



COMMUNITY AND HEALTH SERVICES DEPARTMENT
PARAMEDIC AND SENIORS SERVICES BRANCH
LONG-TERM CARE

Loss of Essential Services Emergency Plan – CODE GREY (Policy and Procedures)

Manual	Emergency Plans – Module 3	Policy Number	EM-03.10 (v.1.4)
Applies to	All Long-Term Care Staff, Students and Volunteers		
Effective Date	December 19, 2022	Replaces	N/A

PURPOSE: The policy provides guidelines for staff to respond to and manage a **loss of essential service(s)** at the Homes to ensure the safety and security of residents, staff members, volunteers and visitors in the Homes

DEFINITIONS:

CODE GREY	A term that alerts staff to an infrastructure loss or failure of substantial significance (such as boil water advisory, flood, gas leaks or loss of one or more essential services)
Elevator Outage	Means an elevator that is out of service or removed from service (such as for alterations or modernizations) for 48 hours or longer Note: This definition is in consistency with the <i>Technical Standards and Safety Act, 2000</i> , and section 38.1(1) of Ontario Regulation 209/01 (Elevating Devices).
Emergency	Means an urgent or pressing situation or condition presenting an imminent threat to the health or well-being of residents and others attending the home that requires immediate action to ensure the safety of persons in the home
Staff	Means a person who works at the Home either: (a) As an employee of the Region/Home. This includes unionized staff, including but not limited to CUPE 905 Long-Term Care Bargaining Unit Staff (excluding Seniors Community Program Staff), and Non-Union staff working in the Homes. This also includes any redeployed Regional staff (b) Has a contract or agreement with Region/Home. This includes but not limited to the Medical Director, Registered Dietician, Pharmacy Service Provider, Physiotherapist, etc. (c) At the Home due to a contract or agreement between the Region/Home and an employment agency or other third

	<p>party. This includes agency staff (including those who may not provide direct care to residents)</p> <p>Note: Education and Training exemptions apply for those in (b) and (c) who provide occasional maintenance and repair services to the Home and will not provide direct care to residents. These staff will receive information about emergency plans before commencing their services</p>
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POLICY: The key requirements of this policy are:

1. The **Loss of Essential Services Emergency Plan (CODE GREY) MUST** be **activated** by **any** staff member, student or volunteer if the Home experiences a loss of Power, Water, Gas, Heat, Cooling, Critical Function or Technology
2. All staff have a duty to support and respond to a **CODE GREY**
3. **Equipment and Supplies:** The Homes will ensure staff have access to resources, supplies, personal protective equipment, and equipment to adequately respond to a **CODE GREY**
4. **Communications:** The Homes will be equipped with an effective public address system for announcing **CODE GREY** to those in the Home
5. **Reporting:**
 - The Home must report a critical incident that presents an emergency to the Ministry of Long-Term Care immediately

Note: This includes reporting an environmental hazard that affects the provision of care or the safety, security or well-being of one or more residents for a period greater than six hours (such as a breakdown or failure of the security system, a breakdown of major equipment or a system in the home, or a loss of essential services) no later than one business day after the occurrence of the incident
 - The Home must report an elevator outage to the Technical Standards and Safety Authority (TSSA) no later than 30 days after the day the elevator is returned to service

Note: An elevator outage caused by an incident must be reported via TSSA's elevator outage portal
6. **Education and Training:** All staff, students and volunteers will be provided with education and training on the **Loss of Essential Services Emergency Plan (CODE GREY)** at orientation and annually thereafter

Note: For CODE GREY testing and exercise requirements, see the **Long-Term Care Emergency Preparedness and Response Training and Exercise Plan**

PROCEDURES: This section contains procedures for the following:

- A. Activating and responding to a CODE GREY**
- B. During a CODE GREY**
- C. Ending a CODE GREY**
- D. Post CODE GREY procedures and documentation**

A. Activating and responding to a CODE GREY

The staff member who discovers a loss of essential service will:

- Notify the Charge Nurse (or designate) immediately

The Charge Nurse (or designate will):

- Take command of the emergency and confirm the scope of loss (e.g., one Home Area or whole Home and the impact to programs and services)
- Delegate a staff member to:
 - Announce a “**CODE GREY**” using the public address system and making the following statement **three times**:
“CODE GREY [loss of ...] (location or Home Area(s))”
 - Access supplies, as needed, from the **General Emergency Response Kit**
- Notify the Administrator (during business hours) or the Manager-on-call (after hours) and Supervisor, LTC Maintenance & Security (or designate)

The Administrator (during business hours) or the Manager-on-call (after hours) will:

- Inform and consult with the Director, Seniors Services on whether to activate the Incident Management System (IMS). See **Long-Term Care Emergency Plan**

B. During a CODE GREY

- See Appendix A: Loss of Power
- See Appendix B: Loss of Water
- See Appendix C: Loss of Gas
- See Appendix D: Loss of Heating or Cooling
- See Appendix E: Loss of Critical Function (Elevator)
- See Appendix F: Loss of Critical Technology (Nurse Call System)

Note: A CODE GREY could become a CODE GREEN or CODE ORANGE depending on the scenario

C. Ending a CODE GREY

The Charge Nurse (or delegate) will:

- Declare the **CODE GREY** over when the loss of service is reinstated and any recovery actions in the appropriate appendix are complete
- Delegate a staff member to announce the following statement **three times** over the public address system:

“CODE GREY [loss of ...] (location or Home Area(s)). All Clear”

- Notify the Administrator (during business hours) or the Manager-on-call (after hours)

D. Post CODE GREY Procedures and Documentation

The Charge Nurse (or designate) will:

- Report any incidents/injuries involving visitors and other members of the public using the **Bodily Injury Reporting Form**
- Conduct debrief(s) and other actions as required by the **Long-Term Care Emergency Recovery Plan**

The Director of Care (or designate) will:

- Follow the **Mandatory and Critical Incident Reporting Policy and Procedures**, if report not already completed by the Administrator (during business hours) or the Manager-on-call (after hours) during the incident
- Notify Joint Health and Safety Committee regarding all incidents involving staff, volunteers, visitors, and contract workers

The Administrator (during business hours) or the Manager-on-call (after hours) will:

- In consultation with the Director, Seniors Services:
 - Deactivate the Incident Management System (IMS), if activated
 - Notify the Education and Wellbeing Team to ensure staff supports are in place for those who experienced distress. See **Appendix D: Suggested Support Resources in Emergency Recovery Plan (Policy and Procedures)**

A Supervisor of any employee involved in the incident (and who sustains an injury or a near miss) will:

- Follow the employee incident / injury process. All incidents must be reported through the **Online e-Incident Report Form** on the Homes' incident reporting system

Note: All incidents (including near misses) must be investigated by employers. See [Incident and Concern Reporting](#)

A Supervisor of a student, volunteer, agency staff or contracted service providers, involved in the incident (and who sustains an injury or a near miss) will:

- Complete the **Non-Regional Incident Reporting Form**

ROLES AND RESPONSIBILITIES:

Role	Responsibilities
All staff, students and volunteers	<ul style="list-style-type: none"> • Report and support a CODE GREY, as required
Charge Nurse (or designate)	<ul style="list-style-type: none"> • Assume command of a CODE GREY • Provide situational impact of loss of essential service to resident care • Complete actions as required by the Long-Term Care Emergency Recovery Plan
Director of Care (or designate)	<ul style="list-style-type: none"> • Initiate Mandatory Critical Incident System, if required
Supervisor, LTC Maintenance & Security	<ul style="list-style-type: none"> • Manage the repair/remediation in the affected area • Provide timely situational updates on loss of service, as required • Manage contact information for response personnel. See Resources, PPE, Supplies and Equipment Emergency Plan for provider contact details • Maintain schematic diagrams of the Homes showing the location of the domestic and sprinkler valves and gas valves. See Floods Emergency Plan – CODE GREY (Policy and Procedures) and Gas Leak Emergency Plan – CODE GREY (Policy and Procedures)



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Administrator (during business hours) or the Manager-on-call (after hours)	<ul style="list-style-type: none"> Following consultation with the Director, Seniors Services, activate the Incident Management System (IMS) for loss of service and deactivate when emergency is over
Emergency and Contingency Planning Specialist	<ul style="list-style-type: none"> Provide education and training on Emergency Plans Complete After-Action Review (AAR) as required by the Long-Term Care Emergency Recovery Plan
Education and Wellbeing Team	<ul style="list-style-type: none"> Ensure staff supports are in place for those who experienced distress. See Appendix D: Suggested Support Resources in Emergency Recovery Plan (Policy and Procedures) Maintain staff records of education and training
Joint Health and Safety Committee	<ul style="list-style-type: none"> Review incident findings and provide recommendations on appropriate follow-up based on developing trends and root cause(s)

Authority	<i>Fixing Long-Term Care Act, 2021 s. 82(2)8 and 90; General Regulation 246/22 s. 20,115, 263(2)2, 268, 270, 271(1)f; 273; Technical Standards and Safety Act, 2000, Regulation 209/01: Elevating Devices; CARF Aging Services Standards; and York Region Seniors Services Administration</i>		
Related Resources	<ul style="list-style-type: none"> Appendix A: Loss of Power Appendix B: Loss of Water Appendix C: Loss of Gas Appendix D: Loss of Heating or Cooling Appendix E: Loss of Critical Function (Elevator) Appendix F: Loss of Critical Technology (Nurse Call System) Related Home Policies: Emergency Planning Policies and Procedures; Mandatory and Critical Incident Reporting Policy and Procedures; Manufacturers Manuals; and Maintenance Policies LTC Emergency Preparedness Manual ED Incident Reporting Guidelines and Incidents Involving Floods 		
Policy Contact	Senior Program Analyst	Review Period	Annually