toolkit, 2011,

### Appendix A – Code White Initial Assessment Checklist

<b>Definitions, Code Team Members and Assessment</b>	
<b>Initial Discovery and Immediate Actions</b>	
<input type="checkbox"/>	If a person has a weapon and is intent on using it, call a Code Silver Stage 3, otherwise,
<input type="checkbox"/>	Immediately call for help from co-workers
<input type="checkbox"/>	Call the Resource Centre Ext. 55555 or double-tap Vocera badge or press and hold duress badge button for 3 seconds
<input type="checkbox"/>	Contact Dept. Lead
<b>Code Stage Definitions</b>	
Complete the initial assessment and determine the Code Stage	
<b>Stage 1 Minor – Security Response</b>	
<input type="checkbox"/>	Staff feel threatened and require Security assistance
<input type="checkbox"/>	Security response required
<input type="checkbox"/>	Duress Badge activation
<b>Stage 2 Major – Police Response</b>	
<input type="checkbox"/>	Immediate emergency Police response required
<input type="checkbox"/>	Personal injury or property damage has occurred
<input type="checkbox"/>	Internal resources are overwhelmed
<b>Stage 3 Critical – Fatality or Serious Injury</b>	
<input type="checkbox"/>	Immediate Emergency Police response required
<input type="checkbox"/>	Fatality or serious injury has occurred
<input type="checkbox"/>	Director On-Call to be contacted

**NOTE:** A "Security Assist" is not a Code, but is a pre-scheduled event in which the Dept. Lead determines that Security is required.

**NOTE:** A serious injury is an injury of a serious nature that:

- Places life in jeopardy
- Produces unconsciousness
- Results in substantial loss of blood
- May involve a fracture, amputation, loss of sight, or major burn

<b>Definitions, Code Team Members and Assessment</b>	
<b>Code Team Membership</b>	
<input type="checkbox"/>	Security
<input type="checkbox"/>	Police, as required
<b>Assessment Criteria for Code White - Stage 1 Minor</b>	
<input type="checkbox"/>	Staff feel threatened and require Security assistance
<input type="checkbox"/>	Security is required
<input type="checkbox"/>	Duress or Vocera Badge activated
<input type="checkbox"/>	If "yes" to any of the above and no to any of the following questions than it is a Code White - Stage 1 - Site - Location
<input type="checkbox"/>	Go to Code White - JAS - Stage 1

<b>Assessment Criteria for Code White - Stage 2 Major</b>	
<input type="checkbox"/>	Immediate emergency Police response required
<input type="checkbox"/>	Personal injury or property damage has occurred
<input type="checkbox"/>	Internal resources are overwhelmed
<input type="checkbox"/>	If "yes" to any of the above questions in Stage 2 and no to the following, then it is a Code White - Stage 2
<input type="checkbox"/>	Contact Resource Centre Ext 55555 and advise of Code White - Stage 2 - Site – Location
<input type="checkbox"/>	Go to Code White - Stage 2 - JAS
<b>Assessment Criteria for Code White - Stage 3 Critical</b>	
<input type="checkbox"/>	Fatality or serious injury has occurred
<input type="checkbox"/>	Immediate emergency Police response required
<input type="checkbox"/>	Director On-Call to be contacted
<input type="checkbox"/>	If "yes" to any of the Stage 3 questions than it is a Code White - Stage 3
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise of Code White Stage 3 - Site - Location
<input type="checkbox"/>	Go to Code White - Stage 3 - JAS

### Appendix B - Job Action Sheet Summary (All Roles)

This summary page provides a quick reference of the key points with the various JAS for each Role.

Group	Stage 1	Stage 2	Stage 3
<b>Chain of Command</b>			
<b>Executive Leadership Team (ELT) / VP On-Call</b>	No action required	No action required	<b>ELT:</b> <ul style="list-style-type: none"> <li>Establish ELT meeting</li> <li>Approve COOP</li> <li>Review and approve communications (to be coordinated with Police)</li> <li>Advise stakeholders</li> </ul> <b>VP On-Call:</b> <ul style="list-style-type: none"> <li>Join EOC Conference Call or attend EOC</li> <li>Determine impact on operations and consider COOP activation</li> <li>Update ELT</li> <li>Develop communications plan (in coordination with Police)</li> <li>Issue All Clear</li> </ul>
<b>EOC / Director On-Call</b>	No action required	<ul style="list-style-type: none"> <li>Receive update from Incident Commander as required</li> </ul>	<ul style="list-style-type: none"> <li>Establish EOC Conference Call as required</li> <li>Determine impact on operations and consider COOP activation</li> <li>Develop communications plan (in coordination with Police)</li> </ul>
<b>Incident Command Post (ICP)</b>	<b>Staff:</b> <ul style="list-style-type: none"> <li>Use non-violent conflict resolution techniques to manage situation</li> <li>Ensure safety of other patients and Staff</li> <li>Liaise with Security at department entrance</li> </ul> <b>Dept. Lead/Manager On-Call:</b> <ul style="list-style-type: none"> <li>Assist and support as required</li> <li>Ensure Staff safety; identify injuries or treatment required</li> </ul>	<b>Staff:</b> <ul style="list-style-type: none"> <li>Use non-violent conflict resolution techniques to manage situation</li> <li>Ensure safety of other patients and staff</li> <li>Liaise with Security at department entrance</li> <li>Identify injuries and treat as required; consider Code ONE</li> </ul> <b>Dept. Lead/Manager On-Call:</b> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> </ul>	<b>Staff:</b> <ul style="list-style-type: none"> <li>Use non-violent conflict resolution techniques to manage situation</li> <li>Liaise with Security and Police at department entrance</li> <li>Ensure safety of other patients and staff</li> <li>Identify and treat injuries; consider Code ONE</li> </ul> <b>Dept. Lead/Manager On-Call:</b> <ul style="list-style-type: none"> <li>Assume role of Incident</li> </ul>



	<ul style="list-style-type: none"> <li>• Consider Code ONE as required</li> <li>• Consider escalation of stage if the situation is not managed</li> <li>• Issue All Clear</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• Establish and maintain perimeter to ensure others safety</li> <li>• Follow Use of Force guidelines as required</li> <li>• Ensure person has been subdued or arrested as required</li> </ul>	<ul style="list-style-type: none"> <li>• Liaise with Police and Security</li> <li>• Ensure Staff, patient and visitor safety</li> <li>• Identify any injuries or treatment needed; consider Code ONE</li> <li>• Consider escalation of Code as required</li> <li>• Issue All Clear</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• Establish and maintain perimeter to ensure others safety</li> <li>• Follow Use of Force guidelines as required</li> <li>• Assist Police as required; escort Police to ICP</li> <li>• Ensure person has been subdued or arrested as required</li> </ul>	<p>Commander</p> <ul style="list-style-type: none"> <li>• Liaise with Police and Security</li> <li>• Ensure staff, patient, visitor safety</li> <li>• Identify any injuries or treatment needed; consider Code ONE</li> <li>• Provide Resource Centre with information for Code Update Email</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>• Establish and maintain perimeter to ensure others safety</li> <li>• Follow Use of Force guidelines as required</li> <li>• Assist Police as required; escort Police to ICP</li> <li>• Ensure person has been subdued or arrested as required</li> </ul>
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### Communications

<p><b>Resource Centre</b></p>	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone Security</li> </ul>	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone 911 for Police, Security, Manager On-Call</li> </ul>	<ul style="list-style-type: none"> <li>• Send out PA Announcement</li> <li>• Phone 911 for Police, Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours),</li> <li>• Manager Security,</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>• Director On-Call</li> <li>• Send NHS Emergency Management email</li> <li>• Send All Clear PA, email</li> </ul>
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## Appendix C – Resource Centre Job Action Sheet and Checklist

<b>Definition</b>	Staff feel threatened, Duress Badge activation, Security response required	
<b>1.SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	Code White – [location]	
<b>Phone/Contact Responders</b>	<b>SCS</b>	• Security
	<b>NFS</b>	• Security
	<b>WS</b>	• Security
	<b>FES</b>	• 9-1-1 Police • Security
	<b>PCS</b>	• 9-1-1 Police • Security
<b>Send Group Emails</b>	N/A	
<b>2..ALL CLEAR</b>		
<b>Authority to give the “All Clear”</b>	Dept. Lead	
<b>PA Announcement (once)</b>	N/A	
<b>Group Emails</b>	N/A	
<b>3.POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log	
<b>Code White - Stage 1 - Minor Resource Centre</b>		
<b>Stage 1 Notification Checklist</b>		
<input type="checkbox"/>	Immediate emergency Police response required	
<input type="checkbox"/>	Personal injury or property damage has occurred	
<input type="checkbox"/>	Internal resources are overwhelmed	
<input type="checkbox"/>	If "yes" to any of the above questions in Stage 2 and no to the following, then it is a Code White - Stage 2	
<input type="checkbox"/>	Contact Resource Centre Ext 55555 and advise of Code White - Stage 2 - Site – Location	
<input type="checkbox"/>	Go to Code White - Stage 2 - JAS	
<b>Code White - Stage 1 – Minor Resource Centre</b>		
<b>1. Sending Stage Alerts</b>		
<b>PA Announcement (3 times)</b>	Code White – [location]	
<input type="checkbox"/>	Phone Security desk or pager	
<input type="checkbox"/>	Receive call from Dept. Lead when Security arrives to Code location	
<b>Sending Stage All Clear</b>		
<input type="checkbox"/>	Receive call from Dept. Lead that Code has been resolved	

Code White - Stage 2 – Major		Resource Centre
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	Code White – [location]	
<b>Phone/Contact Responders</b>	<b>SCS, NFS, WS, FES, PCS</b>	<ul style="list-style-type: none"> <li>• 9-1-1 Police</li> <li>• Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> </ul>
<b>Send Group Emails</b>	N/A	
<b>2. ALL CLEAR</b>		
<b>Authority to give the “All Clear”</b>	Department Lead	
<b>PA Announcement (once)</b>	N/A	
<b>Group Emails</b>	N/A	
<b>3. POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log	
Code White - Stage 2 - Major		Resource Centre
Stage 2 Notification Checklist		
<b>Sending Stage Alerts</b>		
<input type="checkbox"/>	PA Announcement sent	
<input type="checkbox"/>	Phone 9-1-1 Police	
<input type="checkbox"/>	Phone/page Security Desk	
<input type="checkbox"/>	Receive call from Dept. Lead when Security arrived at the Code location	
<b>Sending Stage All Clear Notification</b>		
<input type="checkbox"/>	Receive a call from the Dept. Lead to confirm the All Clear	

Code White Stage 3		
<b>Definition</b>	Immediate emergency Police response required; fatality or serious injury has occurred; Director On- Call to be contacted	
<b>1. SENDING ALERTS</b>		
<b>PA Announcement (3 times)</b>	Code White – [location]	
<b>Phone/Contact Responders</b>	<b>SCS, NFS, WS, PCS, FES</b>	<ul style="list-style-type: none"> <li>• 9-1-1 Police</li> <li>• Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours),</li> <li>• Manager Security,</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul>
	Subject Line ( <i>cut and paste, update site</i> )	Code Alert: Code White – Stage 3 – [Site]
	Email Body ( <i>cut and paste, update location</i> )	<p>A serious injury has occurred at [location].</p> <p>A <i>Code Update Email</i> will be sent as more information comes available.</p>
<b>2. EOC ACTIVATION</b>		
<b>Call the Director On-Call</b>  1/ Confirm the Director On-Call is aware of the Code and has spoke with the Dept. Lead or Manager On-Call  2/ Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	Mon-Fri 0830-1630  (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
	After-hours	Refer to Director On-call schedule
<b>b.Establish 'Teleconference Meeting' as per Director On-Call</b>	1. Teleconference Meeting invitation subject line ( <i>cut and paste, update site</i> )	EOC Conference Call – Code White – Stage 3 – [Site]
	<ul style="list-style-type: none"> <li>• Send Teleconference Meeting invitation via email to leadership list               <ul style="list-style-type: none"> <li>○ Set start time to begin immediately</li> <li>○ Phone leadership list to advise of Teleconference Meeting invitation</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Manager of Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours),</li> <li>• Director EVS/Security</li> <li>• Director On-Call</li> <li>• Executive Site Lead (daytime)</li> <li>• Director of QPSR</li> <li>• Communications Chief</li> </ul>

**NAME: Code White – Violent Person**

- VP On-Call
- Manager of Occ. Health
- Manager of Workplace Relations
- Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)

3. CODE UPDATE EMAIL		
<b>Send Group Emails</b> (as per Dept. Lead direction)	Email distribution groups:	• NHS Emergency Management
	Subject Line ( <b>cut and paste, update site</b> )	Code Update Email: Code White – Stage 3 – [Site]
	Email Body	As per Department Lead instructions
4. ADDITIONAL DUTIES AS REQUIRED		
<b>Complete Documentation</b>	N/A	
<b>Media Inquiries</b>	<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Dept.</li> </ul>	
<b>Patient Inquiries</b>	<ul style="list-style-type: none"> <li>• Take a message</li> <li>• Direct Code White patient inquiries to EOC or Family Support Centre (once established)</li> </ul>	
<b>ED Closure Notifications – as directed</b>	<ul style="list-style-type: none"> <li>• Notify NEMS of any ED closures</li> <li>• Notify other Niagara Health sites of ED closure</li> </ul>	
<b>EOC Hotline</b>	N/A	
5. ALL CLEAR		
<b>Authority to give the “All Clear”</b>	VP On-call	
<b>PA Announcement (once)</b>	All Clear Code White	
<b>Group Emails</b>	Email distribution groups:	• NHS Emergency Management
	Subject Line ( <b>cut and paste, update site</b> )	Code Alert: Code White – Stage 3 – [Site] – All Clear
6. POST INCIDENT PROCEDURES		
<b>Record</b>	Code Log	

**Stage 3 Notification Checklist****Sending Stage Alerts**

<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Phone 9-1-1 Police
<input type="checkbox"/>	Phone Security Desk to confirm PA was received
<input type="checkbox"/>	Group email sent
<input type="checkbox"/>	Phone Director On-Call - set up Teleconference Meeting as directed
<input type="checkbox"/>	Initiate the Teleconference Meeting Conference Call
<input type="checkbox"/>	Send email to Teleconference Meeting Call group
<input type="checkbox"/>	Phone the Teleconference Meeting group
<input type="checkbox"/>	Receive phone call from Dept. Lead of Code Team arrival
<input type="checkbox"/>	Send CODE UPDATE EMAIL

**Sending Stage All Clear Notification**

<input type="checkbox"/>	Receive All Clear from VP On-Call
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Complete Code Log

**Appendix D – Staff Job Action Sheet and Checklist**

<b>Step 1– Activate and Notify</b>	
<input type="checkbox"/>	Call out to co-workers or Dept. Lead to assist in managing the patient / person
<input type="checkbox"/>	Use Duress Badge
<input type="checkbox"/>	Call Resource Centre Ext. 55555 and advise of Code White, Site, Location, Police required?
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Use non-violent conflict resolution techniques to manage the situation
<input type="checkbox"/>	Ensure safety of other patients and staff
<input type="checkbox"/>	Meet and update Security upon their arrival
<input type="checkbox"/>	Consider escalation of the stage if the situation is not managed
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Dept. Lead when the Code has been resolved
<input type="checkbox"/>	Security is no longer required
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<b>Code White - Stage 2 - Staff JAS</b>	
<b>Step 1– Activate and Notify</b>	
<input type="checkbox"/>	Call out to co-workers or Dept. Lead to assist in managing the patient / person Use Duress or Vocera Badge
<input type="checkbox"/>	Call Resource Centre Ext. 55555 and advise of Code White, Site, Location, Police required?
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Use non-violent conflict resolution techniques to manage the situation
<input type="checkbox"/>	Ensure safety of other patients and staff
<input type="checkbox"/>	Meet and update Security upon their arrival
<input type="checkbox"/>	Meet and update Police upon their arrival
<input type="checkbox"/>	Identify injuries and treat as required, consider Code ONE
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Dept. Lead when the Code has been resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required



<b>Code White - Stage 3 - Staff JAS</b>	
<b>Step 1– Activate and Notify</b>	
<input type="checkbox"/>	Call out to co-workers or Dept. Lead to assist in managing the patient / person
<input type="checkbox"/>	Use Duress Badge
<input type="checkbox"/>	Call Resource Centre Ext. 55555 and advise of Code White, Site, Location, Police required?
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Use non-violent conflict resolution techniques to manage the situation
<input type="checkbox"/>	Meet and update Security upon their arrival
<input type="checkbox"/>	Meet and update Police upon their arrival
<input type="checkbox"/>	Ensure safety of other patients and staff
<input type="checkbox"/>	Identify injuries and treat as required, consider Code ONE
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Dept. Lead when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required

**Appendix E – Security Job Action Sheet and Checklist**

<b>Code White - Stage 1 - Security JAS</b>	
<b>Step 1– Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert via PA announcement or Duress Badge
<input type="checkbox"/>	If Code Alert received via Duress Badge, call the Resource Centre Ext. 55555 to report the Code White - Stage 1 - Site - Location
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Advise Security Command upon arrival
<input type="checkbox"/>	Receive update from Staff or Dept. Lead
<input type="checkbox"/>	Create perimeter to ensure others safety
<input type="checkbox"/>	Assist Staff as required
<input type="checkbox"/>	Follow Use of Force guidelines provided by Paladin Security
<input type="checkbox"/>	Ensure person has been subdued or arrested as per Security Post Orders
<input type="checkbox"/>	Consider escalation of the stage if the situation is not managed
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Dept. Lead when the Code has been resolved
<input type="checkbox"/>	Advise Security Command when the Code has been resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete documentation as required
<b>Code White - Stage 2 - Security JAS</b>	
<b>Step 1– Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert via PA announcement or Duress Badge
<input type="checkbox"/>	If Code Alert was received via Duress Badge, call the Resource Centre Ext. 55555 to report the Code White
<b>Step 2 – Action Plan - Security Responding Directly to Code</b>	
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Advise Security Command upon arrival
<input type="checkbox"/>	Receive update from Staff or Dept. Lead
<input type="checkbox"/>	Confirm Police have been called via Resource Centre
<input type="checkbox"/>	Create perimeter to ensure others safety
<input type="checkbox"/>	Assist Staff as required
<input type="checkbox"/>	Follow Use of Force guidelines provided by Paladin Security
<input type="checkbox"/>	Ensure person has been subdued or arrested as per Security Post Orders
<b>Security Escorting Police</b>	
<input type="checkbox"/>	Meet and escort arriving Police to Code location

<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Dept. Lead when the Code has been resolved
<input type="checkbox"/>	Advise Security Command when the code has been resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete documentation as required

<b>Code White - Stage 3 - Security JAS</b>	
<b>Step 1– Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert via PA announcement or Duress Badge
<input type="checkbox"/>	If Code Alert was received via Duress Badge, call the Resource Centre Ext. 55555 to report the Code White
<b>Step 2 – Action Plan - Security Responding Directly to Code</b>	
<input type="checkbox"/>	Respond to Code location
<input type="checkbox"/>	Report to Incident Commander
<input type="checkbox"/>	Receive update from Staff or Dept. Lead
<input type="checkbox"/>	Create a perimeter to ensure others safety
<input type="checkbox"/>	Advise Security Command upon arrival
<input type="checkbox"/>	Confirm Police have been called via the Resource Centre
<input type="checkbox"/>	Follow Use of Force guidelines provided by Paladin Security
<input type="checkbox"/>	Update Police upon their arrival at Code location
<input type="checkbox"/>	Assist Police as required
<input type="checkbox"/>	Ensure person has been subdued or arrested as per Security Post Orders
<b>Security Escorting Police</b>	
<input type="checkbox"/>	Meet and escort arriving Police to Code location
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise Dept. Lead when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Notify Security Command when the Code has been resolved
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete documentation as required

**Appendix F – Department Lead Job Action Sheet and Checklist**

<b>Code White - Stage 1 JAS - Department Lead</b>	
<b>Step 1 – Activate and Notify</b>	
<input type="checkbox"/>	Receive call from Staff
<input type="checkbox"/>	Call the Resource Centre Ext. 55555 and advise of Code White - Stage 1 - Site - Location
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Assist staff as required; attempt to diffuse the situation
<input type="checkbox"/>	Direct Staff to move other patients, visitors to a safe distance as required
<input type="checkbox"/>	Update Security upon their arrival
<input type="checkbox"/>	Contact the Resource Centre Ext. 55555 to advise of Security arrival
<input type="checkbox"/>	Ensure Staff safety; identify any injuries or treatment required; consider <a href="#">Code ONE</a> as required
<input type="checkbox"/>	Update Manager On-Call as required
<input type="checkbox"/>	Consider escalation of the stage if the situation is not managed
<input type="checkbox"/>	Ensure situation has been secured and resolved, and patient (person) has been subdued
<b>Step 3 - All Clear</b>	
	Call the Resource Centre Ext. 55555 to advise the Code has been resolved
<b>Step 4 – Post Incident</b>	
	Assist as required
	Complete IRS (not applicable for Mental Health)
<b>Department Lead - Code White - Stage 2 JAS</b>	
<b>Step 1– Activate and Notify</b>	
<input type="checkbox"/>	Assess and determine the Code stage
<input type="checkbox"/>	Call the Resource Centre Ext. 55555 and advise of a Code White - Stage 2 - Site - Location; direct Resource Centre to call 9-1-1 for Police
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post location and assume role of Incident Commander, don the IC Vest
<input type="checkbox"/>	Attempt to assist staff, and try to diffuse the incident
<input type="checkbox"/>	Advise staff to move some patients, family to a safe distance as required

<input type="checkbox"/>	Update Security upon their arrival
<input type="checkbox"/>	Contact the Resource Centre Ext. 55555 when Security arrives
<input type="checkbox"/>	Ensure staff safety; identify any injuries or treatment needed; consider <a href="#">Code ONE</a> as required
<input type="checkbox"/>	Liaise with Police upon their arrival
<input type="checkbox"/>	Update the Manager On-Call
<input type="checkbox"/>	Ensure situation has been secured and resolved, and patient (person) has been subdued
<b>Step 3 - All Clear</b>	
<input type="checkbox"/>	Call the Resource Centre Ext. 55555 to advise the Code has been resolved
<input type="checkbox"/>	Notify Manager On-Call of the All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete Code IRS
<b>Department Lead - Code White - Stage 3 JAS</b>	
<b>Step 1– Activate and Notify</b>	
<input type="checkbox"/>	Assess and determine the Code stage
<input type="checkbox"/>	Call the Resource Centre Ext. 55555 and advise a Code White - Stage 3; direct Resource Centre to call 9-1-1 for Police
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post and assume role as Incident Commander; don IC Vest
<input type="checkbox"/>	Update Security upon their arrival
<input type="checkbox"/>	Advise staff to move other patients, visitors to a safe distance
<input type="checkbox"/>	Advise the Resource Centre Ext. 55555 when Security arrives
<input type="checkbox"/>	Ensure Staff safety; identify any injuries or treatment needed; Consider <a href="#">CODE ONE</a> as required
<input type="checkbox"/>	Liaise with Police upon their arrival
<input type="checkbox"/>	Contact and update the Manager On-Call
<input type="checkbox"/>	Contact the Resource Centre to provide information for the Code Update Email
<input type="checkbox"/>	Ensure situation has been secured and resolved, and the patient (person) has been subdued
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Notify Manager On-Call when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear

**Step 4 – Post Incident**

<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete Code IRS

## Appendix G – Manager On-Call Job Action Sheet and Checklist

Code White - Stage 1 - Manager On-Call JAS	
<b>Step 1– Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from Dept. Lead as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	N/A
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
Code White - Stage 2 - Manager On-Call JAS	
<b>Step 1– Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Receive update from the Dept. Lead
<input type="checkbox"/>	Go to Code location if required
<input type="checkbox"/>	Update Director On-Call as required
<input type="checkbox"/>	Consider escalation of Code as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive an update from Dept. Lead of All Clear
<input type="checkbox"/>	Advise Director On-Call of All Clear, as required
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
Code White - Stage 3 - Manager On-Call JAS	
<b>Step 1– Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 – Action Plan</b>	
<input type="checkbox"/>	Go to the Code location
<input type="checkbox"/>	Receive an update from the Dept. Lead; take over as Incident Commander, if required
<input type="checkbox"/>	Ensure Staff safety; identify any injuries and treatment required; consider <a href="#">Code ONE</a>

<input type="checkbox"/>	Contact and update the Director On-Call
<input type="checkbox"/>	Receive Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Dept. Lead when the Code has been resolved
<input type="checkbox"/>	Advise Director On-Call when the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required - Consider the Post Traumatic Policy



**Appendix H – Director On-Call Job Action Sheet and Checklist**

<b>Code White - Stage 1 - Director On-Call JAS</b>	
Step 1– Activate and Notify	
<input type="checkbox"/>	Receive Code Alert
Step 2 – Action Plan	
<input type="checkbox"/>	No action required
Step 3 – All Clear	
<input type="checkbox"/>	N/A
Step 4 – Post Incident	
<input type="checkbox"/>	No action required
<b>Code White - Stage 2 - Director On-Call JAS</b>	
Step 1– Activate and Notify	
<input type="checkbox"/>	Receive Code Alert
Step 2 – Action Plan	
<input type="checkbox"/>	Receive update from Manager On-Call as required
<input type="checkbox"/>	An EOC Conference Call is not required for Code White - Stage 2
Step 3 – All Clear	
<input type="checkbox"/>	Receive update from Manager On-Call when the Code has been resolved, as required
Step 4 – Post Incident	
<input type="checkbox"/>	No action required
<b>Code White - Stage 3 - Director On-Call JAS</b>	
Step 1 - Activate and Notify	
<input type="checkbox"/>	Receive Code Alert
Step 2 - Action Plan	
<input type="checkbox"/>	Receive update from Manager On-Call
<input type="checkbox"/>	Receive Call from Resource Centre to set up Teleconference Conference Call
<input type="checkbox"/>	Join and lead the Teleconference Meeting Conference Call
<input type="checkbox"/>	Determine impact on operations and consider <a href="#">COOP activation</a>
<input type="checkbox"/>	Update VP On-Call
<input type="checkbox"/>	Develop communications plan (in coordination with Police)

<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<b>Step 3 - All Clear</b>	
<input type="checkbox"/>	Receive notification from Police/Incident Commander that the Code has been resolved
<input type="checkbox"/>	Advise VP On-Call that Police have provided the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step - 4 - Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Determine if CISM/PTSD assistance is required
<input type="checkbox"/>	Conduct Post Incident Debrief

**Appendix I – Vice President On-Call Job Action Sheet and Checklist**

<b>Code White – Stage 1 – VP-Call JAS</b>	
Step 1– Activate and Notify	
<input type="checkbox"/>	Receive Code Alert
Step 2 – Action Plan	
<input type="checkbox"/>	No action required
Step 3 – All Clear	
<input type="checkbox"/>	N/A
Step 4 – Post Incident	
<input type="checkbox"/>	No action required
<b>Code White - Stage 2 - VP On-Call JAS</b>	
Step 1– Activate and Notify	
<input type="checkbox"/>	Receive Code Alert
Step 2 – Action Plan	
<input type="checkbox"/>	No action required
Step 3 – All Clear	
<input type="checkbox"/>	N/A
Step 4 – Post Incident	
<input type="checkbox"/>	No action required
<b>Code White - Stage 3 - VP On-Call JAS</b>	
Step 1 – Activate and Notify	
<input type="checkbox"/>	Receive Code Alert
Step 2 – Action Plan	
<input type="checkbox"/>	Join Teleconference Meeting Conference call and/or attend the Emergency Operations Centre
<input type="checkbox"/>	Determine impact on operations and consider <a href="#">COOP activation</a>
<input type="checkbox"/>	Develop communications plan (in coordination with Police)
<input type="checkbox"/>	Direct any Media communications (in coordination with Police)
<input type="checkbox"/>	Discuss Code with Police, EMS, Fire Dept. or Community Officials as required
<input type="checkbox"/>	Update ELT
<input type="checkbox"/>	Receive Code Update Email from Resource Centre

<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive update from Director On-Call when the Code has been resolved
<input type="checkbox"/>	Notify Resource Centre Ext. 55555 of the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – support as required

**Appendix J – Executive Leadership Team Job Action Sheet and Checklist**

<b>Code White - Stage 1 - ELT JAS</b>	
Step 1– Activate and Notify	
<input type="checkbox"/>	Receive Code Alert
Step 2 – Action Plan	
<input type="checkbox"/>	No action required
Step 3 – All Clear	
<input type="checkbox"/>	N/A
Step 4 – Post Incident	
<input type="checkbox"/>	No action required
<b>Code White - Stage 2 - ELT JAS</b>	
Step 1– Activate and Notify	
<input type="checkbox"/>	Receive Code Alert
Step 2 – Action Plan	
<input type="checkbox"/>	No action required
Step 3 – All Clear	
<input type="checkbox"/>	N/A
Step 4 – Post Incident	
<input type="checkbox"/>	No action required
<b>Code White - Stage 3 - ELT JAS</b>	
Step 1 – Activate and Notify	
<input type="checkbox"/>	Receive Code Alert
Step 2 – Action Plan	
<input type="checkbox"/>	Liaise with VP On-Call to determine impact to other depts., patient care, hospital operations, risk and reputation, site, length of time, etc.
<input type="checkbox"/>	Review and approve communication plan (in coordination with Police)
<input type="checkbox"/>	Direct any Media communications (in coordination with Police)
<input type="checkbox"/>	Receive updates from VP On-Call
<input type="checkbox"/>	Approve Continuity of Operations (COOP) plan, approve AD Hoc Crisis Management Team to oversee COOP
<input type="checkbox"/>	Discuss Code with Police, Fire and EMS Officials, Community officials as required
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<input type="checkbox"/>	Advise the Chief of Staff

<input type="checkbox"/>	Contact the Board of Directors, CEO
<input type="checkbox"/>	Contact the LHIN
Stage 3 - All Clear	
<input type="checkbox"/>	Receive Code Alert: All Clear
Stage 4 – Post Incident	
<input type="checkbox"/>	Post Incident Debrief – support as required

### Appendix K Communications Table

Incident Type	Sent by	Stage 1 - Minor	Stage 2 - Major	Stage 3 - Critical
<b>Code White – Violence</b>		Staff feel threatened; Security response required; Duress Badge activated	Immediate emergency Police response required; internal resourced overwhelmed	Immediate emergency Police response required; fatality or critical injury occurred
Code Membership		Security	Security Police	Security Police
All Clear Approved by		Dept. Lead	Dept. Lead	VP On-Call
Staff Code Message	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Patient Code Message	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Vendor Code Message	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Website	Communications	N/A	Director On-Call	VP On-Call / ELT Committee
FB	Communications	N/A	Director On-Call <i>Closed to affected Departments</i>	VP On-Call / ELT Committee <i>Re-direct from Hospital Site</i>
Twitter	Communications	N/A	Director On-Call	VP On-Call / ELT Committee
			<i>Closed to affected Departments</i>	<i>Re-direct from Hospital Site</i>

## Appendix L Messaging Templates

**STAFF CODE MESSAGE:**

(DATE and TIME)

**CODE ALERT: CODE WHITE – VIOLENCE – STAGE 3 – Site, Location**

(Experts: e.g. Police, EMS, Fire, Security) are on site investigating CODE WHITE - STAGE 3 located in (site, location) (provide details).

- As a result, the (area) has been safely evacuated until further notice.
- Patients, visitors, staff have been redirected to (area).
- Access to (other area) has also been impacted by this investigation.
- As a precaution (other areas) are also being evacuated to (details) and the entire (site) has been secured.
- Pedestrian and vehicular traffic are currently redirected away from the site.

Health and safety is always a top priority and we will continue to work with (Experts: e.g. Police, Fire, EMS, Security) to proactively monitor this situation.

(Staff) will remain on stand-by to quickly address incidents that may arise. If you experience an emergency or injury while on site, please dial 55555 to receive aid ASAP.

As you may know, the emergency management program can be found (link, hard copy location).

*This Emergency Bulletin was sent by (NAME and TITLE), and will be updated every (X) hour(s), on the hour. If you have any questions or concerns, please contact (EXTENSION)*

**STAFF CODE MESSAGE UPDATE: FINAL**

(DATE and TIME)

**CODE ALERT: CODE WHITE - VIOLENCE – ALL CLEAR**

Please be advised that the (Police, Fire, EMS, Security) have confirmed the ALL CLEAR and that no emergency exists. All areas have reopened and resumed regular operations.

We would like to thank everyone for their assistance in ensuring the health and safety of our staff, visitors and patients.

*This Emergency Bulletin was sent by (NAME and TITLE). If you have any questions or concerns, please contact (EXTENSION)*

**CODE ALERT: CODE WHITE – VIOLENCE – STAGE 3 – Site, Location****PATIENT CODE MESSAGE**

(DATE and TIME)

\*\*\* TIME SENSITIVE UPDATE \*\*\*



Please be advised that (site entrance, clinic) is temporarily closed.

If you have an appointment on (date), please do not make your way to the (site).

Please contact your referring (doctor/clinic staff) (when?) to reschedule your appointment. Please be assured that we will work with your doctor to ensure your appointment or procedure is rescheduled as quickly as possible.

We sincerely regret any inconvenience and thank

you for your patience. We will provide an update

once this status has changed at (website)

*Sent by (NAME and TITLE).*

### **VISITOR CODE MESSAGE**

(DATE and TIME)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that access to (access to site/area) is temporarily closed.

If you are inquiring about the status of a patient at this time,

please contact xxxx We sincerely regret any inconvenience

and thank you for your patience.

We will provide an update once this status has changed at (website).

*Sent by (NAME and TITLE).*

### **VENDOR CODE MESSAGE**

(DATE and TIME)

\*\*\* TIME SENSITIVE UPDATE \*\*\*

Please be advised that access to (site/area) is temporarily closed.

If you have an (meeting/delivery) on (dates), please do not make your way to

the (site) at this time. Please reach out to your main contact at the (site) to

reschedule your meeting or delivery.

We sincerely regret any inconvenience and thank

you for your patience. We will provide an update

once this status has changed at (website).

*Sent by (NAME and TITLE).*

### EXTERNAL UPDATE - FINAL

(DATE and TIME)

Please be advised that (site) has reopened and resumed regular operations. We sincerely regret any inconvenience and thank you for your patience.

*Sent by (NAME and TITLE).*

### SOCIAL MEDIA


#### Twitter

Criteria	Draft	Hashtags #	URLs / Links	Include Images
Initial post	(site entrance, clinic) is currently closed, even if you have an appointment. Contact xxxx for status of a patient. Updates on (website)	Not required	(website)	No
Update 1	We would like to remind everyone that (site entrance, clinic) is currently closed so please avoid the area. More info and updates (website)	#NHS #NHSlocation	(website)	No
Update 2	Police are currently on scene investigating a situation More info and updates (website)	#NHS #NHSlocation	(website)	If there are images
Update 3 (if applicable)	We're being evacuated by authorities. Avoid the area & don't put yourself & others in danger. Visit (website) for more details	#NHS #NHSlocation	(website)	If there are images
Final post	(site) has reopened and we have resumed regular operations. Please contact your doctor or staff to reschedule your appointment or meeting.	#NHS #NHSlocation #focusonthoseweserve	(website)	If there are images

## Facebook

Criteria	Draft	Hashtags #	URLs / Links	Include Images
Initial post	<p>Please be advised that access to (access to site/ area) is temporarily closed.</p> <p>If you are inquiring about the status of a patient at this time, please contact xxxx</p> <p>We sincerely regret any inconvenience and thank you for your patience.</p> <p>We will provide an update once this status has changed at (website).</p>	Not required	(website)	No
Update 1	<p>We would like to remind everyone that (site entrance, clinic)</p> <p>is currently closed so please avoid the area.</p> <p>We will provide updates here or on our (website) when more details come to hand.</p>	#NHS #NHSlocation	(website)	No
Update 2	<p>Police are currently on scene investigating a situation at (site entrance, clinic).</p> <p>We are currently closed and will reopen once we have been given the all clear from authorities.</p> <p>We will provide updates here or on our (website) when more details come to hand.</p>	#NHS #NHSlocation	(website)	If there are images
Update 3 (If applicable)	<p>(site entrance, clinic) is currently closed and being evacuated by authorities.</p> <p>Please avoid the area and do not put yourself and others in danger.</p> <p>We will be evacuating patients to (location). If you are inquiring about the status of a patient, please contact xxxx</p> <p>We will provide here or on our (website) when more details come to hand.</p>	#NHS #NHSlocation	(website)	If there are images

Final post	<p>The (site) has reopened and we have resumed regular operations.</p> <p>We sincerely regret any inconvenience and thank you for your patience.</p> <p>Please contact your doctor or staff to reschedule your appointment or meeting.</p>	<p>#NHS #NHSlocation</p> <p>#focusonthoseweserve</p>	(website)	If there are images
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 Extraordinary Caring. Every Person. Every Time.		<b>NAME: Code Yellow – Missing Patient</b>	
CLASSIFICATION:	Emergency Preparedness	DOCUMENT TYPE:	<b>POLICY and PROCEDURE</b>
SECTION:	Emergency Response Codes – Code Yellow	EFFECTIVE DATE: (DD/MM/YY)	01/06/21
APPROVED BY:		END DATE: (DD/MM/YY)	01/06/24
President and Chief Executive Officer Director, Quality, Patient Safety, Risk and Patient Relations		DOCUMENT ID:	N/A

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### 1.0 Purpose

To provide overall guidance to staff in locating an at risk patient who has gone missing from the unit/hospital.

### 2.0 Scope

Applies to all staff, physicians, persons with practice privileges (e.g. midwives, dentists), students, volunteers, contractors and visitors.

### 3.0 Policy

- 3.1 Niagara Health is committed to the provision of quality, safe care for all patients.
- 3.2 All patients will be treated with respect and dignity.
- 3.3 Niagara Health recognizes that admitted patients may require a temporary leave of absence from their admission to NH due to extenuating circumstances and/or request to leave the unit while remaining on NH property.
- 3.4 Patients signing themselves out of the hospital on the appropriate form, Temporary Leave of Absence from Niagara Health Premises and Waiver of Responsibility Form LOA001, will not be considered within the scope of the Code Yellow Policy and Procedure.

- 3.5 A search plan will be activated when an at-risk patient is identified as missing from a unit/hospital site within Niagara Health.
- 3.6 The patient's level of risk will be used to inform the search plan.

#### 4.0 Procedure

- 4.1 Clinical staff are required to:
- Complete an assessment of risk issues at the time of entry to hospital. Any identified risk issues shall be documented on the clinical record.
  - At the time that a patient is identified as "missing", review whether the individual is at-risk based on policy definitions.
  - Contact the unit/department lead immediately and call the Resource Centre at extension 55555 to advise of a Code Amber where a newborn or pediatric patient is missing.
  - Notify the clinical team and perform a quick search of the inpatient unit (unit corridors, lounge areas, washrooms) when a patient is identified "as missing."
  - Verify that there is no approved Leave of Absence documentation on the clinical record.
  - Perform a more detailed search of the unit (each room, closets, washrooms, under bed, storage areas) if the patient is not located.
  - Update the unit/department lead throughout the search process to provide status updates.
  - Contact the Resource Centre at extension 55555 and advise of Code Yellow – stage 2 and location if unit search does not locate missing patient.
  - Perform a search of public areas of the hospital (gift shop, main lobby, cafeteria, chapel).and hospital grounds as appropriate. This search will be completed by designated staff and/or security personnel.
  - If the patient is located then contact the Resource Centre to provide the All Clear direction.
  - If the patient is not located, then contact unit/department lead and contact Resource Centre to upgrade Code Yellow stage.

#### 4.2 Staff Roles and Responsibilities during a Code Yellow:

Staff involved in all aspects of the Code Yellow response should refer to the appropriate Job Action Sheet for a description of the duties and responsibilities assigned to each role.

Responsibilities at all NH Sites	Refer to
Switchboard/Resource Centre	<a href="#">Appendix C</a>
Staff	<a href="#">Appendix D</a>
Security	<a href="#">Appendix E</a>
Department Lead	<a href="#">Appendix F</a>
Manager On-Call	<a href="#">Appendix G</a>
Director On-Call	<a href="#">Appendix H</a>
Vice President	<a href="#">Appendix I</a>
Executive Leadership	<a href="#">Appendix J</a>

#### 5.0 Definitions

**Code Yellow:** Is defined as the activation of a response after a unit/department has identified an at-risk patient to be missing.

**At Risk:** Refers to individuals who have a greater chance of negative care outcomes based on specific factors. Risks can be classified as:

- Risk of Harm to Self
  - Suicidal
  - Substance use issues where the potential for intentional or accidental overdose exists
  - CTAS 1 or 2 where risk of harm to self is identified
  - Individual who is subject to a Mental Health Act form e.g. Form 1, Form 2 where significant safety and risk issues are identified

- v) Cognitive issues where the individual does not have the ability to make safe decisions and may put themselves in potentially harmful situations
- vi) Medical issues present and leaving hospital may lead to further physical impairment and impact the safety of the individual
- b) Risk of Harm to Others
  - i) Homicidal
  - ii) CTAS 1 or 2 where risk of harm to others is identified
  - iii) Individual is subject to a Mental Health Act form e.g. Form 1, Form 2 where significant safety and risk issues related to threats of harm to others and/or violence are identified
- c) Age
  - i) Less than 16 years of age
- d) Other
  - i) Any other risk related issues specific to the individual

## 6.0 Education/Communications

- 6.1 All staff will be required to participate and review the Code Yellow Policy as a part of the global emergency management “Code of the Month” program.
- 6.2 Any changes to this document will be communicated to all staff by internal media forums. Any changes to individual response team members will be communicated to those team members by the Emergency Management Committee.

## 7.0 Appendices

- [Appendix A – Code Yellow Initial Assessment Checklist](#)
- [Appendix B – Job Action Sheet Summary \(All Roles\)](#)
- [Appendix C – Switchboard/Resource Centre Job Action Sheet and Checklist](#)
- [Appendix D – Staff Job Action Sheet and Checklist](#)
- [Appendix E – Security Job Action Sheet and Checklist](#)
- [Appendix F – Department Lead Job Action Sheet and Checklist](#)
- [Appendix G – Manager On-Call Job Action Sheet and Checklist](#)
- [Appendix H – Director On-Call Job Action Sheet and Checklist](#)
- [Appendix I – Vice President On-Call Job Action Sheet and Checklist](#)
- [Appendix J – Executive Leadership Team Job Action Sheet and Checklist](#)
- [Appendix K – Abductee / Abductor Description Form](#)
- [Appendix L – Missing Person Department Search Checklist](#)
- [Appendix M – Site Department Checklists](#)

## 8.0 Related Documents

- [Patient Leave of Absence and Off Unit Pass -- Policy](#)

## 9.0 Related Forms

- Temporary Leave of Absence from Niagara Health Premises and Waiver of Responsibility Form LOA001

## 10.0 References

N/A

## Appendix A Initial Assessment Checklist

### Definitions, Code Team Members and Assessment

#### Initial Discovery - Immediate Actions

- Notify Co-workers/Dept. Lead immediately
- Determine if patient has left the unit or not returned yet to the unit
- Close the Unit / Dept. door or access points
- DETERMINE IF PATIENT IS AT RISK
- Call Resource Centre Ext. 55555

#### Code Stage Definitions

##### AT-RISK/ DEFINITION:

including but not limited to:

- Risk to themselves
- Risk to others
- Formed patients Form 1 or Form 2 under the Mental Health Act
- CTAS 1 or 2 patients
- Dementia
- Suicidal
- Mentally incompetent

**Stage 1** - There is no Code Yellow Stage 1 - GO TO Stage 2 or 3

**Stage 2** - An at-risk adult missing within the hospital site

- The person is missing from the department
- The person is believed to still be within the site

**Stage 3** - An at-risk adult has left the facility and missing within the community

- The person is believed to have left the building
- The person is an at-risk patient
- The person is a vulnerable patient
- The person has been abducted

#### Code Team Membership

- All staff

There is no Stage 1 – Go to Stages 2 or 3

Code Yellow – Missing Person – Stage 2	
<input type="checkbox"/>	The missing person is defined as AT-RISK (see above definition on this page)
<input type="checkbox"/>	The at-risk adult cannot be found within the department (At-Risk status to be determined by Dept.)
<input type="checkbox"/>	There are indications the at-risk adult left the department



<input type="checkbox"/>	If answered yes to any of the questions in Stage 2, and none of the questions in Stage 3, it is a Stage 2
<input type="checkbox"/>	Contact Resource Centre Ext. 55555 and advise of Code Yellow - Stage 2 - Site - Location
<b>Criteria for Code Yellow - Stage 3 Critical</b>	
<input type="checkbox"/>	The missing person is defined as AT-RISK (see above definition on this page)
<input type="checkbox"/>	The at-risk adult cannot be found within the site (At-Risk status to be determined by Dept.)
<input type="checkbox"/>	There are indications the at-risk adult has left the building
<input type="checkbox"/>	There are indications the at-risk adult has been abducted
<input type="checkbox"/>	if answered yes to any of the questions in Stage 3, it is a Stage 3
<input type="checkbox"/>	contact Resource Centre Ext. 55555 and advise of Code Yellow - Stage 3 - Site
<input type="checkbox"/>	Go to corresponding JAS Stage 3

**Appendix B**  
**Code Yellow – Missing Person – Job Action Sheet Summary (All Roles)**

Group	Stage 1	Stage 2	Stage 3
<b>Chain of Command</b>			
			<b>ELT:</b>
			<ul style="list-style-type: none"> <li>Review and approve communications</li> <li>Contact stakeholders as required</li> </ul>
<b>Executive Leadership Team (ELT) / VP On-Call</b>	No Stage 1	<ul style="list-style-type: none"> <li>Join EOC Conference Call as required</li> <li>Determine impact on operations and consider COOP activation</li> <li>Update ELT</li> </ul>	<b>VP On-Call:</b> <ul style="list-style-type: none"> <li>Attend EOC as required</li> <li>Develop communication plan</li> <li>Determine impact on operations and consider COOP activation</li> <li>Update ELT as required</li> <li>Liaise with missing person's family as appropriate</li> <li>Issue All Clear</li> </ul>
<b>EOC / Director On-Call</b>	No Stage 1	<ul style="list-style-type: none"> <li>Receive update from Incident Commander as required</li> <li>Establish EOC Conference Call</li> <li>Ensure EOC Hotline Ext. 45555 is activated; receive search status updates</li> <li>Consider escalation to Stage 3</li> <li>Determine impact on operations and consider COOP activation</li> <li>Issue All Clear</li> </ul>	<ul style="list-style-type: none"> <li>Establish EOC as required</li> <li>Receive update from Incident Commander</li> <li>Determine impact on operations and consider COOP activation</li> <li>Consider communication requirements</li> <li>Update VP On-Call when 24 hours has passed or person has been found</li> </ul>
		<b>Staff:</b>	<b>Staff:</b>
<b>Incident Command Post (ICP)</b>	No Stage 1	<ul style="list-style-type: none"> <li>Search for missing person within department and common areas</li> <li>2 staff members to station at closest exterior exits to watch for missing person</li> </ul> <p><b>Dept. Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Ensure MISSING PERSON/CHILD SEARCH CHECKLIST is completed</li> <li>Request photos of missing person from family; provide to Resource Centre</li> <li>Provide information to Resource Centre for Code Update Email</li> <li>Update Director On-Call as required</li> <li>Each Dept. Lead to update EOC Hotline Ext 45555 of search results</li> </ul>	<ul style="list-style-type: none"> <li>Assist as directed</li> </ul> <p><b>Dept. Lead/Manager On-Call:</b></p> <ul style="list-style-type: none"> <li>Assume role of Incident Commander</li> <li>Notify Police via Resource Centre as required</li> <li>Liaise with Police</li> <li>Provide information to Resource Centre for Code Update Email</li> <li>Update Director On-Call as required</li> <li>Identify any patient service issues</li> </ul> <p><b>Security:</b></p> <ul style="list-style-type: none"> <li>Escort Police to ICP</li> <li>Notify Security at other Niagara Health sites</li> <li>Monitor video surveillance</li> <li>Monitor parking lots, entrances</li> </ul>

		<p>Security:</p> <ul style="list-style-type: none"> <li>Secure room person was in</li> <li>Review video to identify missing person and related activity</li> <li>Search indoor and outdoor common areas</li> </ul>	
<b>Communications</b>			
<b>Resource Centre</b>	No Stage 1	<ul style="list-style-type: none"> <li>Send out PA Announcement</li> <li>Phone Security, Manager On-Call, Director On-Call</li> <li>Send NHS Emergency Management group email</li> <li>Send All Clear PA, email</li> </ul>	<ul style="list-style-type: none"> <li>Send out PA Announcement</li> <li>Phone Security, Security Manager, Manager On-Call, Director On-Call</li> <li>Phone 9-1-1 Police as per Dept. Lead</li> <li>Send NHS Emergency Management group email</li> <li>Send All Clear PA, email</li> </ul>

## Appendix C – Switchboard / Resource Centre Job Action Sheet and Checklist

Code Yellow – Stage 2 Major		
<b>Definition</b>	Missing (at-risk) adult within the site	
1. SENDING ALERTS		
<b>PA Announcement (3 times)</b>	Code Yellow– Stage 2 - [location]	
<b>Phone/Contact Responders</b>	<b>SCS, WS, NFS, FES, PCS</b>	<ul style="list-style-type: none"> <li>• Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> </ul>
<b>Send Group Emails</b>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul>
	Subject Line (cut and paste, update site)	Code Alert: Code Yellow – Stage 2 – [Site]
	Email Body (cut and paste, update site)	<p>There is a missing adult within [site].</p> <p>A Code Update Email will be sent as more information comes available</p>
2. EOC ACTIVATION		
<b>A.Call the Director On-Call</b> (according to schedule)	Mon-Fri: 0830-1630  (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>
<b>1/ Confirm the Director On-Call is aware of the Code and has spoke with the Dept. Lead or Manager On-Call</b>		

<b>2/ Confirm the Director On-Call wants to activate the EOC Teleconference Meeting</b>	After-hours	Refer to Director On-call schedule
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<b>B. Establish 'Teleconference Meeting' as per Director On-Call</b>	1. Teleconference Meeting invitation subject line ( <b>cut and paste, update site</b> )	EOC Conference Call – Code Yellow – Stage 2 – [Site]
	1. Send Teleconference Meeting invitation via email to leadership list: 1. Set start time to begin immediately 2. Call Leadership list to advise of Teleconference Meeting invitation	<ul style="list-style-type: none"> <li>• Manager of Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Executive Site Lead (daytime)</li> <li>• Director On-Call</li> </ul>
<b>3. CODE UPDATE EMAIL</b>		
	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul>
	Subject Line ( <b>cut and paste, update site</b> )	Code Update Email: Code Yellow – Stage 2 – [Site]
<ul style="list-style-type: none"> <li>• Receive information from Dept. Lead</li> </ul>		<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste template into Email body</li> </ul>
	Email Body	
<ul style="list-style-type: none"> <li>• Send Code Update Email</li> </ul>		
		Code Support Documents
	Email Attachment as required	
		[Attach ABDUCTOR/ABDUCTEE DESCRIPTION FORM if complete]
<b>4. ADDITIONAL DUTIES AS REQUIRED</b>		
<b>Complete documentation</b>		<ul style="list-style-type: none"> <li>• Complete ABDUCTOR/ABDUCTEE DESCRIPTION FORM as per Dept. Lead instructions</li> </ul>
<b>Media Inquiries</b>		<ul style="list-style-type: none"> <li>• Direct media inquiries to Communications Dept.</li> </ul>
<b>Patient Inquiries</b>	N/A	
<b>ED Closure Notifications – as directed</b>	N/A	
<b>EOC Hotline</b>		<ul style="list-style-type: none"> <li>• Record department search completions on NH SITE DEPARTMENT CHECKLIST</li> </ul>

5. ALL CLEAR		
Authority to give the “All Clear”	Director On-call	
PA Announcement (once)	All Clear Code Yellow	
Group Emails	Email distribution groups:	• NHS Emergency Management
	Subject Line (cut and paste, update site)	Code Alert: Code Yellow – Stage 2 – [Site] – All Clear
6. POST INCIDENT PROCEDURES		
Record	Code Log	

Code Yellow ~ Missing Person – Stage 2 Resource Centre Checklist	
<b>Sending Code Alerts</b>	
<input type="checkbox"/>	PA Announcement sent
<input type="checkbox"/>	Complete the Abductee/Abductor Description Form from details provided by the staff caller
<input type="checkbox"/>	Phone/Contact Responders
<input type="checkbox"/>	Call Director On-Call prior to setting up the EOC Teleconference Call
<input type="checkbox"/>	Establish the EOC Teleconference Teleconference and send out emails to invited group to attend the Call; PIN# 1111
<input type="checkbox"/>	Send Group email
<input type="checkbox"/>	Record the search status of each dept using the specific NH SITE DEPARTMENT CHECKLIST, Dept. Leads will call Ext. 45555 to report
<input type="checkbox"/>	Send Code Update Email as per Dept. Lead
<input type="checkbox"/>	Complete Section 4. Additional Duties as required
<b>Sending Code Alert: All Clear Notification</b>	
<input type="checkbox"/>	All Clear PA announcement sent
<input type="checkbox"/>	All Clear Group email sent
<input type="checkbox"/>	Security notified of All Clear

Code Yellow – Stage 3 Critical		
<b>Definition</b>	An at-risk adult cannot be found on site. Has gone missing into the community.	
1. SENDING ALERTS		
<b>PA Announcement (3 times)</b>	Code Yellow – Stage 3 [location description not required]	
<b>Phone/Contact Responders</b>	<b>SCS, WS, NFS, PCS, FES</b>	<ul style="list-style-type: none"> <li>• Security</li> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Security</li> <li>• 9-1-1 Police (as per Dept. Lead)</li> </ul>

<b>Send Group Emails</b>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul>
	Subject Line (cut and paste, update site)	Code Alert: Code Yellow – Stage 3 – [Site]
	Email Body (cut and paste)	<p>An adult has gone missing into the community.</p> <p>A <i>Code Update Email</i> will be sent as more information comes available.</p>
2. EOC ACTIVATION		
<b>a. Call the Director On-Call</b> (according to schedule)  <b>1/</b> Confirm the Director On-Call is aware of the Code and has spoke with the Dept. Lead or Manager On-Call	Mon-Fri 0830-1630  (start with #1 until someone answers)	<ol style="list-style-type: none"> <li>1. Director, Quality, Patient Safety, Risk and Patient Relations</li> <li>2. Director, EVS, Patient Transportation, Waste and Linen Services</li> <li>3. Director Facilities Engineering, Capital Planning, Biomedical Engineering, Parking and Security</li> <li>4. Director, Finance</li> <li>5. Director, Patient Care SCS</li> </ol>



2/ Confirm the Director On-Call wants to activate the EOC Teleconference Meeting	After-hours	Refer to Director On-call schedule
<b>b. Establish 'Teleconference Meeting' as per Director On-Call</b>	1. Teleconference Meeting invitation subject line ( <b>cut and paste, update site</b> )	EOC Conference Call – Code Yellow – Stage 3 – [Site]
	1. Send Teleconference Meeting invitation via email to leadership list <ol style="list-style-type: none"> <li>1. Set start time to begin immediately</li> <li>2. Phone leadership list to advise of Teleconference Meeting invitation</li> </ol>	<ul style="list-style-type: none"> <li>• Manager of affected department (0830-1630 hours Mon. through Fri.), or Manager On-Call (After Hours)</li> <li>• Manager of Security</li> <li>• Manager of Risk or designate (0830-1630 hours Monday through Friday), or Risk On-Call (after hours)</li> <li>• Director On-Call</li> <li>• Director EVS/Security</li> <li>• Director QPSR</li> <li>• VP On-Call</li> <li>• Communications</li> </ul>
<b>3. CODE UPDATE EMAIL</b>		
	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Receive information from Dept. Lead</b></li> </ul>		
	Subject Line ( <b>cut and paste, update site</b> )	Code Update Email: Code Yellow – Stage 3 – [Site]
<ul style="list-style-type: none"> <li>• <b>Send Code Update Email</b></li> </ul>		
	Email Body	<ul style="list-style-type: none"> <li>• Open <i>CODE UPDATE EMAIL</i></li> <li>• Enter content into template; Copy and paste</li> </ul>
		template into Email body
	Email Attachment as required	Code Support Documents <b>[Attach ABDUCTOR/ABDUCTEE DESCRIPTION FORM if complete]</b>
<b>4. ADDITIONAL DUTIES AS REQUIRED</b>		
<b>Complete Documentation</b>	Continue from Stage 2	

**Media Inquiries**

- Direct media inquiries to Communications Dept.

<b>Patient Inquiries</b>	<ul style="list-style-type: none"> <li>• Transfer call to unaffected Depts.</li> <li>• For affected depts. advise caller there is an emergency code in effect and to please call back in 30 minutes.</li> </ul>	
<b>ED Closure Notifications – as directed</b>	<ul style="list-style-type: none"> <li>• Notify NEMS of any ED closures</li> <li>• Notify other Niagara Health sites of ED closure</li> </ul>	
<b>EOC Hotline</b>	Continue from Stage 2	
<b>5. ALL CLEAR</b>		
<b>Authority to give the “All Clear”</b>	VP On-call	
<b>PA Announcement (once)</b>	All Clear Code Yellow	
<b>Group Emails</b>	Email distribution groups:	<ul style="list-style-type: none"> <li>• NHS Emergency Management</li> </ul>
	Subject Line ( <b>cut and paste, update site</b> )	Code Alert: Code Yellow – Stage 3 – [Site] – All Clear
<b>6. POST INCIDENT PROCEDURES</b>		
<b>Record</b>	Code Log	
<b>Code Yellow ~ Missing Person Stage 3 - Checklist</b>		
<b>Sending Stage Alerts</b>		
<input type="checkbox"/>	PA Announcement sent	
<input type="checkbox"/>	Phone/Contact Responders	
<input type="checkbox"/>	Group email sent	
<input type="checkbox"/>	Call Director On-Call	
<input type="checkbox"/>	Establish Teleconference Meeting EOC Teleconference, invite all members on the list via email	
<input type="checkbox"/>	Ensure all people on the list have received the message and people with an "*" are told to report to the EOC	
<input type="checkbox"/>	Ensure the Police have been contacted as directed by Dept. Lead	
<input type="checkbox"/>	Send Code Update Email as per Dept. Lead	
<input type="checkbox"/>	Complete Section 4. Additional Duties as required	
<b>Sending Stage All Clear Notification</b>		
<input type="checkbox"/>	All Clear PA announcement sent	
<input type="checkbox"/>	All Clear Group email sent	
<input type="checkbox"/>	Security notified of All Clear	
<input type="checkbox"/>	Complete Code Log	

## Appendix D – Staff Job Action Sheet and Checklist

Code Yellow ~ Missing Person – Stage 2	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Ensure missing person is AT-RISK based on the policy definition. If missing person does not fit the profile of AT-RISK, notify supervisor
<input type="checkbox"/>	If an AT-RISK patient is missing from the dept. call the Resource Centre Ext. 55555; advise of Code Yellow – stage 2 - Location
<input type="checkbox"/>	Provide a verbal description of the AT-RISK missing person to the Resource Centre
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Receive a Description of the missing person via the Resource Centre
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Search for the missing person within the department and common areas i.e. hallways, stairwells, etc.
<input type="checkbox"/>	Update Dept. Lead once the department has been searched
<input type="checkbox"/>	Departments on the ground floor: station 2 staff members at closest exterior exit to watch for missing person
<input type="checkbox"/>	If the missing person is found, immediately call Dept. Lead and Resource Centre Ext. 55555
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	Return to department once All Clear received
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

Code Yellow ~ Missing Person – Stage 3	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Ensure missing person is AT-RISK based on the policy definition. If missing person does not fit the description of AT-RISK then notify supervisor.
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Assist as directed by the Dept. Lead as required
<input type="checkbox"/>	If the missing person is found immediately advise Dept. Lead and Resource Centre Ext. 55555
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

### Appendix E – Security Job Action Sheet and Checklist

<b>Code Yellow ~ Missing Person – Stage 2</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Respond to Code location and receive update/description from Dept. Lead or staff
<input type="checkbox"/>	Advise Security Command upon arrival
<input type="checkbox"/>	Secure the room the AT-RISK person was in
<input type="checkbox"/>	Review the video to identify missing AT-RISK person and related activity
<input type="checkbox"/>	Search indoor / outdoor public areas including cafeteria, parking lot, perimeters, etc.
<input type="checkbox"/>	If found call Security Command and Resource Centre Ext. 55555; return patient to department
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements
<b>Code Yellow ~ Missing Person – Stage 3</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Escort Police to ICP upon their arrival
<input type="checkbox"/>	Notify security at other sites
<input type="checkbox"/>	Continue to monitor video cameras
<input type="checkbox"/>	Advise Dept. Lead with any new information
<input type="checkbox"/>	Support police and community agencies as required
<input type="checkbox"/>	Monitor parking, entrances, etc.
<input type="checkbox"/>	Immediately advise Security Command and Resource Centre Ext. 55555 if person found
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete any documentation as per security requirements

## Appendix F – Department Lead Job Action Sheet and Checklist

<b>Code Yellow ~ Missing Person – Stage 2</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	If the AT-RISK adult has not be located within the dept. call the Resource Centre Ext. 55555
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Establish Incident Command Post location and assume role of site Incident Commander; don IC vest
<input type="checkbox"/>	Call the Resource Centre to dictate details for the <a href="#">MISSING PERSON PROFILE AND INDICATOR FORM</a>
<input type="checkbox"/>	Request smartphone photos from the AT-RISK person's family and send to the Resource Centre email: crpswitchboard_resourcecentre@niagarahealth.on.ca
<input type="checkbox"/>	Contact the Manager On-Call
<input type="checkbox"/>	Call Resource Centre Ext. 55555 and provide information for Code Update Email
<b>All Site Dept. Leads</b>	
<input type="checkbox"/>	Ensure the <a href="#">MISSING PERSON SEARCH CHECKLIST</a> is completed
<input type="checkbox"/>	Call the EOC Ext. 45555 to report the status of the department search
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	If the <a href="#">AT-RISK</a> person is found the All Clear will be given
<input type="checkbox"/>	Receive Code Alert: All Clear
<input type="checkbox"/>	If the person is not found after a hospital wide search the Code will escalate to Stage 3
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete IRS
<b>Code Yellow ~ Missing Person – Stage 3</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<input type="checkbox"/>	Contact Police via the Resource Centre
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Liaise with Police upon their arrival
<input type="checkbox"/>	Update Manager On-Call
<input type="checkbox"/>	Update the <a href="#">AT-RISK</a> patient's physician
<input type="checkbox"/>	Support the family as needed
<input type="checkbox"/>	Provide information to Resource Centre Ext. 55555 for Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Immediately notify Manager On-Call if the adult is found
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Assist as required
<input type="checkbox"/>	Complete IRS

### Appendix G – Manager On-Call Job Action Sheet and Checklist

Code Yellow ~ Missing Person – Stage 2	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Contact and liaise with Department Lead
<input type="checkbox"/>	Receive Code Update Email and description of AT-RISK Missing Person
<input type="checkbox"/>	Contact and discuss Code with Director On-Call
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	If the adult is found give the All Clear advice to the Director On-Call
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Attend Post Incident Debrief – as required

Code Yellow ~ Missing Person – Stage 3	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Contact and liaise with Department Lead
<input type="checkbox"/>	Assume role as Incident Commander; liaise with Police as required
<input type="checkbox"/>	Update Director On-Call
<input type="checkbox"/>	Identify any patient service issues
<input type="checkbox"/>	Receive Code Update Email and description of AT-RISK Missing Person
<input type="checkbox"/>	Assist Police as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Immediately notify Director On-Call if the adult is found
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

**Appendix H – Director On-Call Job Action Sheet and Checklist**

Code Yellow ~ Missing Person – Stage 2	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive call from Resource Centre, ensure the EOC Ext 45555 is activated to receive Dept. Search status updates
<input type="checkbox"/>	Contact ICP to receive update
<input type="checkbox"/>	Join the EOC Teleconference, discuss the action plan with EOC members
<input type="checkbox"/>	Receive Code Update Email and description of <u>AT-RISK</u> missing person
<input type="checkbox"/>	Receive status reports from the EOC Hotline Ext. 45555 operator
<input type="checkbox"/>	Determine the impact on operations and consider COOP activation
<input type="checkbox"/>	Contact and advise VP On-Call
<input type="checkbox"/>	If the search does not result in finding the person, then escalate to Stage 3
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive a call from Department Lead when the person is found
<input type="checkbox"/>	Advise the Resource Centre Ext. 55555 that the Code has been resolved
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Complete Post Incident Debrief as required

Code Yellow ~ Missing Person – Stage 3	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive update from ICP
<input type="checkbox"/>	Update the VP On-Call
<input type="checkbox"/>	Determine the extent of the EOC activation, establish as required
<input type="checkbox"/>	Receive Code Update Email and description of AT-RISK Missing Person
<input type="checkbox"/>	Liaise with Police as required
<input type="checkbox"/>	Prepare to speak with family
<input type="checkbox"/>	Determine impact on operations and consider COOP activation
<input type="checkbox"/>	Discuss plan and communication needs with VP On-Call and Police if the adult is not found on site
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Advise VP On-Call when twenty-four hours has passed or the person has been found
<input type="checkbox"/>	VP On-Call will issue the All Clear
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Conduct Post Incident Debrief as required



**Appendix I – Vice President On-Call Job Action Sheet and Checklist**

<b>Code Yellow ~ Missing Person – Stage 2</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive an update from Director On-Call
<input type="checkbox"/>	Join EOC teleconference call
<input type="checkbox"/>	Determine impact on operations and consider COOP ACTIVATION
<input type="checkbox"/>	Provide an update for the ELT
<input type="checkbox"/>	Receive a Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required

<b>Code Yellow ~ Missing Person – Stage 3</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive updates from Director On-Call
<input type="checkbox"/>	Attend the EOC and support the EOC Director as required
<input type="checkbox"/>	Work with Communications, to develop internal/external communications
<input type="checkbox"/>	Determine impact on operations and consider COOP ACTIVATION
<input type="checkbox"/>	Update Executive Leadership Team as required
<input type="checkbox"/>	Communicate with Police Officials as required
<input type="checkbox"/>	Liaise with AT-RISK missing adult's family as appropriate
<input type="checkbox"/>	Communicate with Community agencies as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	If the person is found or twenty-four hours has passed receive All Clear from Director On-Call and advise Resource Centre Ext. 55555
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – support as required

### Appendix J – Executive Leadership Team Job Action Sheet and Checklist

<b>Code Yellow ~ Missing Person – Stage 2</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Receive updates from VP On-Call
<input type="checkbox"/>	Receive Code Update Email
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	No action required
<b>Code Yellow ~ Missing Person – Stage 3</b>	
<b>Step 1 - Activate and Notify</b>	
<input type="checkbox"/>	Receive Code Alert
<b>Step 2 - Action Plan</b>	
<input type="checkbox"/>	Identify a ELT Meeting place or establish a conference call or communication plan
<input type="checkbox"/>	Receive updates from VP On-Call
<input type="checkbox"/>	Receive Code Update Email from Resource Centre
<input type="checkbox"/>	Review and approve communications
<input type="checkbox"/>	Contact stakeholders as required
<b>Step 3 – All Clear</b>	
<input type="checkbox"/>	Receive Code Alert: All Clear
<b>Step 4 – Post Incident</b>	
<input type="checkbox"/>	Post Incident Debrief – support as required

**NAME: Code Yellow – Missing Patient****Appendix K – Abductee / Abductor Description Form**

<b>Abductee/Missing Person Description</b>	
Name:	Picture
Location Missing From:	
Parents Name:	
Sex of infant / Child	
Weight:	
Clothing Worn (colour, type)	
Hair Color: <input type="checkbox"/> Black, <input type="checkbox"/> Brown, <input type="checkbox"/> Light Brown, <input type="checkbox"/> Blonde, <input type="checkbox"/> Red, <input type="checkbox"/> other colour	
Eye Colour: <input type="checkbox"/> Dark Brown, <input type="checkbox"/> Brown, <input type="checkbox"/> Blue, <input type="checkbox"/> Blue Grey, <input type="checkbox"/> Hazel, <input type="checkbox"/> Green, <input type="checkbox"/> Glasses, <input type="checkbox"/> Other	
Ethnic Origin: <input type="checkbox"/> White, <input type="checkbox"/> Black, <input type="checkbox"/> Asian, <input type="checkbox"/> Indian, <input type="checkbox"/> Middle Eastern, <input type="checkbox"/> Other	
Special Features:	
Email table and Smartphone picture to <a href="mailto:CRPSwitchboard_ResourceCentre@niagarahealth.on.ca">CRPSwitchboard_ResourceCentre@niagarahealth.on.ca</a> or Call Resource Centre Ext 55555	

<b>Abductor Description (possible 2<sup>nd</sup> person)</b>					
Name:	Relationship to Child:	Gender: <input type="checkbox"/> Male, <input type="checkbox"/> Female			
Approximate Age of Abductor:	Weight: Lbs, Kgs	Height: cms inches			
Clothing Worn (colour type)					
Hair Color: <input type="checkbox"/> Black, <input type="checkbox"/> Brown, <input type="checkbox"/> Light Brown, <input type="checkbox"/> Blonde, <input type="checkbox"/> Red, <input type="checkbox"/> other colour					
Eye Colour: <input type="checkbox"/> Dark Brown, <input type="checkbox"/> Brown, <input type="checkbox"/> Blue, <input type="checkbox"/> Blue Grey, <input type="checkbox"/> Hazel, <input type="checkbox"/> Green, <input type="checkbox"/> Glasses, <input type="checkbox"/> Other					
Ethnic Origin: <input type="checkbox"/> White, <input type="checkbox"/> Black, <input type="checkbox"/> Asian, <input type="checkbox"/> Indian, <input type="checkbox"/> Middle Eastern, <input type="checkbox"/> Other					
Special Features:					
Vehicle Description:	Make	Model	Year	Colour	License
Email table and Smartphone picture to <a href="mailto:CRPSwitchboard_ResourceCentre@niagarahealth.on.ca">CRPSwitchboard_ResourceCentre@niagarahealth.on.ca</a> or Call Resource Centre Ext 55555					

## Appendix L – Missing Person Department Search Checklist

Immediately let the Dept. Lead know when the missing person is found	
Description of Missing Person (Adult / Child)	
Description of Abductor(s)	
Date:	Time Search Started:
Department:	Unit/Area:
Search Directed by:	
Areas Searched	
Work and patient area	Search completed <input type="checkbox"/> Yes <input type="checkbox"/> No
All closets and cupboards, under desks, beds	Search completed <input type="checkbox"/> Yes <input type="checkbox"/> No
Meeting rooms	Search completed <input type="checkbox"/> Yes <input type="checkbox"/> No
Utility, storage / supply	Search completed <input type="checkbox"/> Yes <input type="checkbox"/> No
Washrooms	Search completed <input type="checkbox"/> Yes <input type="checkbox"/> No
Hallways, corridors, exits	Search completed <input type="checkbox"/> Yes <input type="checkbox"/> No
Common areas	Search completed <input type="checkbox"/> Yes <input type="checkbox"/> No
Stairwells, elevators	Search completed <input type="checkbox"/> Yes <input type="checkbox"/> No
Search completed by	Time:
Information given to EOC by:	Time submitted to EOC:



- Begin with clear description of any description of the child and Abductor
- Send two staff together
- Complete Missing Person Department Search Checklist
- Notify Dept. Lead when the missing person/child is found
- Be thorough but quick “time is of the essence”
- Take of phone the Checklist to EOC ext. 45555 immediately upon completion
- Maintain a vigilance until the “All Clear” is announced

**Appendix M – Site Department Checklists**

Niagara Falls Site – Department Checklist								
Site	Level (Floor)	Department	Checked	Code Green (Evacuated)	Code Yellow (Missing Person)	Code Black (Bomb Threat)	Code Silver (Lockdown)	Code Silver (Shelter In Place)
NFS	Ground Floor	Unit F						
NFS	Ground Floor	Unit D						
NFS	Ground Floor	Unit C						
NFS	Ground Floor	Unit B						
NFS	Ground Floor	Unit B						
NFS	Ground Floor	vacant						
NFS	Ground Floor	Physio						
NFS	Ground Floor	EVS						
NFS	Ground Floor	Pharmacy						
NFS	Ground Floor	MDR						
NFS	Ground Floor	Cafeteria						
NFS	Ground Floor	Kitchen						
NFS	Ground Floor	Engineering						
NFS	Ground Floor	Biomed						
NFS	Ground Floor	Health Records						
NFS	2nd Floor	vacant						
NFS	2nd Floor	Radiology						
NFS	2nd Floor	ICU						
NFS	2nd Floor	X-Ray						
NFS	2nd Floor	Endoscopy						
NFS	2nd Floor	Lab/Ultrasound						
NFS	2nd Floor	Day Surgery						
NFS	2nd Floor	OR						
NFS	2nd Floor	Medical Day Treatment						
NFS	2nd Floor	Pharmacy						
NFS	2nd Floor	Gift Shop						
NFS	2nd Floor	Emergency						
NFS	2nd Floor	Admin						
NFS	3rd Floor	In-patient Medical Brock						
NFS	3rd Floor	In-Patient Physio						

Port Colborne Site – Department Checklist								
Site	Level (Floor)	Department	Checked	Code Green (Evacuated)	Code Yellow (Missing Person)	Code Black (Bomb Threat)	Code Silver (Lockdown)	Code Silver (Shelter In Place)
PCS	1st Floor	Out-patient unit						
PCS	1st Floor	vacant						
PCS	1st Floor	vacant						
PCS	1st Floor	Human Resources						
PCS	1st Floor	Health & Safety Office						
PCS	1st Floor	Meals on Wheels						
PCS	1st Floor	Speech Pathology Office						
PCS	1st Floor	vacant						
PCS	1st Floor	Gift Shop						
PCS	1st Floor	Kitchen						
PCS	1st Floor	Hospitality and Food Services						
PCS	2nd Floor	2-West In-patient Medical Unit						
PCS	2nd Floor	2-South In-patient Medical Unit						
PCS	2nd Floor	2-East In-patient Medical Unit (CCC)						
PCS	3rd Floor	Engineering						
PCS	3rd Floor	Educator						
PCS	3rd Floor	Vacant/Storage						
PCS	Basement	Urgent Care						
PCS	Basement	vacant						
PCS	Basement	vacant						
PCS	Basement	Physio						
PCS	Basement	Receiving						
PCS	Basement	Engineering						
PCS	Basement	Vacant/Storage						

St. Catharines Site – Department Checklist								
Site	Level (Floor)	Department	Checked	Code Green (Evacuated)	Code Yellow (Missing Person)	Code Black (Bomb Threat)	Code Silver (Lockdown)	Code Silver (Shelter In Place)
SCS	Level 0	Food Services						
SCS	Level 0	Bio-medical						
SCS	Level 0	Environmental Services						
SCS	Level 0	Medical Device Reprocessing						
SCS	Level 0	Materials Management						
SCS	Level 0	Morgue						
SCS	Level 0	Loading Docks						
SCS	Level 1	Specialized Mental Health						
SCS	Level 1	Acute Mental Health						
SCS	Level 1	Psychiatric ICU						
SCS	Level 1	Main Elevator Bank						
SCS	Level 1	Cardiology Diagnostics						
SCS	Level 1	Psychiatric Emergency						
SCS	Level 1	Diagnostic Imaging						
SCS	Level 1	Emergency						
SCS	Level 1	Registration						
SCS	Level 1	Food Court						
SCS	Level 1	Radiation Therapy						
SCS	Level 1	Walker Family Cancer Centre						
SCS	Level 1	Volunteers						
SCS	Level 1	Outpatient Mental Health						
SCS	Level 1	Spiritual Centre						
SCS	Level 2	2B Critical Care (ICU/PCU)						
SCS	Level 2	Respiratory Services						
SCS	Level 2	On Call Rooms						
SCS	Level 2	OR Prep & Recovery						
SCS	Level 2	Operating Rooms						
SCS	Level 2	Heart Investigation Unit						
SCS	Level 2	Chemotherapy						
SCS	Level 2	Administration						
SCS	Level 2	Academic Activities						
SCS	Level 2	DeGrootte Satellite Education Centre						
SCS	Level 2	Community Leaders Auditorium						
SCS	Level 2	2A Medical/Telemetry						
SCS	Level 3	3B Medical/Palliative Care						
SCS	Level 3	Pharmacy						
SCS	Level 3	Hospitalists						
SCS	Level 3	Physician Facilities						
SCS	Level 3	Medical Records						
SCS	Level 3	Site Administration	3C26.127					

SCS	Level 3	Washroom	3C26.135					
SCS	Level 3	Washroom	3A15.025					
SCS	Level 3	Washroom	3C26.124					
SCS	Level 3	Utilization / Discharge Planning / HNHB LHIN	3C26.142					
SCS	Level 3	Finance	3C26.075					
SCS	Level 3	Rooftop Patio	-					
SCS	Level 3	Meeting Room	3C26.085					
SCS	Level 3	Quality, Patient Safety & Risk	3C26.113					
SCS	Level 3	Occupational Health						
SCS	Level 3	Human Resources	3C26.157					
SCS	Level 3	Patient Relations – two locations						
SCS	Level 3	Research Department						
SCS	Level 3	Chronic Kidney Disease						
SCS	Level 3	Niagara Diabetes Centre						
SCS	Level 3	IT Services						
SCS	Level 3	Laboratory Medicine						
SCS	Level 3	Clinical Nutrition						
SCS	Level 3	3A Medical/Kidney Disease						
SCS	Level 4	4A Medical/Surgical						
SCS	Level 4	4B Children's Health						
SCS	Level 4	Gift Shop						
SCS	Level 4	Women and Babies						
SCS	Level 4	Endoscopy/Cystoscopy						
SCS	Level 4	Outpatient Clinics						
SCS	Level 4	Special Care Nursery						
SCS	Level 4	ICU Research Department						
SCS	Level 5	5A General Surgery						
SCS	Level 5	5B General and Orthopedic Surgery						
SCS	Level 5	Rehab						
SCS	Other	Penthouse (both towers)						
SCS	Other	All stairwells						
SCS	Other	All Public Washrooms						
SCS	Other	All Conference Rooms						
SCS	Other	Roof						



Welland Site – Department Checklist								
Site	Level (Floor)	Department	Checked	Code Green (Evacuated)	Code Yellow (Missing Person)	Code Black (Bomb Threat)	Code Silver (Lockdown)	Code Silver (Shelter In Place)
WS	1st Floor	Medical Records						
WS	1st Floor	Cashier						
WS	1st Floor	Gift Shop						
WS	1st Floor	Ambulatory Care						
WS	1st Floor	OBSP						
WS	1st Floor	Emergency						
WS	1st Floor	Lab/Biomed						
WS	1st Floor	Engineering						
WS	1st Floor	Laundry						
WS	1st Floor	Boiler room						
WS	1st Floor	Morgue						
WS	1st Floor	Purchasing Receiving						
WS	1st Floor	Kitchen						
WS	1st Floor	Admin						
WS	1st Floor	Diabetic Clinic						
WS	1st Floor	Dialysis						
WS	1st Floor	Pharmacy						
WS	1st Floor	Woolcott Wing						
WS	1st Floor	Physio						
WS	1st Floor	ECU						
WS	1st Floor	ILTC						
WS	2nd Floor	Vacant						
WS	2nd Floor	MDR						
WS	2nd Floor	Vacant						
WS	2nd Floor	Various Offices						
WS	2nd Floor	ICT						
WS	3rd Floor	OR						
WS	3rd Floor	Day Surgery						
WS	3rd Floor	Ophthalmology						
WS	3rd Floor	Vacant						
WS	3rd Floor	Telemetry						
WS	4th Floor	In-Patient Physiotherapy						
WS	4th Floor	Surgical In-patient Unit						
WS	5th Floor	Cataract Pre-Op						
WS	5th Floor	Mech. Room						
WS	5th Floor	Floor Human Resources						
WS	6th Floor	In-Patient Medical Unit						
WS	1st Floor	Medical Records						

Fort Erie Site – Department Checklist								
Site	Level (Floor)	Department	Checked	Code Green (Evacuated)	Code Yellow (Missing Person)	Code Black (Bomb Threat)	Code Silver (Lockdown)	Code Silver (Shelter In Place)
FES	First Floor	Palliative Care						
FES	First Floor	In-Patient Medical						
FES	First Floor	Admin						
FES	First Floor	Diagnostic Imaging						
FES	First Floor	Methadone Clinic						
FES	First Floor	Gift Shop						
FES	First Floor	Health Records						
FES	Second Floor	Human Resources						
FES	Second Floor	Storage						
FES	Second Floor	Office Space						
FES	Second Floor	Physio						
FES	Second Floor	<i>Vacant</i>						
FES	Second Floor	<i>Vacant</i>						
FES	Second Floor	<i>Vacant</i>						
FES	Ground Floor	Urgent Care						
FES	Ground Floor	Housekeeping						
FES	Ground Floor	<i>Vacant</i>						
FES	Ground Floor	Storage Equipment						
FES	Ground Floor	Pharmacy						
FES	Ground Floor	Kitchen						
FES	Ground Floor	<i>Vacant</i>						
FES	Ground Floor	<i>Vacant</i>						
FES	Ground Floor	Storage Equipment						