

Procedure:	Code Orange – External Disaster	
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: 2018-05-14	Reviewed Date(s): 2023-08-30	Revised Date(s): 2023-08-30

<p>This procedure applies to: Or</p>	<input checked="" type="checkbox"/> St. Joseph's Health Care London <input type="checkbox"/> Mount Hope Centre for Long-Term Care <input type="checkbox"/> Parkwood Institute Main Building <input type="checkbox"/> Parkwood Institute Mental Health Care Building <input type="checkbox"/> St. Joseph's Hospital <input type="checkbox"/> Southwest Centre for Forensic Mental Health Care
<p>(If this procedure applies to all sites, please check St. Joseph's Health Care London only.)</p>	

<p>Former Corporate Policy: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If yes, Policy Name:</p> <p>Date Changed to Procedure:</p>
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<p>There is a similar/same procedure at LHSC: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, Procedure Type: <input type="checkbox"/> Department <input checked="" type="checkbox"/> Corporate</p> <p>Procedure Name: Code Orange-External Disaster</p> <p>Procedure Owner: Capital Redevelopment and Environmental Operations Executive</p>
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PURPOSE

A CODE ORANGE will be used in case of a natural, technological or human caused incident, external to the hospital, resulting in a sudden influx of new patients arriving faster and in greater numbers than the hospital/facility can manage using normal processes, procedures and resources.

The CODE ORANGE emergency response procedures outline a process for responding to casualties or relocated patients. This plan would be implemented as part of a coordinated response involving the City of London, London Health Sciences Centre (LHSC), the Middlesex London Health Unit, the London Police Service, the London Fire Department, Thames Emergency Medical Services and other relevant agencies.

As an Acute Ambulatory, Mental Health Care, Rehabilitation and Long-Term Care Centre, St. Joseph's Health Care London (St. Joseph's) would not be the primary receiving site for mass casualties. Many casualties arriving at St. Joseph's will be self-directed, and therefore, the Urgent Care Centre at St. Joseph's Hospital will be prepared to triage and treat or transport patients to the appropriate level of care. LHSC Emergency Care Program and St. Joseph's Urgent Care will work collaboratively to ensure that the right patient is in the right place for the right care.

In other situations, the role of St. Joseph's may be to receive relocated patients from another impacted health care facility.

CODE ORANGE incidents may result in the activation of an "on site" Incident Management System.

PROCEDURE

1. When notified of an external disaster, the Administrator On Call (AOC) will:

- 1.1. Obtain a detailed description of the incident from the reporting person.
 - 1.1.1. Determine which sites of St. Joseph's Health Care London will be required to respond to the incident.
- 1.2. Inform the Security Control Centre (SCC) to activate a CODE ORANGE at the site(s)
 - 1.2.1. CODE ORANGE is an automatic ENS2 incident.
 - 1.2.2. An Emergency Notification System ENS 2 page will be sent out.
 - a. An ENS2 Conference Bridge will be activated and the extension will be provided in the ENS2 page sent out by the SCC.
- 1.3. Consult with other On-Call staff on the conference bridge.
 - 1.3.1. Additional ENS2 On-Call staff include:
 - a. Security Leadership on Call
 - b. Patient Relations, Privacy and Risk Consultant on Call
 - c. Communicator on Call
 - d. Clinical Leader on Call
 - e. HMMS
 - f. Facilities Management on Call
 - 1.3.2. Determine who else is needed to participate in the conference call.
 - 1.3.3. Decide who will initiate a fan out and the scope of the fan out.
 - a. It is important to participate in the conference bridge prior to proceeding to the site so that the appropriate fan out can be initiated early.
- 1.4. Determine which Emergency Operations Centre (EOC) location needs to be activated.
 - 1.4.1. Locations of the EOC's are:
 - a. St. Joseph's Hospital
 - b. Parkwood Institute Mental Health Building
- 1.5. Determine the time for initial meeting.
- 1.6. Provide information related to the location of the activated EOC and the time to the Incident Management Team.
- 1.7. Act as the Incident Manager in the EOC.

2. When notified of an external disaster, the Security Control Centre (SCC) will:

- 2.1. Obtain information from caller.
 - 2.1.1. CODE ORANGE
 - 2.1.2. Nature of emergency.
 - 2.1.3. Which St. Joseph's Health Care London sites will be required to respond
- 2.2. The authorization to declare a CODE ORANGE must come from the Administrator on Call (AOC).**
 - 2.2.1. If the call is not the AOC (or delegate), contact the AOC immediately.
 - 2.2.2. Connect the AOC to the reporting caller.
 - 2.2.3. Remain on the line for further directions from the AOC.
- 2.3. When authorized by the AOC, Activate CODE ORANGE ENS2.
 - 2.3.1. Send out the CODE ORANGE Emergency Notification System ENS2 page.
 - a. The following information is relayed:
 - i. CODE ORANGE
 - ii. Which St. Joseph's site(s) required to respond
 - iii. ENS2 Conference Bridge extension
 - 2.3.2. Complete an overhead announcement.
 - a. State "Attention please, CODE ORANGE (location)."
 - b. Repeat 3 times.
 - 2.3.3. Activate the ENS2 Conference Bridge.
- 2.4. Provide available information to the individuals calling the ENS2 Conference Bridge.
- 2.5. Page additional people if requested by the Administrator on Call (AOC).
- 2.6. Make additional announcements as directed by a member of the Incident Management Team.
- 2.7. Send out the "All Clear" CODE ORANGE ENS2 page.
 - 2.7.1. The authorization to announce the "All Clear" will come from the Administrator on Call or delegate.
 - 2.7.2. When sending out the "All Clear" page add the following in the paging text box; "All Clear – Do Not Call In"
- 2.8. Keep a log of events.

3. When notified of a CODE ORANGE, the Incident Management Team will:

- 3.1. Report to the activated EOC for the initial meeting.
 - 3.1.1. Information packages will be available in the EOC.
 - a. Included in the information packages:
 - i. Descriptions of roles and responsibilities in the IMS structure.
 - ii. Resources for documenting information received or sent out related to the emergency situation.
- 3.2. Assist the AOC in providing direction, care and control to the emergency response.

4. When notified of a CODE ORANGE, Staff Member of St. Joseph's Health Care London will:

- 4.1. Report back to their respective unit/department for instructions.
 - 4.1.1. Do not leave until the CODE ORANGE has been announced "All Clear" or you have been given authorization from your leader to do so.
- 4.2. Upon receiving a call back, report as soon as possible to their primary area of employment.
 - 4.2.1. All areas will determine their staffing requirements and additional staff may be reassigned if needed.

5. When notified of a CODE ORANGE, all Units/Departments will:

- 5.1. Implement departmental fan out as directed.
- 5.2. Initiate department specific emergency response procedures as directed by the appropriate leader of each area and department.

Primary accountabilities of key departments in the event of an external disaster:

Key Department	Primary Accountability
Admitting	To support the registration of patients, process admissions/transfers and document discharges.
Biomedical	To provide additional biomedical equipment to the key areas as required.
Central Processing	To provide additional sterile supplies to the key areas as required.
Communications	To coordinate all internal and external messaging related to the Code Orange. Establish a Media Centre and Family Waiting Centre.
Diagnostic Imaging	To provide diagnostic imaging support to the key areas as required
Environmental Services	To provide housekeeping support to the key areas and ensure that discharged beds are cleaned as quickly as possible.
Finance	To advise leaders (via Communications) of the emergency cost code number and criteria/authority to use.
Food Services	To ensure adequate nutrition to patients and staff for the duration of the Code Orange.
Health Information Management	To provide support to the key areas to assist with preparing charts for discharge and/or transfer.
HMMS	To provide additional supplies and equipment to the key areas as required.
Human Resources	To activate the Redeployment Centre and coordinate the reassignment of additional staff
Infection Control	To identify infection control risks and act as content expert for the Emergency Operation Centre and clinical areas.
Information Technology Services	To ensure adequate telecommunications and information technology support is available to the key areas, including the Emergency Operations Centre.
Inpatient Unit	To facilitate rapid discharge of inpatients and timely admission of new patients. To advise the EOC on the establishment of a Discharge Centre.
Laboratory Services	To provide timely access to laboratory test results.
Linen	To provide additional linen to the key areas as required.
Occupational Health and Safety Services	To provide information and expertise to the EOC. To establish debriefing and counseling needs for staff.
Operating Rooms	To prepare operating rooms and provide surgical support, as required.
Outpatient Clinics	To plan for the cancellation and rebooking for clinic patients and to prepare for the change in patient type.
Pharmacy	To provide pharmacy resources to key areas.
Facilities Management	To provide technical assistance on building systems if needed.
Respiratory Therapy	To provide respiratory expertise in key areas.
Security Services	To organize and enforce facility access, traffic control and staff/facility protection.
Social Work	To provide psychological support to patients/residents, their families and staff.
Spiritual Care	To provide spiritual support to patients/residents, families and staff.
Support Services	To provide support to areas as directed by the EOC.
Urgent Care Centre	To become the access point for all casualties.

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.

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.

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 term 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

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

Occupational Health and Safety Act

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