



ST. JOSEPH'S  
GENERAL HOSPITAL  
ELLIOT LAKE

St. Joseph's Manor

***Code Grey***

***Infrastructure Loss or Failure***

***Issued: November 2021***

***Revised: July 2022***

## Overview

St. Joseph's General Hospital Elliot Lake (SJGHEL), St. Joseph's Manor (SJM), is committed to a safe environment for patients/resident/clients, staff, physicians, volunteers, and visitors.

Code Grey is the term used to announce that there is a loss or failure of infrastructure either internal or external to SJM that has a negative impact upon services which requires a coordinated response.

This Policy applies to staff, which in the context of this policy includes employees, board-appointed professional staff (e.g., physicians), students, volunteers, and any other person(s) working at SJM.

## Types of Code Grey

**Code Grey – Elevators:** To be activated when an unplanned interruption of the elevator or dumb waiter occurs and requires all vertical movement by stairwells-

**Code Grey – Loss of Electrical Power:** Should any disruption of the main electrical power supply and the generator occur, there will be no power and will constitute a Code Grey.

**Code Grey – Gas System:** To be activated when the supply of natural gas is disrupted either internally or externally within the building.

**Code Grey – Heating or A/C System:** Loss of the capability to heat or cool the building.

**Code Grey – Information Technology:** The facility's computer network and telephone system is a total system failure. The exact functionality is dependent on the nature of the issue and will be communicated. This includes a failure of the nurse call system.

**Code Grey - Ventilation System:** The result of an unplanned complete failure of the buildings ventilation system.

**Code Grey – Loss of Potable Water:** Supply of potable water is disrupted either within the building or externally.

**Code Grey – Flood:** A substantial amount of water that is being released that cannot be contained or controlled.

**Code Grey – Loss of Sewage System:** – Loss of the ability to drain sewage to the municipal system.

**Code Grey – Medical Gases:** Disruption of building supplied medical gas and/or suction.

## **Code Grey may be called when:**

- There is a loss or failure of infrastructure either internal or external to the building as mentioned above.

## **Initiating a Code Grey**

All staff are required to report the loss of any infrastructure that may require a Code Grey to be called. Staff will inform the Administrator or Director of Care who will contact the Manager of Facilities or designate during business hours. After hours, the On-Call Manager shall be notified. The Manager of Facilities or designate, or the On-Call Manager shall declare the need for a Code Grey.

The Manager of Facilities Management or delegate, or if after hours the On-Call Manager, will act as the Incident Manager.

Staff will alert all units of the Code Grey using the telephone paging system by dialing \*75 from any SJM phone.

## **Ancillary Codes**

Incident Manager will determine if a Code Green (Evacuation) will be announced to inform staff to commence an evacuation of certain departments or the entire building.

## **Command Team**

The Incident Manager will determine if the Command Team should be assembled. The Command Team will meet in the Command Centre which will be determined at the time. The Command Team will be comprised of the:

- Incident Manager;
- Administrator/Director of Care
- CEO;
- Manager of Facilities.

## **Maintenance Staff**

- Maintenance will respond accordingly and follow their protocol for the loss or disruption in service.
- Manager of Facilities or designate will act as Incident Manager and will be the liaison between the affected company/municipality to ensure accurate information is obtained and communicated.
- Manager of Facilities or designate will communicate the status of the loss of service to the Command Team, if activated, and/or Senior Leadership Team.
- The Manager of Facilities or designate will organize a debrief meeting once the Code Grey is deemed over.

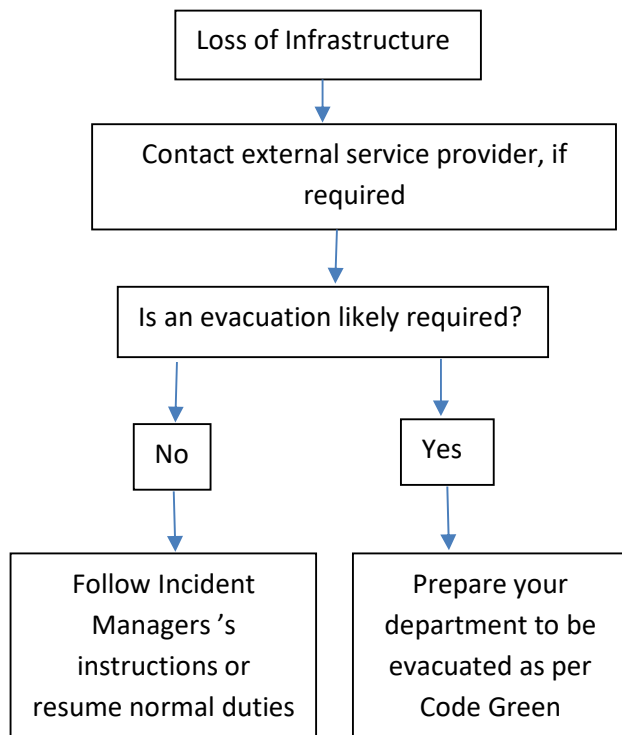
## **All Other Staff**

- Be aware of the Code Grey and be prepared for further instructions from the Incident Manager.
- If your department is affected, take actions as directed by the Incident Manager.
- If your department is not affected prepare to assist those departments that are affected.
- Ensure that resident care and services continue in a safe manner.

## **Incident Manager**

- Notify the Senior Leadership Team;
- Direct staff to make the proper announcements
- Determine the need to move or evacuate any residents currently in the SJM;
- Determine safety risk (i.e., gas leak) to all people in the building and notify appropriate response agency (fire department or the city's public works department).
- Determine the need for staff call in;
- Assign roles within the Command Team, if required;
- Work with Maintenance and external agencies to determine:
  - Full Extent of problem;
  - Expected length of loss or failure;
  - Additional actions required;
  - Any required resources or external assistance;
  - When Code Grey All Clear message can be given.

## CODE GREY PROCESS – SJM



### All Other Staff

- Be aware of the Code Grey and be prepared for instructions
- If your department is affected, take actions as directed by the Incident Manager.
- If your department is not affected prepare to assist those departments that are affected.
- Ensure that client/resident care and services continue in a safe manner.

City's public works department Business hours 705 -848-2287 Ext. 2700, After Hours – 705-849-6713

### Incident Manager

- Notify the Senior Leadership Team;
- Determine the need to discharge any clients/residents;
- Determine safety risk (i.e., gas leak) and notify appropriate response agency (fire department).
- Determine the need for staff call in;
- Assign roles within the Command Team, if required;
- Work with Maintenance and external agencies

### Maintenance Staff

- Maintenance will follow their protocol for the loss or disruption in service.
- Manager of Facilities or designate will act as Incident Manager and liaison between the affected company/municipality
- Manager of Facilities or designate will communicate the status of the loss of service to the Command Team, and/or Senior Leadership Team.
- Manager of Facilities or designate will organize a debrief meeting once the Code Grey is deemed over.

### DISCLAIMER

This is intended as a tool to provide a high-level overview. To ensure a coordinated and effective emergency response, refer to the SJGHEL Code Policy.