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CODE GREY POLICY – LOSS OF ESSENTIAL SERVICES & EXTERNAL AIR EXCLUSION

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Code Grey: Loss of Essential Services-NHNH Process

Norfolk Hospital Nursing Home (NHNH)

Purpose

This policy outlines Norfolk Hospital Nursing Home (NHNH)'s procedures in response to the loss of essential services and external air contamination. It ensures the safety and well-being of residents, staff, and visitors while maintaining critical functions during emergencies.

PART 1: LOSS OF ESSENTIAL SERVICES

1. Communication System Failure (Telephones, IT Systems)

Infrastructure – Telephone

NHNH relies on a **robust telecommunications network** for internal and external communications. **Critical extensions** are connected to the **emergency generator** and will remain functional during power outages.

- **During business hours:** The **Manager or designate** at NHNH will contact **Information Technology (IT) staff** to report telephone outages.
- **After hours:** The Manager/ Supervisor or **Charge Nurse/ designate** will contact **IT Support (available 24/7)** as listed in the contact directory.
- **Backup systems:**
 - Personal **mobile phones** may be used for emergency communication.
 - NHNH has a **cache of two-way radios** for internal communications.

Infrastructure – IT Systems

NHNH's communication systems include **telephones, cell phones, fax, email, personal pagers, overhead paging, intercoms, and fire paging**. If any or all systems fail:

- **Telephones:** Backup lines may still be operational and distributed to key departments. **Two-way radios** can be obtained from **Maintenance** or external agencies (Fire/Police).
- **Cell Phones:** Landline phones serve as backup. If needed, additional phones may be sourced from **Eastlink or Bell**.
- **Fax & Email:** If fax systems fail, **email** will be used. If both fail, a **courier system** may be implemented for interdepartmental document delivery.
- **Overhead Paging & Intercoms:** If overhead paging fails, communication will shift to **intercoms, telephones, and personal pagers**.

UPS Backup for IT Systems

- **Telephones:** 4 hours of UPS backup.
- **Computer Network:** 20 minutes of UPS backup for controlled shutdown.
- **Overhead Paging:** No backup available.

2. Water Supply Disruption

NHNH uses **gallons of water per day** for dietary, hygiene, and sanitation purposes.

- In the event of a disruption, Maintenance and Facilities will activate their Code Grey response

procedures for water supply and will have a contingency plan to ensure water resources are made available.

- Emergency water is **safe for drinking and cooking** and may be stored in a **cool place** indefinitely.
 - **Fire Sprinkler System:** If needed, a **Fire Service pumper truck** or contracted **water hauler** can supply pressure.
 - **General Facility Water Supply:** A **large water tanker** can be connected to the main supply.
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3. Heating System Failure

NHNNH relies on **electricity and natural gas** for heating.

- **Power Outage:** Emergency **generators** will maintain heating infrastructure.
 - **Natural Gas Outage:** If gas service is disrupted for an **extended period**, **resident evacuation (Code Green)** may be required.
 - **To minimize heat loss:**
 - Shut off **air exchangers**.
 - Limit the **opening of exit doors**.
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4. Electrical Failure

NHNNH has a **diesel-powered emergency generator** that supplies electricity to critical systems.

- The generator is **tested weekly** and **serviced annually** for reliability.
 - If power is expected to be out for **more than 24 hours**, a **towable generator** will be sourced for additional support.
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5. Elevator Failure

- NHNNH's **elevators** are equipped with **emergency elevator buttons** for communication if a person becomes trapped.
 - In case of a prolonged outage, **Maintenance** and **Emergency Services** will assist with manual evacuations.
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PART 2: EXTERNAL AIR EXCLUSION (CODE GREY – BUTTON DOWN)

Policy Statement

External air contamination may occur due to events such as **gas leaks, fires, or hazardous material**

spills. NHNH will take immediate action to prevent the entrance of contaminated air into the building.

Procedure

A. 0.1. Notification & Activation

- NHNH will be notified by an **external authority** (Police, Fire Department, Ministry of the Environment) of the need to shut down air intake.
- The **Charge RN** will alert the **Switchboard** to announce:

Approval Signatures

Step Description	Approver	Date
Chief Human Resource Officer Approval	Sarah-Jane Irvine: Chief Human Resources Officer	03/2025
H&S Specialist Approval	Belinda Marshall: Health & Safety Specialist	03/2025