



EMERGENCY PREPAREDNESS PLAN

LOSS OF ESSENTIAL SERVICES

PROTOCOL

“CODE GREY”

1.0 Introduction

Code Grey/Loss of Essential Services:

The following are regarded as essential services: Power (electrical), water, and natural gas. Pioneer Manor's Code Grey, Loss of Essential Services ensures that in the event of disruption to one or more essential services, a contingency plan is in place that will allow us to maintain essential operations.

2.0 Implementation of the Code Grey/Loss of Essential Services :

Training & Education

An annual review of all the codes related to the Emergency Plan is completed by all staff at a minimum annually through our e-learning program and every three years hands-on practice sessions and mock scenarios are to be conducted. All newly hired staff, volunteers and students receive information pertaining to all "codes" at time of orientation.

Residents/families receive an update regarding codes at a minimum annually through the Resident and Family Council meetings. Other means of providing education to residents/families include newsletters, correspondence, information boards at main entrance, and by participating in practice drills and mock scenarios.

3.0 Code Grey/Loss of Essential Services Procedure

Loss of Power

In the event of the loss of power to Pioneer Manor, the facility is equipped with a diesel powered generator that will automatically begin to generate power to the Home. The generator has the capacity to provide full power for approximately 48 hrs. In order to conserve fuel **some services** may be limited or restricted in order to ensure that most essential services to residents are the least disrupted. These may include:

- During summer months cooling system restricted to certain "cooling centers".
- Laundry services could be outsourced, and disposable linen/towels/percloths would be provided by one of the following vendors: Attends, Reliable, Sysco.
- Restricted activities for: the hairdressing salon, physical therapy (Gym), activities scheduled in the WinterPark and the Bistro.

Loss of Water

Pioneer Manor may not have access to a city water source due to natural disaster ie: earthquake, accidental disruption or a planned shutdown.

Pioneer Manor has access to two main water source, one from Lasalle Blvd and one from Notre-Dame. The City would need to be contacted to redirect the source in the event the primary connection failed.

A PA announcement will be made at the beginning of each shift, until the problem has been rectified advising that there is a Code Grey- Loss of Water x 3.

In the event that there is no access to water (i.e., boil advisory, lost of water) the following will occur:

- Director /Physical Services Manager/alternate to determine if an evacuation to another facility is required.
- Obtain disposable cloths for resident care.
- Ensure that there is enough fluids ie: bottled water or juices available to residents
- No tub baths will be given but rather residents will receive bed baths.
- Refer to Food Service Plan for resident fluid requirements

Loss of Natural Gas

The loss of natural gas can be due to a ruptured line or mechanical failure. The following are areas that require natural gas: heating, kitchen, laundry.

Loss of essential services during regular business hours

- *Physical Services* will immediately investigate to determine if the loss of service is either an external or internal issue.
- If an external issue *Physical Services* Manager or alternate to contact Greater Sudbury Hydro Inc. , or City of Greater Sudbury for water and or Natural Gas (see the [Telephone Contact List](#)), to verify what the issue is and when it will be rectified and will maintain contact to keep updated on the progress.
- If an internal issue *Physical Services* is to contact the appropriate contractor (see Pioneer Manor Telephone Listing -[Contact Telephone List](#)) .
- Director or Physical Services Manager/alternate to determine if a PA announcement is to be made. It can either be a Code Grey or a general announcement and can be done by the Communication Officer or designate.
- *Physical Services* to ensure that there is sufficient fuel for the Generator.
- *Physical Services* to ensure that there is sufficient water source by contacting the following:
 - Water/Waste management to have fire hydrant accessed for potable water.
 - Jim's Septic Services (24 hr service) that can provide water, portable toilets
 - Food Services to obtain bottled water from suppliers.

- Emergency Operations Team to meet in the Emergency Operations Centre (OTN room) for further direction.
- Communication Officer designated to provide a PA announcement at the beginning of each shift advising of the Code Grey.
- Once details of the service disruption are confirmed information must be shared with residents and families (notices on doors/telephone calls/Public announcement via local media-through collaboration with City of Greater Sudbury Communications Dept).

Loss of essential service(s) after regular business hours

- Emergency Control Officer/RN Supervisor to contact the On Call Administrative Lead for further instruction and an email to be sent out to the PM_Emergcomgroup.
- If required Code Grey to be announced by the Communication Officer.

In the event that there is a problem with the Generator the following contingency must be implemented:

- Activate the City's Emergency Management Operations
- After regular business hours the Emergency Control Officer/RN Supervisor is to call the On Call Administrative Lead who will immediately contact the Generator Contractor [Contact Telephone List](#) .
- PA system will not be functioning therefore the Emergency Operations Team or alternate will be delegated to ensure that all home areas are made aware of power outage and that we are **NOT** on Generator.
- Ensure that lighting sources (flashlights) and communication sources (2 way radios) are available to all home areas. (Ward Clerks/alternate to distribute)
- Ensure that residents are given manual call bells
- Manager of Resident Care to contact Pharmacy for paper copies of Medication records.
- Ensure that all external doors are supervised and that anyone coming in and out of those doors sign in and sign out.
- May require to call in additional staff and the *Scheduling Clerk or alternate* will be responsible to do so.
- All non union personnel will be asked to report to the Home immediately and this will be done by the Scheduling dept or alternate (see fan out procedure).
- Contact North East Community Care Access Centre to have residents accommodated in other facilities (*Intake and Resident Relations Coordinator*)
- Need to contact families/SDM to assist (*Emergency Operations Team/Students/Volunteers*)
- Red Cross –Emergency and Disasters
- Oxygen Units – contact provider – VitalAire
- In the event that the power disruption is during the winter months and there is no heat source, resident home areas should be equipped with additional blankets, residents can

also be accommodated in larger areas and families will be encouraged to take residents home.

Generator details are as follows:

Engine Model Number: 1000R02D5 - Kohler

Voltage: Wattage 1000

Fuel System/Litres: Direct Unit Injection

Diesel Fuel Provider: Blue Wave Energy -705-692-5447 (they have generator back up for their fuel system). Fuel level is checked monthly by the Physical Services Manager or alternate. In the event of low fuel levels the fuel provider will be contacted.

Tested: Monthly

Repair – Total Power - (705) 566-0704

- 5.0 Telephone: Have at least one telephone with an attached handset for emergency communications, cordless telephones or VOIP system do not work in the event that there is a loss of hydro.
- 6.0 Contact List For Vendors/Providers- refer to the attached document - [Phone List](#)
- 7.0 Contingency plans for all dept
 - 5.1 Cross Reference to the [Food Services Disaster Plan](#)