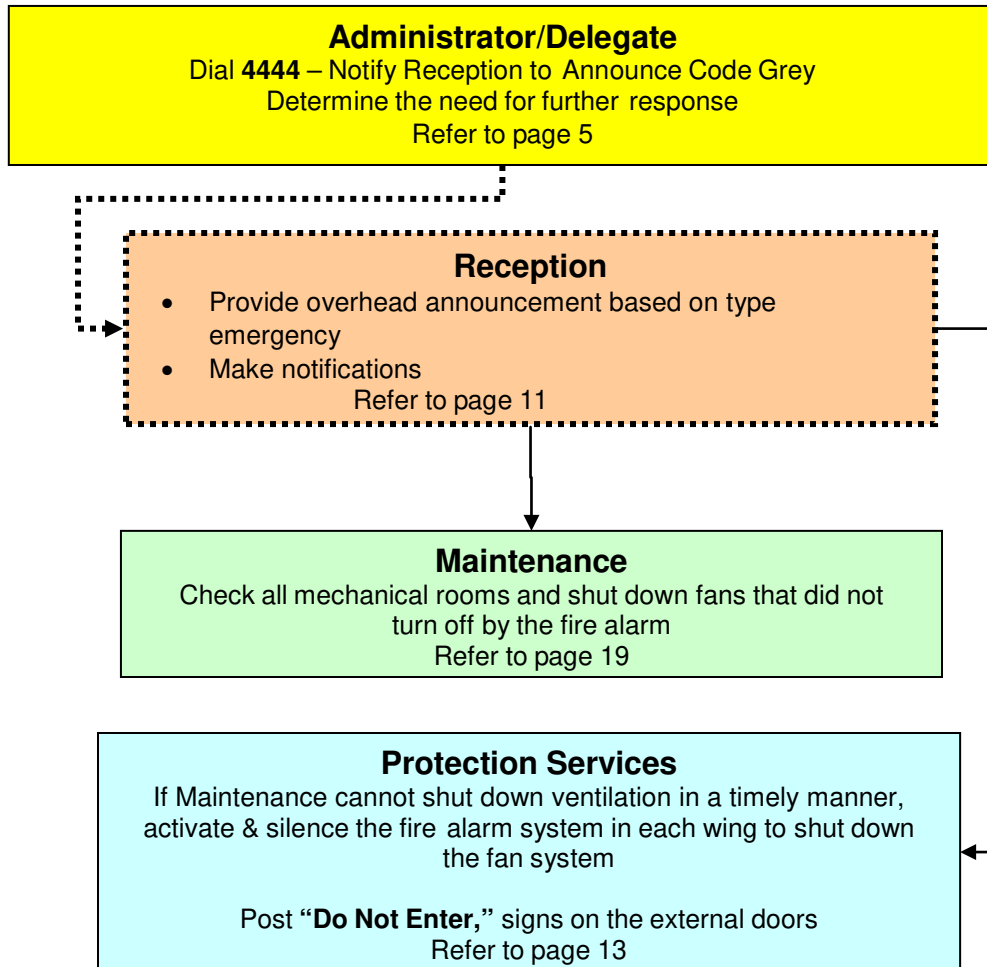


1.0 Overview

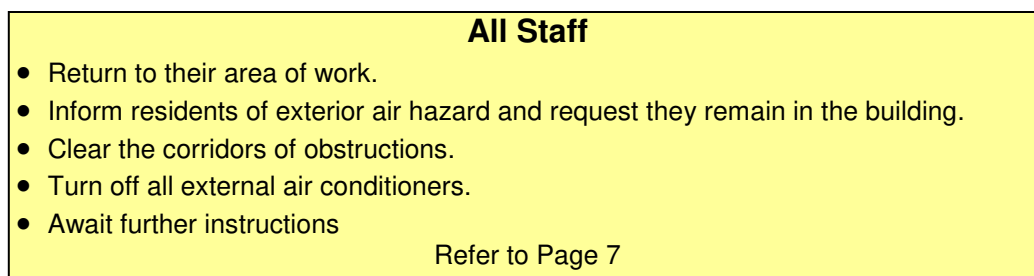
# CODE GREY

## External Air Exclusion

### Upon Notification of an External Air Emergency



### Upon Hearing a Code Grey External Air Exclusion



- This page intentionally left blank -

**Table of Contents**

**1.0 Overview..... i**

**2.0 General Overview ..... 1**

2.1. Plan to be Used in Case of an External Air Emergency..... 1

2.2. Severe Weather Information ..... 1

2.3. Authority to Declare ..... 1

2.4. Incident Command Centre ..... 1

**3.0 Response & Recovery – Administrator/Delegate ..... 3**

**Response ..... 3**

3.5. Upon Notification of an External Air Emergency ..... 3

**Recovery ..... 3**

**4.0 Response & Recovery – All Staff..... 5**

**Response ..... 5**

4.1. Procedure If You Hear a Code Grey – External Air Exclusion Announced Overhead..... 5

**Recovery ..... 5**

4.2. Upon Notification that the Code Grey – External Air Exclusion has Concluded  
5

**5.0 Response & Recovery – Reception ..... 7**

**Response ..... 7**

5.1. Upon Notification of an Code Grey – External Air Exclusion..... 7

**Recovery ..... 7**

5.2. Upon Notification that the Crisis Has Concluded ..... 7

**6.0 Response & Recovery – Protection Services ..... 9**

**Response ..... 9**

6.1. Upon Notification of a Code Grey - External Air Exclusion ..... 9

<b>Recovery</b> .....	<b>9</b>
6.2. Upon Notification that the Crisis Has Concluded .....	9
<b>7.0 Response &amp; Recovery – Incident Command Centre</b> .....	<b>11</b>
<b>Response</b> .....	<b>11</b>
7.1. Incident Management System .....	11
7.2. Upon Receiving the Code Grey - External Air Exclusion Notification.....	12
<b>Recovery</b> .....	<b>14</b>
7.3. Upon Notification That the Crisis Has Concluded .....	14
<b>8.0 Response &amp; Recovery – Maintenance/Housekeeping</b> .....	<b>15</b>
<b>Response</b> .....	<b>15</b>
8.1. Upon Receiving the Code Grey - External Air Exclusion Notification.....	15
8.2. Upon Notification That the Crisis Has Concluded .....	16
<b>9.0 Response &amp; Recovery – Department Managers/Delegate</b> .....	<b>17</b>
<b>Response</b> .....	<b>17</b>
9.1. Upon Notification of a Code Grey – External Air Exclusion.....	17
<b>Recovery</b> .....	<b>17</b>
9.2. Upon Notification That the Crisis Has Concluded .....	17
<b>10.0 Appendix A – Exit Door Listing</b> .....	<b>19</b>
<b>11.0 Appendix B – Do Not Enter Signs</b> .....	<b>21</b>
<b>12.0 Appendix – Severe Weather</b> .....	<b>25</b>
12.1. Overview .....	25
<b>13.0 General Overview</b> .....	<b>27</b>
13.1. Plan to be Used in Case of an Severe Weather .....	27
13.2. Severe Weather Information .....	27
13.2.1. Characteristics of Tornados: .....	27
13.2.2. Mechanisms of Injury/Death Due To Tornados:.....	27
13.3. Authority to Declare.....	27
13.4. Definition of watch versus warning (Cautionary versus Stat) .....	27
13.5. Incident Command Centre .....	28

**14.0 Response & Recovery – All Staff..... 29**

**Response ..... 29**

14.1. Procedure If You Hear a Code Grey – Severe Weather Cautionary Announced Overhead..... 29

14.2. Procedure If You Hear a Code Grey – Severe Weather Stat Announced Overhead..... 29

**Recovery ..... 29**

14.3. Upon Notification that the Code Grey – Severe Weather has concluded.. 29

**15.0 Response & Recovery - Reception..... 31**

**Response ..... 31**

15.1. Upon Notification of an Code Grey – Severe Weather Cautionary (Tornado Watch) 31

15.2. Upon Notification of an Code Grey – Severe Weather Stat (Tornado Warning)..... 31

**Recovery ..... 31**

15.3. Upon Notification that the Crisis Has Concluded..... 31

**16.0 Response & Recovery – Protection Services ..... 33**

**Response ..... 33**

16.1. Upon Notification of a Code Grey – Severe Weather Cautionary..... 33

16.2. Upon Notification of a Code Grey – Severe Weather Stat..... 33

16.3. Upon Notification That the Crisis Has Concluded ..... 33

**17.0 Response & Recovery – Maintenance/Housekeeping ..... 35**

**Response ..... 35**

17.1. Upon Notification of a Code Grey – Severe Weather Cautionary..... 35

17.2. Upon Notification of a Code Grey – Severe Weather Stat..... 35

**Recovery ..... 35**

17.3. Upon Notification That the Crisis Has Concluded ..... 35

**18.0 Response & Recovery – Department Managers/Delegate ..... 37**

**Response ..... 37**

18.1. Upon Notification of a Code Grey – Severe Weather Cautionary..... 37

18.2. Upon Notification of a Code Grey – Severe Weather Stat..... 37

**Recovery ..... 37**

18.3. Upon Notification That the Crisis Has Concluded ..... 37

## 2.0 General Overview

### 2.1. Plan to be Used in Case of an External Air Emergency

When the facility receives notification of an external air emergency from an appropriate authority (i.e. Police, Fire, etc.) the Administrator/Delegate will activate the Code Grey.

External air exclusion or "Code Grey" procedures are designed to restrict the entry into the building of external contaminated air, by shutting down air exchange systems. This will permit residents and staff to exist in a volume of non-affected air contained within the building.

In the event that heavier-than-air, flammable, explosive gases have entered the municipal sewer system and entered the building through the drains, Code Green (evacuation of the building) may be mandatory. For all other situations, Code Grey procedure is to be initiated.

### 2.2. Severe Weather Information

Severe weather response is located in Appendix – Severe Weather

### 2.3. Authority to Declare

Only the Administrator/Delegate has the authority to declare a Code Grey.

### 2.4. Incident Command Centre

Upon receiving notice of an external air emergency Protection Services will immediately establish an Incident Command Centre<sup>1</sup> (Sydenham 2 Boardroom). The Director of Protection Services/Delegate will assume command and coordinate the shut down activities.

The person acting as the Incident Commander (e.g. Director, Protection Services/Delegate) must be prepared to transfer command to a higher authority (Police, Fire Department, etc.), or apply unified command<sup>2</sup>.

---

<sup>1</sup> "Incident Command Centre" is a centrally located space available to coordinate and manage resources including the dispatch and coordination of search teams. "Incident Command" reports to the Providence Care Emergency Operations Centre (if active).

<sup>2</sup> "Unified Command" is a team effort which allows all departments/agencies with responsibility for the incident, to jointly provide management direction to an incident through a common set of incident objectives and strategies established at the command level.

**- This page intentionally left blank -**



### 3.0 Response & Recovery – Administrator/Delegate<sup>3</sup>

#### Response

#### 3.5. Upon Notification of an External Air Emergency

- Notify Reception **4444** to announce the type of Code Grey (either External Air Exclusion or Severe Weather (see Appendix – Severe Weather for more information))
- Code Grey procedures will be considered when:
  - The necessary time frame to permit evacuation does not exist, or is not practical (i.e. air contamination is widespread);
  - The movement of critical residents is medically inadvisable; and/or
  - If recommendation is to commence an evacuation see Code Green (Evacuation)
- An emergency staff call back of other staff is not anticipated as it may put them unnecessarily at risk. However if the emergency is to last into the next work shift, some means of ensuring that the home is staffed properly throughout the emergency is necessary

#### Recovery

- In consultation with the Incident Command Centre/Emergency Operations Centre (if active), determine whether the crisis has concluded, that it is safe to resume normal operations, and authorize the Reception to announce the “Code Grey - All Clear”
- Implement a course of action to manage a major disruption of Home routine, if necessary
- Arrange for a debrief session between Incident Command and the Emergency Operations Centre (if activated)
- Determine the need for a Critical Incident Stress Debriefing (EFAP<sup>4</sup>) for involved staff.

---

<sup>3</sup> Delegate refers to the next level of appointed authority; in this case, the Administrator on-call

<sup>4</sup> “EFAP” is an Employee and Family Assistance Program available free of charge to staff of Providence Manor through the Occupational Health, Safety & Infection Control department.

**- This page intentionally left blank -**

## 4.0 Response & Recovery – All Staff

### Response

#### 4.1. Procedure If You Hear a Code Grey – External Air Exclusion Announced Overhead

- Return to your area of work
- Assess and report to your manager any work that requires the use of outside air
- Close all external windows and doors
- Shut off all fans and air conditioners
- Return all residents to their rooms. Residents in wheelchairs and wheeled lounge chairs may remain in their chair at the bedside
- Clear corridors of unessential obstructions
- Be prepared for an evacuation announcement (Code Green)
- Stay indoors until the All Clear is given
- Instruct residents and visitors

#### **Occupational Health & Infection Control**

- Assess the level of response required
- Document and report assessment to the Incident Command Centre, when requested

#### **Food and Nutrition Services**

- During an external air emergency, there is a possibility of an extended emergency that could last more than one day. Steps would need to be taken to isolate all food and liquid products to ensure adequate distribution to staff, residents, and visitors in the event of a long-term emergency.
- Assess the amount of food and liquid products available
- Isolate area vending machines
- Document and report assessment to the Incident Command Centre, when requested

### Recovery

#### 4.2. Upon Notification that the Code Grey – External Air Exclusion has Concluded

- Advise residents and visitors that the crisis no longer exists
- Resume normal duties
- Refer any media inquiries to Providence Care Communications

**- This page intentionally left blank -**

## 5.0 Response & Recovery – Reception

### Response

#### 5.1. Upon Notification of an Code Grey – External Air Exclusion

Notification of an external air emergency will come from the Administrator/Delegate<sup>5</sup>

- Announce overhead three times “**Code Grey – External Air Exclusion – please remain in your work area until advised further. Close windows. Do not operate external doors. Do not leave the home**”

Notify:

- Security Operations Centre (**3242 from Reception Console or 613-548-2484 from an external line**)
- Maintenance
- Occupational Health & Infection Control; advise that internal air handling will be shut off and that Maintenance will contact them with further information

### Recovery

#### 5.2. Upon Notification that the Crisis Has Concluded

- Announce over the public address system three times, “**Code Grey– External Air Exclusion, All Clear**”
- Refer any media inquiries to Providence Care Communications

---

<sup>5</sup> Delegate refers to the next level of appointed authority; in this case the Administrator on-call

**- This page intentionally left blank -**

## 6.0 Response & Recovery – Protection Services

### Response

#### 6.1. Upon Notification of a Code Grey - External Air Exclusion

##### **Security Operations Centre Operator**

##### **Notify the following if not already aware:**

- Mobile Patrol Supervisor
- Director of Protection Services/Delegate
- Manager of Security & Life Safety
- Manager of Emergency Management, Parking and Security Operations Centre
- When requested to do so**, contact the fire alarm monitoring company and the fire department to tell them the fire alarm system will be activated in order to shut down the air handling system and not because there is a fire

##### **Security Mobile Patrol Supervisor**

- Contact Maintenance to see if building automation will be used to shut down air intakes will be shut down in a timely manner.
- If air intakes will not be shut down quickly, activate fire alarm pull stations in each wing of the home to shut down the fan systems
  - Ensure the pull stations that are activated are reset after each activation.
- Lock all the external entrances and assign available staff to stop people from entering/exiting, see Appendix A for list of doors
- In the absence of the Director of Protection Services assume command of the incident until the arrival of a higher authority (i.e. Administrator on-call/Clinical Administrator on-call, etc.)
  - Declare your intention to take command over the radio network

##### **Security Officers**

- Advise anyone trying to leave that they need to return to the area they came from
- Await instruction from Incident Command.

### Recovery

#### 6.2. Upon Notification that the Crisis Has Concluded

##### **Security Operations Centre Operator**

##### **Notify:**

- Director of Protection Services/Delegate, if not already aware
- Security Mobile Patrol Supervisor, if he/she is not already aware

**Security Mobile Patrol Supervisor**

- Reset the fire alarm system
- Unlock external doors as appropriate and remove signs
- Ensure that a comprehensive occurrence report is filed immediately

**Security Officers**

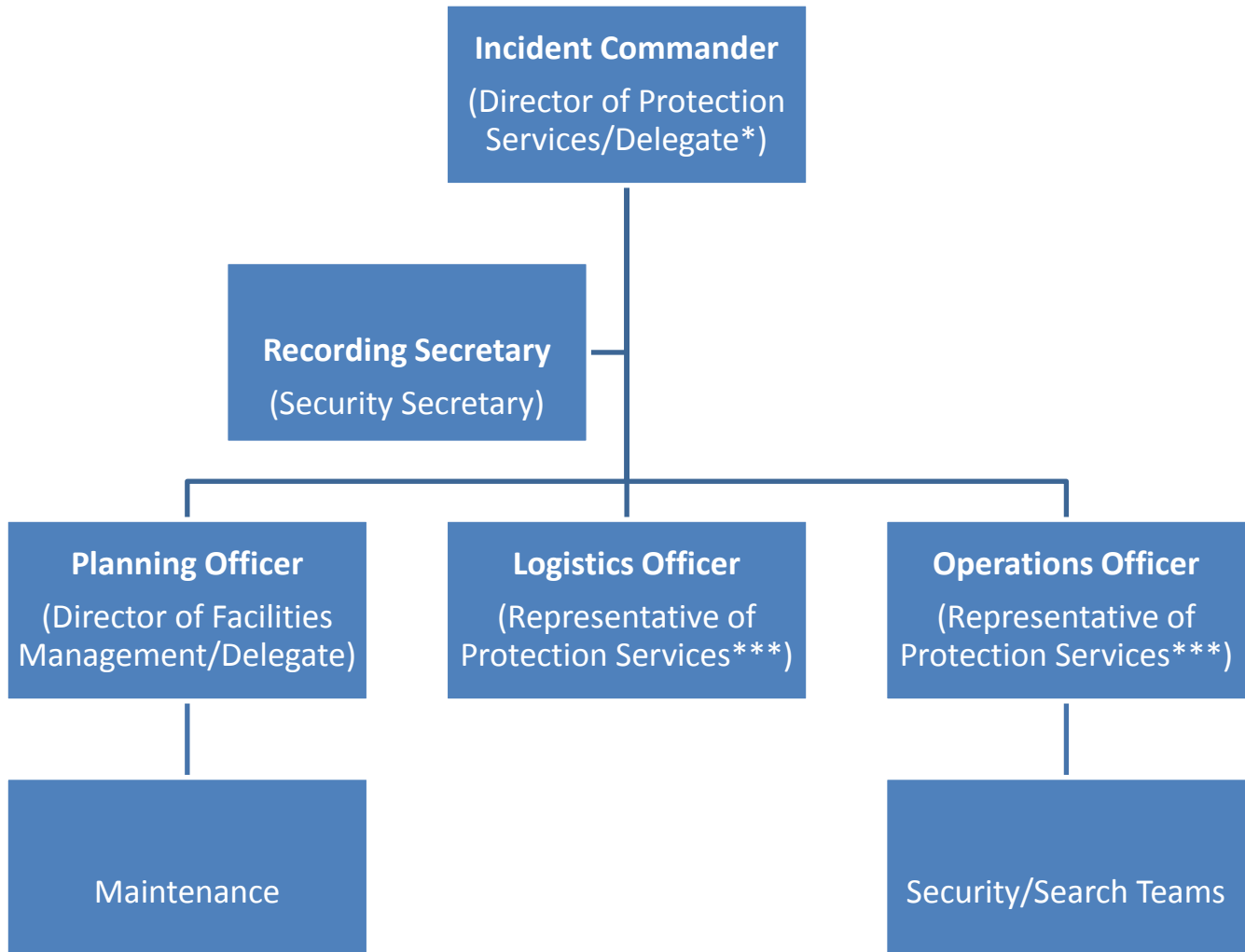
- Await direction from the Incident Commander or Security Mobile Patrol Supervisor
- Participate in a debriefing session



## 7.0 Response & Recovery – Incident Command Centre

### Response

#### 7.1. Incident Management System



\* Delegate is the next level of appointed authority. In this case, it may be but is not limited to: the Manager of Emergency Management, Parking & Security Operations Centre; Manager of Security & Life Safety, or Security Mobile Patrol Supervisor

\*\* Delegate is the next level of appointed authority. In this case, the Facilities Manager

\*\*\* Representative of Protection Services may be but is not limited to: Director of Protection Services; Manager of Emergency Management, Parking & Security Operations Centre; Manager of Security & Life Safety or Security Mobile Patrol Supervisor

**7.2. Upon Receiving the Code Grey - External Air Exclusion Notification**

**Incident Commander – Director of Protection Services/Delegate**

- Establish the Incident Command Centre (Sydenham 2 Boardroom)
- Contact Reception and ensure they are aware of the contact number for the Incident Command Centre, have them announce Code Grey – External Air Exclusion if it has not already been announced
- Appoint the following positions, only if the regular assigned persons are not available:

**Planning** \_\_\_\_\_

**Logistics** \_\_\_\_\_

**Operations** \_\_\_\_\_

**Recording Secretary** \_\_\_\_\_

- Receive status report/discuss initial action plan with required positions
- Activate a comprehensive search to verify that the windows and external doors are all closed and sealed, if deemed necessary
  - In collaboration with Operations Officer, brief search teams
- Conduct regular business cycles with members of the Incident Command Centre
- Review listing of departments in section 3.0 All Staff and request assessments from departments, as required
- Prepare to provide a situational report to the Administrator/Delegate and continue to provide updates
- Contact Providence Care Communications to provide information for internal and external release
- Liaise with Administrator on-call and assess the need to activate the Corporate Emergency Operations Center (EOC) and call back of Providence Care Senior Leadership Team
  - If required, notify Security Operations Centre Operator to call EOC members (PM Primary and PM Primary Alternate electronic fan out contacts) if required, and have them report to the EOC.
- Authorize staff fan-out lists, as required, in consultation with Department Directors/Managers/Supervisors
- Ensure the EOC is appropriately informed of any identified risk issues
- If activated, brief Senior Leadership Team on the status of the incident
- When the EOC is activated assume role of Emergency Management/Liaison Officer and delegate role of Incident Commander

**Planning – Director of Facilities Management/Delegate**

- Report to the Incident Command Centre (Emergency Operations Centre)
- Oversee Maintenance response to the external air exclusion
- Initiate the recall of off-duty Maintenance staff, as required
- Ensure the continuation of Maintenance functions in the remainder of the facility
- Consider implications of the air exclusion on the function of mechanical and plant engineering equipment (clogged or damaged filters, damaged air handling units, etc.)

**Logistics Officer – Representative of Protection Services**

- Report to the Incident Command Centre after initial assessment of the spill
- Gather and prepare “**Do Not Enter**” notices, Appendix B for external doors
- Gather and prepare search team kits
- Be prepared to provide provisions for the Incident Command Centre in the event of an extended emergency (i.e. food, drink, rest area, etc.)

**Operations Officer – Representative of Protection Services**

- If Maintenance is unable to use the building automation system to shut down the external air ventilation fans, activate the fire alarm system in each wing to shut down intake fans
  - Contact Security Operations Centre to notify the fire alarm monitoring company and the Fire Department that the fire alarm system will be activated in order to shut down the air handling system and not because there is a fire**
  - Ensure pull stations are reset after activation so that the fire alarm system can be reset as quickly as possible after the incident
- Under the direction of the Incident Commander, be prepared to coordinate search teams, including appointing search team leaders
- In collaboration with the Incident Commander, brief the search teams
- Have “**Do Not Enter**” notices, (Appendix B) for external doors posted. See Appendix A for list of doors
- In the absence of the Director of Protection Services assume command of the incident until the arrival of a higher authority (i.e. Administrator on-call/Clinical Administrator on-call, Security Mobile Patrol Supervisor, etc.)

**Recording Secretary**

- Document all action within the Incident Command Centre
- Prepare for the termination of the emergency and any debriefing requirements (i.e. paper, pens, location, etc.)

**Recovery****7.3. Upon Notification That the Crisis Has Concluded****Incident Commander**

- Instruct Reception to announce “Code Grey – External Air Exclusion – All Clear”
- Arrange and prepare for a debriefing session
- Attend debriefing with Providence Care Emergency Operations Centre, if activated
- Contact Providence Care Communications to provide information for internal and external release
- Resume normal duties

**Planning Officer**

- Ensure that all documentation is collected for debrief preparation
- Attend the Incident Command Centre debriefing session
- Resume normal duties

**Logistics Officer**

- Ensure the return and proper storage of all search kits
- Update maps, checklists and supplies in each search kit, if necessary Obtain all “**Do Not Enter**” signs
- Attend the Incident Command Centre debriefing session
- Resume normal duties

**Operations Officer**

- Reset the fire alarm system
  - Ensure fire monitoring company and fire department are aware of the fire alarm system resuming operations
- Unlock external doors as appropriate and remove signs
- Ensure that a comprehensive occurrence report is filed immediately
- Attend the Incident Command Centre debriefing session
- Resume normal duties

**Recording Secretary**

- Document recovery actions within the Incident Command Centre

## 8.0 Response & Recovery – Maintenance/Housekeeping

### Response

#### 8.1. Upon Receiving the Code Grey - External Air Exclusion Notification

##### **Director of Facilities Management\Delegate**

- Attend the Incident Command Centre (Emergency Operations Centre) to take on role of Planning Officer

##### **Facilities Manager\Delegate**

- Request a qualified staff member shut down the air handling system via building automation
- Consider potential impact to air intakes and filters from the external air emergency
- Liaise with the Director of Facilities Management to provide updates as required

##### **Maintenance Staff**

- Return to the Maintenance department and shut off ventilation equipment in shop rooms  
Complete a systematic check to ensure all outside openings are closed (after normal business hours request Security to assist with this process)
- Seal all mechanical rooms that cannot be shut down from outside air
- Gather and prepare “**Do Not Enter**” notices (Appendix B) for these doors
- In cooperation with Incident Command Centre, evaluate the extent of the external contamination and determine which areas could be potentially turned back on

##### **Housekeeping Staff**

- Report to your department to be accounted for, as you may be requested to assist in the comprehensive search of the facility to ensure that all windows and external doors are closed and sealed
- If you are assigned to stand by a door to prevent access:
  - Place signs on door windows so that signs can be seen clearly by persons who want to enter/exit the building (see Appendix B)
  - Direct anyone that insists on leaving to the main entrance
  - Never leave the door unattended.
- Report problems/concerns to the Incident Command Centre

**Recovery****8.2. Upon Notification That the Crisis Has Concluded****Facilities Manager \Delegate**

- Conduct a debriefing session with involved staff
- Ensure any required documentation is completed
- Refer any media inquiries to the Providence Care Communications office
- Resume normal duties

**Maintenance Staff**

- Remove signs and seals from the mechanical rooms
- Prepare for a debriefing session with the Incident Command
- Refer any media inquiries to the Providence Care Communications office
- Participate in a debriefing session

**Housekeeping Staff**

- Collect all notes, maps, search kits and door signs and return them to the Incident Command Centre

## **9.0 Response & Recovery – Department Managers/Delegate<sup>6</sup>**

### **Response**

#### **9.1. Upon Notification of a Code Grey – External Air Exclusion**

- Return to your area of work
- Head up a departmental response
- Ensure that response is completed for nearby areas which may not be staffed
- Assess the needs of the department for staff and supplies if the home were isolated for a number of hours or days
- Check to ensure that all outside vents and fans within the department are closed and obtain the assistance of Maintenance, if necessary
- Prepare for the need to evacuate the facility

### **Recovery**

#### **9.2. Upon Notification That the Crisis Has Concluded**

- Conduct a debriefing session with involved staff
- Ensure any required documentation is completed
- Refer any media inquiries to the Providence Care Communications office
- Resume normal duties

---

<sup>6</sup> Delegate refers to the next level of appointed authority; in this case, the Assistant Director of Care or Nurse in charge. .

**- This page intentionally left blank -**

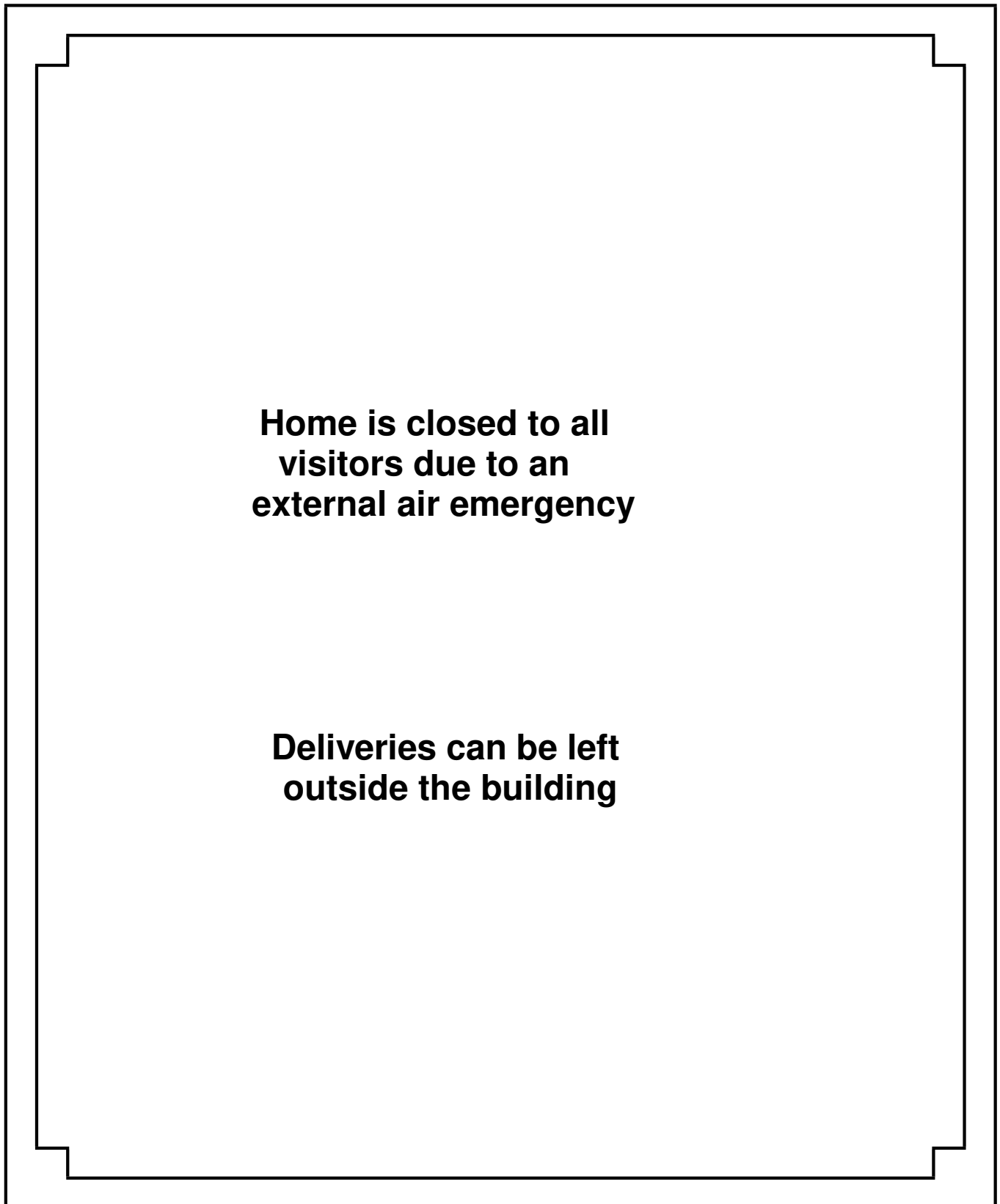


**10.0 Appendix A – Exit Door Listing**

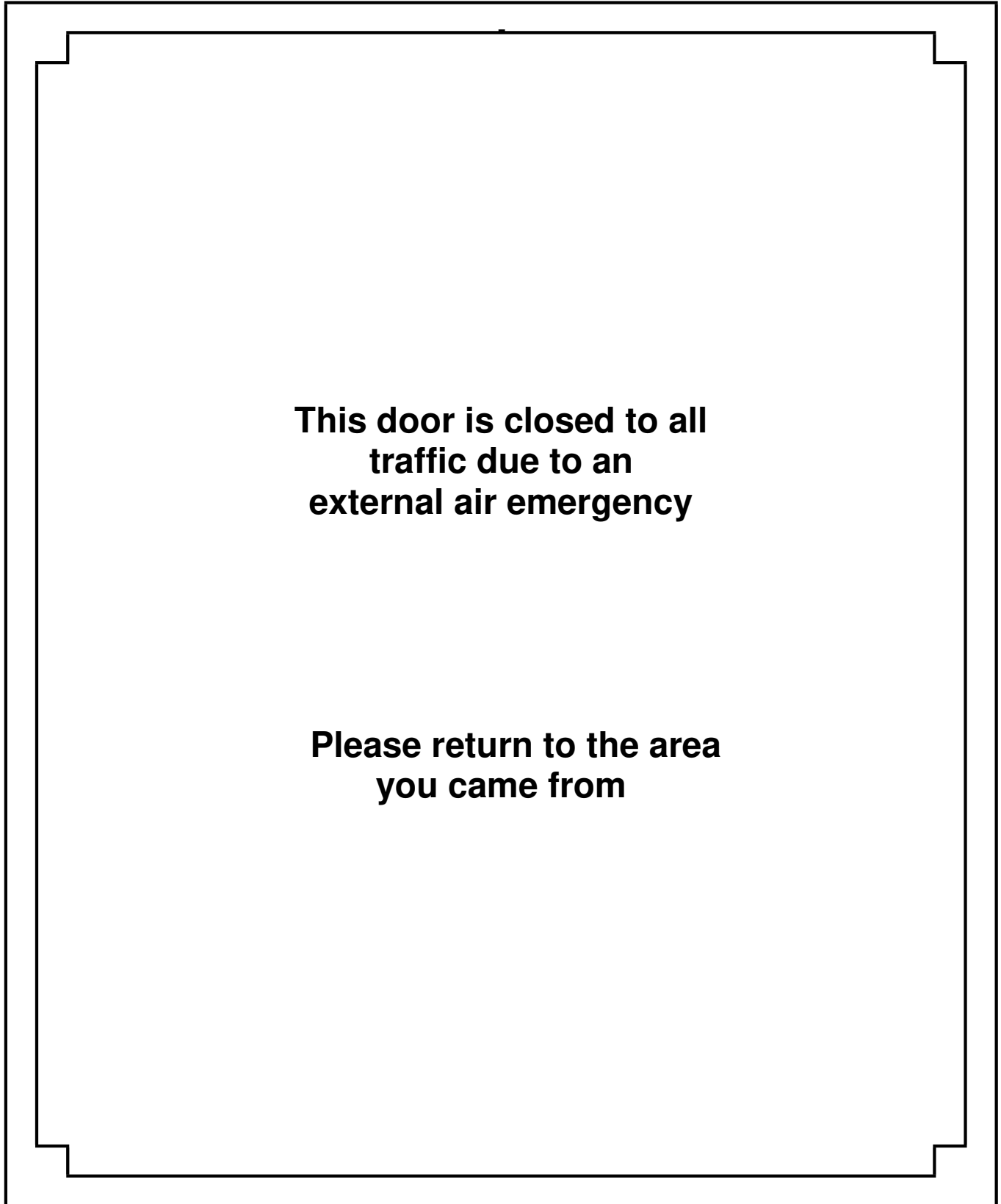
Number	Area	Notes
2-103	HSKG	L1
2-101	HSKG	Sisters Garage
1-1069A	Laundry	L1
1-1061A	ST/W1	L1
1-1062A	ST/W2	L1
1-1057A	Garden	L1
1-1039A	Ambulance	L1
1-1039C	By Morag	L1
1-1048A	Morag	L1
1-1003J	Overhead door	L1 Bay
1-1033G	Garbage	L1
1-1030B	ST/W4	L1
No number	ST/W5 leads to 1-1030 Court yard	L1
1-1002B	ST/W6	L1
1-1013A	St/W7	L1
1-2000	Revolving door	L2
1-2001	Main door	L2
No number	Printing Shop	Ordinance street
1-010	Maint	L0
No number	Garbage Overhead door	L0
1-1006	Maint	L0

**- This page intentionally left blank -**

## 11.0 Appendix B – Do Not Enter Signs



**- This page intentionally left blank -**



**- This page intentionally left blank -**

## 12.0 Appendix – Severe Weather

## 12.1 Overview

# CODE GREY

## Severe Weather

### Upon Notification of a Tornado

**Protection Services**

Determine status: watch or warning  
 Call PM Reception to make announcement or if after hours  
 make announcement  
 Refer to page 33

**Reception**

- Provide overhead announcement based on type emergency
- Make notifications

Refer to page 31

### Upon Hearing a Severe Weather – Cautionary

**All Staff**

- Return to your area of work.
- Inform residents of weather risk and request they remain in the building
- Clear the corridors of obstructions.
- Await further instructions

Refer to Page 29

### Upon Hearing a Severe Weather – Stat

**All Staff**

- Draw all shades and close all drapes (and windows if time permits) to protect against shattering glass / airborne objects and water hazard from heavy rains
- Clear off windowsills to remove any items that could become airborne
- Do **not** open windows, opening windows increases the danger
- Close all doors to protect against shattering glass / airborne objects
- Do not use the elevators
- Lower all non-ambulatory resident beds to the lowest position, move the bed as far away from the window as possible, and cover the resident with a blanket
- Get as many ambulatory residents, visitors and staff as possible into a windowless corridor. Advise them to crouch as low as possible and cover their head and neck with a blanket (or their hands if no blankets are available)
- Evacuate large-span, flat roofed areas or areas encased with windows. (cafeteria, main entrance, etc.)

Refer to Page 29

**- This page left blank intentionally -**



## 13.0 General Overview

### 13.1. Plan to be Used in Case of an Severe Weather

When the facility receives notification of an external air emergency from an appropriate authority (i.e. Municipality, NOAA, Environment Canada, etc.) the Administrator/Delegate will activate the Code Grey.

### 13.2. Severe Weather Information

If a tornado or unusually severe thunderstorm appears inevitable or imminent, whether or not an actual warning has been issued, precautions should be taken to minimize the risk to life and reduce damage to property

#### 13.2.1.Characteristics of Tornadoes:

- In Canada, May to September are the prime tornado months, with the peak season in June and early July
- Tornadoes' precursors are warm humid weather and thunderstorms
- Tornadoes often strike in the late afternoon or early evening when temperatures are highest
- Most tornadoes look like a violently twisting funnel cloud, but some may look like a large, low-lying cloud, a large rain shaft or even smoke from a fire
- Tornadoes are categorized on a scale of 0 (weakest) to 5 (strongest)<sup>7</sup>. Tornado wind speeds are estimated *after the fact* based on the damage they produce
- Tornadoes can come one at a time or in clusters and they may touch down for only a matter of seconds, or remain in contact with the ground for over an hour

#### 13.2.2.Mechanisms of Injury/Death Due To Tornadoes:

- Flying debris is the greatest danger from tornadoes
- Most of the serious injuries and deaths occur because the victims became airborne, solid objects became airborne or structures collapse

### 13.3. Authority to Declare

Due to the sudden nature of these types of events, the Administrator, Director of Care, or the most senior staff person on site has the authority to declare a Code Grey – Severe Weather.

### 13.4. Definition of watch versus warning (Cautionary versus Stat)

- **Tornado Watch:** Conditions are conducive to the development of tornadoes in and close to the watch area. **Code Grey – Severe Weather Cautionary** applies.
- **Tornado Warning:** A tornado has actually been sighted by spotters or indicated on radar and is occurring or imminent in the warning area. **Code Grey – Severe Weather Stat** applies.

---

<sup>7</sup> Source "Enhanced Fujita Scale".

**13.5. Incident Command Centre**

Due to the sudden and often unpredictable nature of tornadic activity it will likely be impossible to set up an Incident Command Centre in a timely manner to coordinate a response to a severe weather incident. As a result, the immediate response activities described in this plan must be implemented during a severe weather incident to ensure the safety to our residents, staff and visitors.

Any emergencies that result from a severe weather event should be responded to by staff by activating the appropriate emergency code after the immediate danger has passed. This will result in an Incident Command Centre being established, as applicable.

## 14.0 Response & Recovery – All Staff

### Response

#### 14.1. Procedure If You Hear a Code Grey – Severe Weather Cautionary Announced Overhead

##### **All Staff**

- Return to your area of work
- Avoid using elevators
- Inform residents of weather risk and request they remain in the building
- Clear the corridors of obstructions.
- Await further instructions

#### 14.2. Procedure If You Hear a Code Grey – Severe Weather Stat Announced Overhead

##### **All Staff**

- Draw all shades and close all drapes (and windows if time permits) to protect against shattering glass/airborne objects and water hazard from heavy rains
- Clear off windowsills to remove any items that could become airborne
- Do **not** open windows, opening windows increases the danger
- Close all doors to protect against shattering glass/airborne objects
- Do not use the elevators, where possible
- Lower all non-ambulatory resident beds to the lowest position, move the bed as far away from the window as possible, and cover the resident with a blanket
- Get as many ambulatory residents, visitors and staff as possible into a windowless corridor. Advise them to crouch as low as possible and cover their head and neck with a blanket (or their hands if no blankets are available)
- Evacuate large-span, flat roofed areas or areas encased with windows. (I.e. café, main entrance, etc.)

### Recovery

#### 14.3. Upon Notification that the Code Grey – Severe Weather has concluded

- Be prepared to implement relevant codes such as Code Green as required by the existing situation(s) or contacting Kingston General Hospital Emergency Department if there are a large number of casualties
- Remain calm and alert, and monitor weather broadcasts for additional information and instructions
- Do not go outside until it is announced that it is safe. Tornadoes may occur in clusters
- Assess, triage and treat appropriately any injuries (e.g. first aid, calling Code 99 or Blue)

- Watch your step to avoid broken glass, other hazardous debris, water, downed power lines etc.
- Be aware that cell phones may not work reliably due to tower damage/increased demand
- Assess the power, water and communication status of your area and report it to Maintenance via your area/department's Manager
- Do not use matches or lighters in case of leaking natural gas or fuel
- Check with Maintenance that the elevators are functioning properly before using them
- Determine if there is a need to evacuate or isolate an area
- Stay out of any damaged areas as the structures may collapse
- Participate in a debriefing session

## 15.0 Response & Recovery - Reception

### Response

Notification of a severe weather emergency will come from the Administrator, Director of Care, or the most senior staff person on site.

#### 15.1. Upon Notification of an Code Grey – Severe Weather Cautionary (Tornado Watch)

- Announce overhead three times “**Code Grey – Severe Weather Cautionary**”
- Announce once – “**Please remain in your work area until advised further. Close and keep away from windows. Do not operate external doors. Do not leave the home.**”

Notify:

- Security at (3242 from Reception Console or 613-548-2484 from an external line)
- Maintenance / on-call

#### 15.2. Upon Notification of an Code Grey – Severe Weather Stat (Tornado Warning)

- Announce overhead three times “**Code Grey – Severe Weather Stat**”
- Announce once – “**Please remain in your work area until advised further. Close and keep away from windows. Do not operate external doors. Do not leave the home.**”

Notify:

- Security at (3242 from Reception Console or 613-548-2484 from an external line)
- Maintenance / on-call

### Recovery

Notification of the conclusion of the severe weather emergency will come from the Administrator/Delegate.

#### 15.3. Upon Notification that the Crisis Has Concluded

- Announce over the public address system three times, “**Code Grey – Severe Weather , All Clear**”
- Refer any media inquiries to the Providence Care Communications Office
- Assess the power and communication status of your area and report it to Maintenance via your area / department’s Manager

**- This page left blank intentionally -**

## 16.0 Response & Recovery – Protection Services

### Response

#### 16.1. Upon Notification of a Code Grey – Severe Weather Cautionary

##### Security Officers

- Avoid using elevators
- Inform residents of weather risk and request they remain in the building
- Clear the corridors of obstructions.
- Await further instructions

#### 16.2. Upon Notification of a Code Grey – Severe Weather Stat

- Do not use the elevators
- Move all residents, visitors and staff inside the building to corridors and “close” the smoking area and patios
- Notify units that their resident(s) is inside and where, as the elevators should not be used to bring them back to their units
- Remove any objects from outside areas that could become airborne projectiles.
- Clear off windowsills to remove any items that could become airborne
- Draw all shades and close all drapes (and windows if time permits) to protect against shattering glass/airborne objects and water hazard from heavy rains
- Do **not** open windows, opening windows increases the danger
- Close all doors to protect against shattering glass/airborne objects
- Ensure all necessary equipment is plugged into red/emergency outlets, in case of power outage

##### **TAKE THE FOLLOWING ACTIONS IN RESIDENT HOME AREAS:**

- Get as many ambulatory residents, visitors and staff as possible into a windowless corridor. Advise them to crouch as low as possible and cover their head and neck with a blanket (or their hands if no blankets are available)
- Evacuate large-span, flat roofed areas or areas encased with windows. (I.e. café, main entrance, etc.)

#### 16.3. Upon Notification That the Crisis Has Concluded

##### Security Operations Centre Operator

##### Notify:

- Director of Protection Services/Delegate, if not already aware
- Security Mobile Patrol Supervisor, if he/she is not already aware

**Security Mobile Patrol Supervisor** **WHEN IT IS SAFE TO DO SO:**

- Ensure immediate grounds/parking lots are checked for hazards such as broken glass, downed/exposed wiring, broken pipes, and toppled structures and report them to Facilities Management
  - Report any power or water supply issues to Facilities Management
  - Check with Maintenance that the elevators are functioning properly before using them
  - Check that any exterior structures are sound before allowing residents back into those areas
  - Participate in a debriefing session
- Ensure that a comprehensive occurrence report is filed

**Security Officers**

- Await direction from the Incident Commander or Security Mobile Patrol Supervisor
- Participate in a debriefing session



## 17.0 Response & Recovery – Maintenance/Housekeeping

### Response

#### 17.1. Upon Notification of a Code Grey – Severe Weather Cautionary Maintenance and Housekeeping Staff

- Avoid using elevators
- Inform residents of weather risk and request they remain in the building
- Clear the corridors of obstructions.
- Turn off all external air conditioners.
- Await further instructions

#### 17.2. Upon Notification of a Code Grey – Severe Weather Stat Maintenance and Housekeeping Staff

- Draw all shades and close all drapes (and windows if time permits) to protect against shattering glass/airborne objects and water hazard from heavy rains
- Clear off windowsills to remove any items that could become airborne
- Do **not** open windows, opening windows increases the danger
- Close all doors to protect against shattering glass/airborne objects
- Do not use the elevators
- Ensure all necessary equipment is plugged into red/emergency outlets, in case of power outage

#### **TAKE THE FOLLOWING ACTIONS IN RESIDENT HOME AREAS:**

- Get as many ambulatory residents, visitors and staff as possible into a windowless corridor. Advise them to crouch as low as possible and cover their head and neck with a blanket (or their hands if no blankets are available)
- Evacuate large-span, flat roofed areas. (I.e. cafeteria, dietary area, physiotherapy into clinic and speech therapy corridors)

### Recovery

#### 17.3. Upon Notification That the Crisis Has Concluded Maintenance

- Prepare for a debriefing session with the Incident Command
- Refer any media inquiries to the Providence Care Communications office
- Participate in a debriefing session
- Check the immediate grounds/patios/parking lots for hazards such as broken glass, downed/exposed wiring, broken pipes, and toppled structures
- Check that any exterior structures are sound before allowing residents back into those areas

- Check that lines/pipes/containers for oxygen tanks are intact
- Check elevators to ensure they are functioning properly and are safe to use
- Obtain assessments of power, water and communication status from staff

**Housekeeping Staff**

- Prepare for a debriefing session with the Incident Command
- Assist with clean-up of affect areas as directed
- Refer any media inquiries to the Providence Care Communications office
- Participate in a debriefing session

## **18.0 Response & Recovery – Department Managers/Delegate**

### **Response**

#### **18.1. Upon Notification of a Code Grey – Severe Weather Cautionary**

- Return to your area of work
- Avoid using elevators
- Inform residents of weather risk and request they remain in the building
- Clear the corridors of obstructions.
- Turn off all external air conditioners.
- Await further instructions

#### **18.2. Upon Notification of a Code Grey – Severe Weather Stat**

- Draw all shades and close all drapes (and windows if time permits) to protect against shattering glass/airborne objects and water hazard from heavy rains
- Clear off windowsills to remove any items that could become airborne
- Do **not** open windows, opening windows increases the danger
- Close all doors to protect against shattering glass/airborne objects
- Do not use the elevators
- Ensure all necessary equipment is plugged into red/emergency outlets, in case of power outage

#### **TAKE THE FOLLOWING ACTIONS IN RESIDENT HOME AREAS:**

- Get as many ambulatory residents, visitors and staff as possible into a windowless corridor. Advise them to crouch as low as possible and cover their head and neck with a blanket (or their hands if no blankets are available)
- Evacuate large-span, flat roofed areas or areas encased with windows. (I.e. café, main entrance, etc.)

### **Recovery**

#### **18.3. Upon Notification That the Crisis Has Concluded**

- Conduct a debriefing session with involved staff
- Ensure any required documentation is completed
- Refer any media inquiries to the Providence Care Communications office
- Resume normal duties

**- This page left blank intentionally -**