

<b>TITLE:</b>	<b>Code Grey – Infrastructure Loss / Failure</b>	<b>POLICY #:</b>	<b>XVIII-K-10.00</b>
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MANUAL	Emergency Management	APPROV. AUTH:	Administrator
ORIGINAL ISSUE:	June 2022	SCOPE:	Sun Parlor Home
PAST REVISIONS:	<b>Feb/20, Feb/21, Feb/22, Jun/22, Jan/23, Jan/24</b>		
CURRENT REVISION:	January 2025		

## **Code Grey – Infrastructure Loss / Failure Policy #: XVIII-K-10.00**

### **POLICY:**

In the event of any loss or failure of a major infrastructure component of the building i.e. mag locks, elevator entrapment/failure, loss of utility, life safety system, etc., Code Grey will be called to alert team members, residents, and visitors and prompt an appropriate response in accordance with the Home’s Code Grey Emergency Plan.

### **PROCEDURE:**

#### **ELEVATOR ENTRAPMENT/FAILURE**

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

- 1) Inform the Incident Manager (RN in Charge) immediately.

The Incident Manager (RN in Charge) or designate will:

- 1) Notify Ward Clerk to announce Code Grey- Elevator Entrapment/Failure
- 2) Contact the Manager of Building Services or designate and the elevator service company immediately and determine their estimated response time.
- 3) Attempt to determine where the elevator is stopped.
- 4) Designate a team member to be stationed outside of the elevator door on the floor where it has stopped to reassure the occupant(s) that help is on the way.
- 5) Reinforce to occupants to not force the doors open and remain calm.
- 6) Call 911 if the occupant(s) is in distress.
- 7) Follow the directions of the elevator service technician or emergency services when they arrive on scene.
- 8) Take the elevator out of service until the necessary repairs are made.
- 9) Complete Emergency Prep-Actual Event-Test-Drill Evaluation Form.
- 10) Keep Administrator or designate notified.

#### **ROOF COLLAPSE**

Any person who suspects that there has been a roof collapse will:

- 1) Inform the Incident Manager (RN in Charge) immediately.

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The Incident Manager (RN in Charge) or designate will:

- 1) Notify Ward Clerk to announce Code Grey- Roof Collapse.
- 2) Instruct building maintenance personnel to immediately assess the situation i.e. snow or ice on roof needing to be removed immediately, etc.
- 3) Direct team members to relocate residents, visitors, and themselves from the affected area(s) of the building to a safe location.
- 4) Call 911 from a phone located well away from the area affected.
- 5) Refer to Code Grey Check List.
- 6) Complete Emergency Prep-Actual Event-Test-Drill Evaluation Form.
- 7) Keep Administrator or designate notified.

All Team Members will:

- 1) Take direction from the Incident Manager (RN in Charge).

### **ELECTRICAL POWER FAILURE**

Any person who becomes aware of a major electrical power failure will:

- 1) Notify the Incident Manager (RN in Charge) immediately.

The Incident Manager (RN in Charge) or designate will:

- 1) Notify Ward Clerk to announce Code Grey- Electrical Power Failure.
- 2) Notify the local hydro service provider of the power failure and ask for expected duration of the outage.
- 3) Direct team members to monitor all doors.
- 4) Identify needs of residents for power (G-Tube, IV, Oxygen, Air Mattresses, etc.).
- 5) Refer to Code Grey Checklist.
- 6) Complete Emergency Prep-Actual Event-Test-Drill Evaluation Form.
- 7) Keep Administrator or designate notified.

All Team Members will:

- 1) Carry a flashlight (Personal Safety Alarm)
- 2) Provide residents with night light/lantern as needed.
- 3) Take direction from the Incident Manager (RN in Charge).

Emergency Generator backup, the Maintenance Team will:

- 1) Confirm the generator has automatically activated and monitor it to see that it is working correctly.
- 2) Ensure that all lights and Generator powered equipment is working.
- 3) Maintain an adequate supply of flashlights, batteries, and extension cords that are readily available to team members.

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- 4) Check fuel supply and activate procedure for delivery of additional fuel as needed.

If the Emergency Generator backup is not working, the Incident Manager (RN in Charge or designate) will:

- 1) Notify and update Administrator or designate.
- 2) Direct distribution of emergency box supplies (battery flashlights, blankets).
- 3) Monitor and assess the effect on resident and team member safety.
- 4) Initiate the evacuation plan if necessary.

### **FIRE PROTECTION SYSTEM FAILURE**

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

- 1) Inform the Incident Manager (RN in Charge) immediately.

The Incident Manager (RN in Charge) or designate will:

- 1) If necessary notify Ward Clerk to announce Code Grey- Fire Protection System Failure.
- 2) Notify Manager of Building Services or designate.
- 3) Notify all team members that a fire watch has been initiated.
- 4) Give verbal instruction to team members and visitors that fire watch means that our normal fire detection systems such as heat/smoke detectors and pull stations may not work – if a fire is suspected you must call 911 directly.
- 5) Assign team member(s) to monitor/complete Fire Watch Checklist for all areas of the building by doing thirty-minute walk about for the duration of the fire watch.
- 6) Assign one team member to post Fire Watch signs at all entrance doors, information centres, main kitchen, laundry, and in elevators.
- 7) Complete Emergency Prep-Actual Event-Test-Drill Evaluation Form.
- 8) Keep Administrator or designate notified.

All Team Members will:

- 1) Complete monitoring and Fire Watch Checklist as assigned.
- 2) Take direction from the Incident Manager (RN in Charge).

The Manager of Building Services or designate will:

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

### **TOTAL LOSS OF HEATING SYSTEM**

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

The Incident Manager (RN in Charge) or designate will:

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- 1) If necessary notify Ward Clerk to announce Code Grey- Total Loss of Heating System.
- 2) Notify the local HVAC heating system contractor service provider of the failure and ask for expedited service call to correct.
- 3) Request an estimated time to correct the problem following initial investigation by heating contractor.
- 4) Review Evacuation plan and prepare to institute if needed.
- 5) Direct Maintenance to monitor and document building temperatures every hour
- 6) Direct team members to ensure all exterior windows are closed and curtains are drawn closed.
- 7) Direct team members to move residents to inner core of building away from exterior walls
- 8) Refer to Code Grey Checklist
- 9) Complete Emergency Prep-Actual Event-Test-Drill Evaluation Form.
- 10) Keep Administrator or designate notified.

All Team Members will:

- 1) Take direction from Incident Manager (RN in charge).

#### **TOTAL LOSS OF COOLING SYSTEM**

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

The Incident Manager (RN in Charge) or designate will:

- 1) If necessary notify Ward Clerk to announce Code Grey- Total Loss of Cooling System.
- 2) Notify the local HVAC system contractor service provider of the failure and ask for expedited service call to correct.
- 3) Request an estimated time to correct following the initial investigation by heating contractor.
- 4) Review Evacuation plan and prepare to institute
- 5) Review and implement Guidelines for the Prevention and Management of Hot Weather-Related Illness in Long-Term Care Homes.
- 6) Direct Maintenance to monitor and document building temperatures hourly
- 7) Direct team members to ensure all exterior windows are closed and curtains are drawn closed.
- 8) Direct Maintenance to place in operation any fans available to provide additional comfort to residents.
- 9) Direct team members to move residents to inner core of building away from exterior walls.
- 10) Refer to Code Grey Checklist.
- 11) Complete Emergency Prep-Actual Event-Test-Drill Evaluation Form.
- 12) Keep Administrator or designate notified.

All Team Members will:

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- 1) Take direction from Incident Manager (RN in Charge).

### **LOSS OF POTABLE WATER**

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

The Incident Manager (RN in Charge) or designate will:

- 1) If necessary notify Ward Clerk to announce Code Grey- Loss of Potable Water.
- 2) Notify the local system contractor service provider of the failure and ask for expedited service call to correct.
- 3) Request an estimated time to correct following the initial investigation.
- 4) Review Evacuation plan and prepare to institute if time to correct is greater than 12 hours.
- 5) Direct Maintenance to search for leaks / shut off water i.e. at localized appliance.
- 6) Provide water for residents as needed.
- 7) Complete Emergency Prep-Actual Event-Test-Drill Evaluation Form.
- 8) Keep Administrator or designate notified.

All Team Members will:

- 1) Take direction from Incident Manager (RN in Charge).

### **INTERNAL FLOOD (I.E. BURST PIPES)**

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

The Incident Manager (RN in Charge) or designate will:

- 1) If necessary notify Ward Clerk to announce Code Grey- Internal Flood.
- 2) Direct Maintenance to turn off water supply at main valve and shut off electricity to affected parts of the building.
- 3) Contact a plumber.
- 4) Direct Maintenance to turn on faucets and flush toilets to drain pipes and relieve pressure.
- 5) Provide water for residents as needed.
- 6) Remove electronics, furnishings, equipment, files, etc. in danger of water damage.
- 7) Determine whether to initiate partial or full Code Green evacuation.

All Team Members will:

- 1) Begin water cleanup as directed.
- 2) Set up fans, dehumidifiers, etc. as directed.

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- 3) Clean any areas or items damaged by water.
- 4) Take direction from Incident Manager.

### **MAG LOCKS FAILURE**

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

- 1) Inform the Incident Manager immediately.

The Incident Manager (RN in Charge) or designate will:

- 1) Notify Ward Clerk to announce Code Grey- Mag Lock Failure.
- 2) Check to ensure that doors are unlocked and if so, try to reset mag locks at station.
- 3) Assign team members to monitor exit doors until the problem is resolved.
- 4) Assign team members to complete a resident room check and to do ongoing walk about every fifteen minutes until system is reactivated.
- 5) Complete Emergency Prep-Actual Event-Test-Drill Evaluation Form.
- 6) Keep Administrator or designate notified.

All Team Members will:

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

The Manager of Building Services or designate will:

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

### **TELEPHONE SYSTEM FAILURE**

Any person who becomes aware of a telephone system failure will:

- 1) Inform the Incident Manager (RN in Charge) immediately.

The Incident Manager (RN in Charge or Designate) will:

- 1) If necessary notify Ward Clerk to announce Code Grey- Telephone System Failure.
- 2) Use cell phone to contact the IT Service Desk
- 3) Notify residents and post signage
- 4) Utilize other forms of communication (i.e. landline, emergency lines, cell phones, email etc.)
- 5) Complete Emergency Prep-Actual Event-Test-Drill Evaluation Form.
- 6) Keep Administrator or designate notified.

**Attachments:** XVIII-K-10.00(b) Code Grey – Fire Watch Sign  
XVIII-K-10.00(c) Code Grey – Fire Watch Checklist