

	Code Orange	Policy Stat ID: 17651439  Procedure: Code Orange- External Emergency	Number:	Page   1
Subject: Code Orange		Date Issued: March, 2025 Date Reviewed: Date Revised:		

## Code Orange-External Emergency (NHNH Response)

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### Policy:

To be self-sufficient for a minimum of three days when external support has been cut off to ensure:

- continued care and safety to our residents and tenants,
- safety to staff/volunteers/visitors
- supplies can be quickly located and counted,
- control documentation for auditing purposes is in place.

### Due to

- Community disaster
- Natural disaster
- Extreme weather event
- Medical Quarantine (refer Infection Control)
- External Flood

A minimum of 72 hours provision of food staples, drugs, medical supplies, laundry/linen, utilities are maintained at all times. This will be achieved through normal operating practices, such as minimum stock levels and emergency back-up mechanical systems

### Incident Command

- The CEO OR designate is the only authority who may declare implementation of this plan
- The Director of Care or designate is responsible, in consultation with Managers and Supervisors in NHNH and Director of Support Services at NGH, the Incident Management Structure designates for confirming the impact of the current emergency. The CEO is responsible for guiding, approving implementation of appropriate response actions as per our IMS policy and procedures.

- The Senior Managers/Supervisors of supply departments are responsible for coordinating supply distribution and advising the Director of Care of items requiring restraint/rationing.
- To maintain essential care services until normal supply returns, full or part program/departmental closures of nonessential service areas may be initiated.
- The Supervisor of Support Services with assistance of Maintenance Mechanics, is responsible for continued building support systems.
- All staff are responsible for conserving supplies as directed through email communication or through bulletins.
- The overhead page system may be used if necessary to communicate to all staff.
- The Senior Management Team (schedule A) are responsible for ensuring compliance of restraint and rationing procedures by all persons and for securing any designated supply control areas, with the assistance of the Support Services Department.
- The CEO will advise all occupants through ongoing communication memos, overhead P.A announcements and emails of ongoing status of incidents and plans of action.
- The Director of Care is responsible for:
  - reviewing impact on staffing levels
  - inventory control and management
  - and if access to facility interrupted initiating 12 hour shifts with the existing staff immediately.
- The CEO will co-ordinate all communication with media and will manage communication link

## Procedure:

### Immediate Actions by the CEO (or designate):

Upon notification of an emergency, the CEO (or designate) will:

- **Implement Code Orange:** Declare and initiate the Code Orange protocol.
- **Event Details:** The CEO (or designate) will be provided with all relevant details of the event to assess the situation and decide whether to activate the **Disaster/Major Emergency Plan**.
- **Contact Maintenance Staff:** Verify the duration of the stand-alone capabilities for the following systems:
  - Heating
  - Air venting
  - Electricity
  - Refrigeration units available for food and medicines

The CEO (or designate), when notified of an emergency will:

- implement Code Orange
- Contact Maintenance staff to verify the duration of the standalone capabilities for the following support systems:
  - heating,
  - air venting,

- electricity,
- refrigeration units available for foods and medicines

**Senior Leadership Actions:**

- **Assess Priority Needs:** Instruct Senior Leadership to verify and assess existing levels of priority need items.
- **Emergency Meeting:** Call an emergency meeting of the Senior Leadership Team to:
  - Review the current emergency situation
  - Confirm immediate actions and next steps.

*Action items include:*

- Implement other support plans, such as Code Grey (Internal Disaster Plan).
- Activate emergency response actions for restraint/rationing controls (see Schedule A).

**3. Public Communication:**

- Instruct Senior Leadership to assess and verify existing levels of priority need items
- Call an emergency meeting of the Senior Leadership Team including Director of Care and Assistant Director of Care to review the current emergency and confirm action
  - Implement other support plans such as internal disaster- Code Grey
  - Implement emergency response actions for restraint/rationing controls (schedule A)
- Prepare a public announcement describing the cause of the isolation and plan of action, i.e., implementation of: emergency menus, 12-hour staff shifts, etc.
- IF a facility wide communication is required, instruct Switchboard to make the following

announcement: **"Attention, attention. This is an emergency alert. Code Orange is now in effect (repeat). All staff and managers' report to the Incident Command Center or designated location immediately."**

- Read prepared statement
- Senior Leadership will review difficulties with supply and staffing issues with the CEO.
- The Director of Support Services will refer to the Internal Disaster Plan- Code Grey and implement procedures as required.

## **Resident Care:**

- Staff will immediately assess the safety of patients and residents, ensuring that they are moved to safe areas as directed by the Incident Command Team.
- If evacuation is necessary, departments will follow the established Code Green procedures, ensuring that residents, and staff are relocated in an orderly and timely manner.

## **The Manager/Supervisors of Food Services will**

- implement their emergency plans per (Schedule A).
- monitor stock levels (using schedules from supplies section) and
- ration stock as required d) advise the CEO of any shortages or problems.

## **All Managers will:**

- review emergency supply needs,
- inventory priority items,
- monitor rationed items,
- report these to the Director of Care e) ensure staff compliance of ration directives.

## **The CEO will:**

- recommend further actions to be implemented
- approve restraint/rationing directives
- make further public announcements as appropriate

## **The Director of Care and Manager of Human Resources will review impact of emergency on staffing levels and will:**

- identify to what degree Staff re-assignment is required
- recommend implementation for departmental/program closures to CEO
- direct all operations for Staff deployment
- request all nursing units to count inventory items near stock-out and report count
- instruct staff member to contact emergency vendors to confirm if supply is available for delivery
- issue notice of `RESTRAINT/RATION' to all staff if deemed necessary

## All staff will respond in accordance with instructions issued over the public address system, such as:

- restraint in use of medical supplies, linen and drugs.
- re-assignment of work duties
- report all stock outs as they occur in their area

## Communication

- The Switchboard will maintain communication with emergency services, external agencies, and other relevant stakeholders.
  - Regular updates will be provided to staff, families, and external partners through designated communication channels.

## EVENT DECLARED OVER

- All Senior Managers to complete part 2 of schedule D, and forward to the CEO for plan review and update
- The CEO will:
  - Prepare communication for all residents, tenants, staff and families
  - Call post event evaluation meeting for plan review and update

## Safety and Security

- Security teams will be deployed to monitor entrances and secure the facility.
  - A staff member will be assigned to each exit and safety point to monitor patient, resident, and staff movement.

## Evacuation

- If evacuation becomes necessary, staff will follow the established Code Green procedures, ensuring that all patients and residents are safely relocated to designated safe areas.
  - Evacuation routes will be predetermined and communicated to all staff members before the event of an emergency
- Once the external disaster threat has passed, the Incident Command Team will assess the impact on NGH and NHH. A recovery plan will be implemented to return the facility to normal operations.
  - A debriefing will be conducted to evaluate the response and identify areas for improvement.

## References:

- Fixing Long Term Care 2021 RHA 2010 O Reg. 166/11, s. 24, 25, (1), (2), (3), (4), (5)
- Belmont House Code Orange

- NHHH Emergency Response Plan
- NHHH Code Green Policy and Procedures
- NGH IMS Policy
- NHHH Flood Management Process

PERSON IN CHARGE	RESPONSIBILITY
<b>CEO</b>	<ul style="list-style-type: none"> <li>• approves plan(s) implementation</li> <li>• identifies need for additional emergency plans</li> <li>• directs implementation of department/program closures and other emergency measures</li> <li>• co-ordinates all media communication With Director Communications</li> </ul>
<b>DIRECTOR OF COMMUNITY</b>	<ul style="list-style-type: none"> <li>• recommends departmental control measures to level required for emergency</li> <li>• co-ordinates supplies rationing</li> <li>• recommends program closures</li> <li>• updates CEO</li> <li>• communicates to staff</li> <li>• confirms impact on essential supplies in areas</li> </ul>
<b>DIRECTOR OF FACILITIES &amp; DIRECTOR OF CARE</b>	<ul style="list-style-type: none"> <li>• implements Code Grey</li> <li>• monitors staff compliance to ration/restraint orders</li> <li>• secures rational inventory</li> </ul>
<b>MANAGEMENT:</b> <b>All Areas</b> <b>Essential care areas</b> <b>Non-essential Care Service</b>	<p>monitors restraint measures</p> <ul style="list-style-type: none"> <li>• identifies need for staff</li> <li>• implements department emergency plans to maintain services</li> <li>• closes department/program</li> <li>• releases staff to other areas</li> </ul>

# SCHEDULE A:

## EMERGENCY PLANS OF ACTION FOR ESSENTIAL SUPPORT SERVICES AREA

SERVICE AREA	SUPPORT ACTIONS	EMERGENCY RESPONSE ACTIONS
<b>Clinical:</b> Pharmacy	Minimum stock levels > 3 days	<ul style="list-style-type: none"> <li>complete inventory of items below minimum or back-ordered formulary drugs</li> <li>ration any drug near stock-out</li> </ul>
<b>Support:</b> Food Service	(approx. 3 days) sufficient volume of Frozen foods	<ul style="list-style-type: none"> <li>complete inventory of available food</li> <li>implement emergency menu</li> <li>ration any food group in short (designate resident menu item only)</li> </ul>
Support Services	minimum levels on at all times	<ul style="list-style-type: none"> <li>wash in-house</li> <li>identify items near stock-out</li> </ul>
Linen/Laundry		<ul style="list-style-type: none"> <li>restrict bed changes (only if soiled)</li> <li>replace with in-house laundered linens</li> </ul>
Medical Supplies	minimum stock levels adequate for 3 days	<ul style="list-style-type: none"> <li>Complete inventory of items</li> <li>Ration any item below minimum</li> </ul>
Environmental Svc	backup systems in place	<ul style="list-style-type: none"> <li>refer to internal disaster plan to confirm backup systems capabilities operational status</li> </ul>

\*\*The Senior Managers are responsible for monitoring, auditing and rationing of materials or services as required. \*\*

### Attachments

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## Approval Signatures

StepDescription	Approver	Date
Chief Human Resource Officer Approval	Sarah-Jane Irvine: Chief Human Resources Officer	Pending
H&S Specialist Approval	Belinda Marowah: Health & Safety Specialist	03/2025

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