



Lakeland Long Term Care

Distribution: Emergency Response Manual	Page: 1 of 3
Section:	Policy Name: Code Grey
Reviewed by: January 27, 2022 by Rebecca Soucie	Date of Original Issue: December 1, 2010
Issued by: Steve White	Date of Last Revision: January 7, 2019

1.0 Policy

Lakeland Long Term Care's (LLTC) CODE GREY, Loss of Essential Services, ensures that in the event of a disruption to one or more essential services, a contingency plan is in place that allows us to maintain essential operations. Further, it is fact in this policy, that the loss of any essential service will not only affect Lakeland, but 6 Albert St. as a whole. Therefore, any response will be done jointly with the West Parry Sound Health Centre.

Ontario Regulation 79/10, defines the loss of essential services to be:

19. (1) *Subject to subsections (2) to (4), every licensee of a long-term care home shall ensure that the home is served by a generator that is available at all times and that has the capacity to maintain, in the event of a power outage,*

(a) the heating system;

(b) emergency lighting in hallways, corridors, stairways and exits; and

(c) essential services, including dietary services equipment required to store food at safe temperatures and prepare and deliver meals and snacks, the resident-staff communication and response system, elevators and life support, safety and emergency equipment.

107. (1) *Every licensee of a long-term care home shall ensure that the Director is **immediately informed**, in as much detail as is possible in the circumstances, of each of the following incidents in the home, followed by the report required under subsection (4):*

1. An emergency, including loss of essential services, fire, unplanned evacuation, intake of evacuees or flooding.



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Distribution: Emergency Response Manual	Page: 2 of 3
Section:	Policy Name: Code Grey
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2. An environmental hazard, including a breakdown or failure of the security system or a breakdown of major equipment or a system in the home that affects the provision of care or the safety, security or well-being of residents for a period greater than **six hours**.

2.0 Procedure

1. LOSS OF POWER/LOSS OF WATER (or CONTAMINATED)/LOSS OF NATURAL GAS/FLOOD/INTAKE OF EVACUEES

- a. In the event of the loss of power, 6 Albert St. 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 hours or longer with a continuous source of fuel. In order to conserve fuel, **some services** may be limited or restricted, ensuring that the most essential services to residents are the least disrupted. The Administrator or delegate and Director of Nursing and Personal Care or delegate will engage in the joint WPSHC Incident Command Centre to determine a coordinate response.
- b. The Administrator or delegate will immediately call and or contact the Ministry of Health and Long-Term Care and report the loss of essential services as defined in the regulation. An environmental hazard as defined under the Regulation will be reported within six hours.
- c. In coordination with the WPSHC, the Director of Nursing and Personal Care or delegate will ensure that resident's basic needs for care are met and begin to prepare residents and their essential personal belongings for evacuation if necessary as determined by the join Incident Command Centre.
- d. The Administrator or delegate in conjunction with the WPSHC Incident Command Centre will conducted a coordinated response to determine if evacuation is necessary. If in-town evacuation is necessary, the Administrator will maintain a reciprocal agreement with Belvedere Heights Home for Aged for supported evacuation. If out-of-town evacuation is deemed necessary Lakeland will leverage the partnership with the WPSHC and it's existing reciprocal relationships with the Muskoka Algonquin Health Centre and its affiliates. Code Green will be implemented (Policy Number 200, in the Emergency Response Manual)
- e. Once details of the service disruption are confirmed through the joint Incident Command Centre, staff, volunteers, residents and families will be notified by the Administrator or delegate.



Lakeland Long Term Care

Distribution: Emergency Response Manual	Page: 3 of 3
Section:	Policy Name: Code Grey
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- f. **Notification:** Should the loss of essential services or environmental hazard occur after hours, the Nurse Manager will immediately notify the Administrator or delegate or Manager-on-call. The Administrator will then notify the WPSHC/LAKELAND CEO or delegate, who will determine if the joint Incident Command Centre needs to be established.

3.0 Precautions

As a precaution, and in an effort to ensure that Lakeland is always current and prepared for any emergency at 6 Albert St., Lakeland will:

Administrator and/or delegate will maintain attendance of the WPSHC Emergency Response committee

Will conduct annual reviews of Code policies including this.

Will do a team debrief after any real or mock Code exercise both with the WPSHC Incident Command Centre as well as the Lakeland Leadership team