Procedure:	Code Grey – Critical Infrastructure Failure		
Owner:	Director, Patient Relations, Security Services and Chief Privacy and Risk Officer		
Sponsor:	Vice President, Patient Care and Risk		
Approval by:		Emergency Management Committee	Date: 2023-06-22
Original Effective Date: 2018-12-17		Reviewed Date(s): 2023-08-30	Revised Date(s): 2023-08-30

This procedure applies to:
Or
☒ St. Joseph's Health Care London
☐ Mount Hope Centre for Long-Term Care
☐ Parkwood Institute Main Building
☐ Parkwood Institute Mental Health Care Building
☐ St. Joseph's Hospital
☐ Southwest Centre for Forensic Mental Health Care
(If this procedure applies to all sites, please check St. Joseph's Health Care London only.)

Former Corporate Policy: ☐ Yes ☒ No
If yes, Policy Name:
Date Changed to Procedure:

There is a similar/same procedure at LHSC: ☒ Yes ☐ No
If yes, Procedure Type: ☐ Department ☒ Corporate
Procedure Name: Code Grey – Infrastructure Loss or Failure
Procedure Owner: Capital Redevelopment and Environmental Operations

PURPOSE

St. Joseph's Health Care London (St. Joseph's) is committed to the safety of all staff, patients, visitors and affiliates and will activate a CODE GREY, when a critical system or utility has failed or is not operating as designed or expected, to ensure that infrastructure failures are addressed promptly and effectively to minimize impact of patient care. This includes where there is a power loss and the generators are activated.

Anyone discovering an infrastructure failure listed in Appendix 1 or any other system failure that may impact patient care and/or patient and staff safety can call a CODE GREY.

Not all CODE GREY incidents will be overhead announced. Announcements and communication will depend on the scope of the incident.

PROCEDURE

1. **The staff/affiliate discovering the emergency incident:**
    1.1. Locate the nearest phone and dial 55555 (may delegate).
        1.1.1. If confident of issue, request the Security Control Centre to issue a Code Grey.
        1.1.2. Provide all information related to the emergency.
        1.1.3. Provide detailed information about the location of the emergency.
            a. Which facility are you at.
            b. Building, floor, unit/department, zone and room number.
    1.2. Ensure your personal safety and the safety of others.
        1.2.1. Evacuate persons in immediate or imminent danger.

- a. Permission is not required to safely evacuate persons from immediate or imminent danger.
  - i This would include a room* or horizontal** evacuation.
- b. Door is closed once room is completely cleared
  - i Activate Evacucheck device on door (if equipped)

1.3. Be available to responders on their arrival to provide information, answer questions and receive further instructions.

1.4. Inform on-site area leadership, when it is safe to do so.

  1.4.1. If there is a critical injury to staff, notify Occupational Health and Safety Services (OHSS) and follow response procedures.

  1.4.2. Complete a Workplace Occurrence Report (WORS) and a Patient Safety Report (PSRS), if required.

  - a. Room evacuation: occupants are removed to the corridor immediately outside the affected area. The room evacuation should be completed upon initial discovery of a life threatening or dangerous situation.
  - b. **Horizontal evacuation**: if the emergency situation threatens more than the occupants of one room, evacuate all rooms in the zone, wing or area to an adjacent safe area on the other side of the fire separation doors.

2. When notified of a CODE GREY, Security Control Centre (SCC) will:

2.1. Obtain information from caller.

  2.1.1. Nature of emergency.

  2.1.2. Location of emergency.

  - a. Building
  - b. Floor
  - c. Unit/department
  - d. Zone
  - e. Room Number

2.2. If the caller identifies the situation as a CODE GREY:

  2.2.1. Activate CODE GREY ENS2

  - a. Send out the CODE GREY Emergency Notification System ENS2 page.
    - i Select CODE GREY
    - ii Select the site impacted
    - iii Situation (i.e. system, failure/leak)
  - b. DO NOT overhead announce until directed to by members of the ENS 2 Conference Bridge

  2.2.2. Activate the ENS 2 Conference Bridge.

  2.2.3. Remain on the ENS 2 Conference Bridge and listen carefully.

  - a. Provide available information to the individuals calling the ENS2 Conference Bridge.
  - b. Page additional people if requested by the Administrator on Call (AOC).

  2.2.4. Overhead announce CODE GREY, with approved message from the ENS 2 Conference Bridge.

  - a. "Attention please, Code Grey, _____ (system), _____ (loss or leak)"
  - b. Repeat 3 times

2.3. Send out the "All Clear. Do Not Call In" ENS2 page, when authorized to do so.

  2.3.1. The authorization to announce the "All Clear" will come from Facilities Management, ITS Leadership or the AOC.

2.4. Keep a log of events.

3. When notified of CODE GREY, Security Services will:

3.1. Respond to the scene/location of the emergency.

  3.1.1. Conduct initial assessment with responding staff

  - a. Other responder may include but not limited to:
    - i. Management
    - ii. Information Technology Services (ITS) staff

  3.1.2. Gather information and report over radio to the Security Control Centre.

3.2. Provide liaison with outside responding agencies, as required.

3.3. Organize and enforce scene/facility protection and traffic control.

  3.3.1. Provide direction to CODE GREY responders.

  3.3.2. Delegate tasks as needed.

  3.3.3. Establish a communication network for responders.

  - a. Provide radios if extras are available.
  - b. Provide all updates related to the situation to the SCC.

3.4. Remain available if needed to contact the ENS2 Conference Bridge to provide additional information, if required.

3.5. Complete a detailed report for the incident.

4. **When notified of a CODE GREY, Facilities Management and ITS Team will:**
   4.1. Respond to the location, if required, and investigate.
      4.1.1. Gather information and assess the situation.
   4.2. Provide immediate assistance as required.
   4.3. Report all available information to the Security Control Centre.
   4.4. Determine what the problem is:
      4.4.1. System affected
      4.4.2. Failure/leak
      4.4.3. Cause
      4.4.4. Areas impacted
      4.4.5. Corrective actions
      4.4.6. Expected duration to resolve
   4.5. Notify leadership and relay all available information related to the incident.
   4.6. Take corrective actions
      4.6.1. Prepare and if necessary make any changes to the building systems.
   4.7. Advise clinical care areas of any impacts of shutting down systems involved.
   4.8. Complete all required reporting.

5. **When notified of a CODE GREY, additional CODE GREY responders will:**
   5.1. Respond to the location and provide assistance as required.
   5.2. Take direction from Security
      5.2.1. Required assistance may include and not limited to:
         a. Assisting with perimeter security.
         b. Providing directions and information to other responders

6. **When notified of a CODE GREY, Facilities Management/ITS Leader on Call will:**
   6.1. Speak with first responders
      6.1.1. If not on site, call the conference bridge or call the SCC to page someone from the scene to provide details of the emergency.
   6.2. In consultation with key staff and determine the problem.
      6.2.1. System affected
      6.2.2. Failure/leak
      6.2.3. Cause
      6.2.4. Areas impacted
      6.2.5. Corrective actions
      6.2.6. Expected duration to resolve
   6.3. Determine if an overhead announcement should be complete.
   6.4. Use the ENS2 Conference Bridge to provide updates.
      6.4.1. Provide information and expertise throughout the emergency (i.e.: meaning of the failure, areas impacted, etc.)
   6.5. Relay "All Clear" directive to the Security Control Centre once the emergency has been resolved.

7. **When notified of CODE GREY, Administrator on Call (AOC) will:**
   7.1. Call the ENS2 Conference Bridge.
      7.1.1. Extension will be provided in the Emergency Notification System ENS2 page.
   7.2. Request the SCC to have someone from the scene to call the conference bridge to provide details of the incident.
   7.3. Consult with other On-Call staff on the conference bridge.
      7.3.1. Additional ENS2 On-Call staff include:
         a. Security Leadership on Call
         b. ITS Leader on Call
         c. Patient Relations, Privacy and Risk Consultant on Call
         d. Communicator on Call
         e. Clinical Leader on Call
         f. Facilities Management Leader on Call
   7.4. Request the SCC to contact additional people, as needed, to join the conference bridge.
   7.5. Determine if an evacuation is required.
      7.5.1. Refer to CODE GREEN procedures.
   7.6. Determine if the Emergency Operations Centre (EOC) needs to be activated.
      7.6.1. Notify the Incident Management Team, if the EOC is activated.
      7.6.2. Provide location of for the activated EOC.

7.7. Speak with clinical care areas after CODE GREY is resolved, provide assistance as required.

7.8. In conjunction with the Facilities Management, Patient Relations Privacy and Risk and/or Environmental Services, arrange for appropriate clean-up.

    7.8.1. This may require specialized outside contractors.

8. When notified of CODE GREY, Patient Relations, Privacy and Risk Consultant on Call will:

8.1. Call the ENS2 Conference Bridge.

    8.1.1. Extension will be provided in the Emergency Notification System ENS2 page.

8.2. Gather information related to the incident.

8.3. Determine appropriate control measures to eliminate or reduce the impact of hazards.

8.4. Identify, evaluate and reduce losses associated with:

    8.4.1. Patient, employee or visitor injuries.

    8.4.2. Property loss or damage.

    8.4.3. Other sources of potential legal liability.

8.5. Review areas of actual or potential sources of risk and/or liability involving patients, visitors, staff and property.

8.6. Provide guidance on the release of information.

9. When notified of CODE GREY, Communicator on Call will:

9.1. Call the ENS2 Conference Bridge.

    9.1.1. Extension will be provided in the Emergency Notification System ENS2 page.

9.2. Gather information related to the incident.

9.3. Implement Emergency Communication Plan.

    9.3.1. Coordinate/support general internal communication for staff, patients, residents and visitors.

    9.3.2. Arrange media interviews.

    9.3.3. Send news releases, as required.

    9.3.4. Coordinate/support communication for surrounding neighborhood, where appropriate.

    9.3.5. Provide follow-up information to all communications, including after the incident is concluded.

10. When notified of CODE GREY, Clinical Leader on Call will:

10.1. Call the ENS2 Conference Bridge.

    10.1.1. Extension will be provided in the Emergency Notification System ENS2 page.

10.2. Gather information related to the incident.

10.3. Provide support as required.

10.4. Speak with clinical care areas after CODE GREY is resolved, provide assistance as required.

10.5. Speak with leaders of the area if appropriate.

DEFINITIONS

Administrator on Call (AOC) – A member of the Senior Leadership Team responsible for leadership and decision making after regular hospital hours, including weekends and statutory holidays, as well as during emergencies and other situations.

Affiliates – Individuals who are not employed by the organization but perform specific tasks at or for the organization, including appointed professionals (e.g., physicians, dentists), students, volunteers, researchers, contractors or contracted staff who may be members of a third-party contract or under direct contract to the organization and individuals working at the organization but funded through an external source (e.g., research employees funded by Western).

Emergency Notification System – The Emergency Notification System is an in house, proprietary automated system which is operated from the Security Control Centre (SCC). This system is utilized when a caller dials 55555 to report an emergency, or the SCC is notified of through the Community. The ENS system is also activated when an internal monitoring system (i.e., Fire Alarm System) indicates an emergency.

The ENS System is based upon two levels of notification. The first notification is for assigned first responders. The second level of notification is an escalated notification for leadership (on-call) to respond to provide additional support.

    ENS1:

- Upon notification, the SCC notifies "first responders" by radio, pager and overhead announcement to respond and assess, mitigate or prevent the emergency from escalating and conduct response activities. Depending on the situation, the SCC will also notify key external responders (i.e. local fire, police, and ambulance) as required.

- Responders at the scene determine if the incident can be maintained safely. As well, responders determine if the emergency has reached thresholds of risk where additional leadership is required.

ENS2:
- ENS 2 means that an emergency has reached thresholds of risk where leadership must be notified to ensure a consistent and organized action planning.
- ENS 2 is immediately activated for Code Green, Code Black, Code Grey, Code Orange, Code Purple and Critical Incident.
- In an emergency which meets the criteria of an ENS 2 emergency, leaders are paged, and a telephone conference call occurs. A person from the emergency scene will be asked to provide a briefing to this telephone conference call.
- Dependent on the scope, intensity and duration of the emergency, the Administrator on Call (AOC) or another senior leader or official may activate the opening of an Emergency Operations Centre (EOC)

ENS2 Conference Bridge – A teleconference extension which is activated by the Security Control Centre when an emergency is elevated to ENS2. This teleconference is used for predetermined On-Call staff to gather information related to an emergency and to discuss an action plan to resolve the emergency with minimal impact.

Emergency Operation Centre (EOC) – The role of the Emergency Operations Centre is to gather all known information regarding emergency situations. Locations of the EOC's are listed in the Fire Safety Plans at each site. The primary responsibilities of the Emergency Operations Centre are:
- Provide direction, coordination and control of the emergency response and recovery
- Establish short term and long team priorities
- Collect, evaluate and communicate information
- Manage resources
- Liaise with other agencies

Emergency Operation Centre Locations:
- Primary - St. Joseph's Hospital
- Secondary - Parkwood Institute Mental Health Building

Evacucheck - These devices have a built-in safeguard should a person re-enter the room where the device has been activated. When a person re-enters a room with an activated Evacucheck, the Evacucheck will automatically revert back to a non-evacuated room.

Fire Separation - A floor, door(s) or wall having a fire-endurance rating required by appropriate authorities; acts as a barrier against the spread of fire within a building.

Incident Management System (IMS) – IMS was developed to standardize organizational structures, functions, processes and terminology for use at all levels of emergency response in Ontario. IMS addresses the need for coordinated responses to all types of incidents and has been developed with input from more than 30 emergency response organizations from Ontario.

Incident Management Team (IMT) – The Incident Management Team is responsible for central command and control of the incident and assists the critical processes in implementing their recovery plans. Activation of the IMT is determined by the AOC, as well as position assignments within the IMS structure. The St. Joseph's Health Care London Incident Management Team structure can be found on the intranet

Staff – An individual who is hired and paid by the organization.

REFERENCES

Legislation
Government of Ontario (1990) Occupational Health and Safety Act, 1990
Government of Ontario (1990) Occupational Health and Safety Act (OHSA), Section 51: Notice of death or injury

Other Resources

Ministry of the Solicitor General Incident Management System (IMS)

Appendices

Appendix A
Types of Infrastructure Failures