

<b>Procedure:</b>	<b>CODE RED – Fire</b>		
<b>Owner of Procedure:</b>	Emergency Management and Risk Specialist		
<b>Approval by:</b>	Emergency Management Committee	<b>Date:</b> 2022-06-02	
<b>Original Effective Date:</b>	2018-10-04	<b>Reviewed Date(s):</b>	2022-05-27
		<b>Revised Date(s):</b>	2022-05-27

**PURPOSE**

St. Joseph’s Health Care London is committed to ensuring the safety of all [staff](#), patients, visitors and [affiliates](#) and will activate a CODE RED in the event of an activated fire monitoring device or a reported fire situation. Hospital staff and affiliates should be thoroughly familiar with fire response procedures and become proactive in fire prevention by recognizing fire hazards and eliminating them.

St. Joseph’s Health Care London implements the **R.E.A.C.T.** fire procedures during a detected or reported fire situation. These fire procedures are posted throughout all facilities.

- R** – Remove persons if fire is in room or area.
- E** – Ensures that all windows and doors are closed and electrical equipment in turned off in your area.
- A** – Activate the nearest fire alarm key/pull station if applicable.
- C** – Call 55555 and provide your exact location. (Building, Floor, Unit/Department, Zone and Room Number)
- T** – Try to fight extinguish the fire, if safe to do so and you are properly trained.

**PROCEDURE**

1. **The staff/affiliate discovering fire or smoke will:**
  - 1.1. Initiate Emergency CODE RED procedures.
    - 1.1.1. Follow the **R.E.A.C.T.** procedures listed above.
    - 1.1.2. Locate the nearest phone and dial 55555 (may delegate).
      - 1.1.2.1. State that you have a CODE RED.
      - 1.1.2.2. Provide information related to the type of fire.
      - 1.1.2.3. Provide detailed information about the location of the emergency.
        - 1.1.2.3.1. Which facility are you at.
        - 1.1.2.3.2. Building, floor, unit/department, zone and room number.
  - 1.2. Ensure your personal safety and the safety of others.
    - 1.2.1. Evacuate persons in immediate or imminent danger beyond the [fire separation](#) doors. Two sets of doors if able to.
      - 1.2.1.1. Permission is not required to safely evacuate persons from immediate or imminent danger.
        - 1.2.1.1.1. This would include a room\* or horizontal\*\* evacuation.
    - 1.2.2. Activate [Evacucheck](#) device on door (if equipped) once the room is completely cleared and door is closed.
      - 1.2.2.1. Do not re-enter a room that has been cleared
        - 1.2.2.1.1. Especially the room of fire origin.
  - 1.3. Clear corridors of obstructions and patients/visitors.
  - 1.4. Be available to responders on their arrival to provide information, answer questions and receive further instructions.
  - 1.5. Complete a Workplace Occurrence Report (WORS) and a Patient Safety Report (PSRS), when safe to do so.
  - 1.6. Inform on-site leadership if there is a critical injury to staff, when it is safe to do so.
    - 1.6.1. Notify Occupational Health and Safety Services (OHSS).
    - 1.6.2. Follow response procedures.

**\*Room evacuation:** occupants are removed to the corridor immediately outside the affected area. The room evacuation should be completed upon initial discovery of a life threatening or dangerous situation.

**\*\*Horizontal evacuation:** if the emergency situation threatens more than the occupants of one room, evacuate all rooms in the zone, wing or area to an adjacent safe area on the other side of the fire separation doors.

**2. The staff/affiliate in the immediate area of fire or smoke will:**

- 2.1. Assist by following **R.E.A.C.T.**
- 2.2. Ensure your personal safety and the safety of others.
  - 2.2.1. Assist in evacuating persons in immediate or imminent danger.
- 2.3. Clear corridors of obstructions and patients/visitors.
- 2.4. Be available to responders on their arrival to provide support and assist as required.
- 2.5. Complete a Workplace Occurrence Report (WORS) and a Patient Safety Report (PSRS), when safe to do so.
- 2.6. Inform on-site leadership, when it is safe to do so.
  - 2.6.1. If there is a critical injury to staff, notify Occupational Health and Safety Services (OHSS) and follow response procedures.

**3. When notified of a fire situation by a call or monitoring system, Security Control Centre (SCC) will:**

- 3.1. Confirm signal received by fire alarm, monitoring system and/or obtain information from caller.
  - 3.1.1. Dispatch Security Guard(s) to investigate if alarm is received on the fire monitoring system.
- 3.2. If call is received by staff or affiliate:
  - 3.2.1. Obtain information from caller.
    - 3.2.1.1. CODE RED
    - 3.2.1.2. Nature of emergency including the type of fire.
    - 3.2.1.3. Location of emergency.
      - 3.2.1.3.1. Building
      - 3.2.1.3.2. Floor
      - 3.2.1.3.3. Unit/department
      - 3.2.1.3.4. Zone
      - 3.2.1.3.5. Room Number
- 3.3. Contact local Fire Department immediately.
  - 3.3.1. Provide all relevant information.
  - 3.3.2. Provide location for the responding Fire Department personnel to meet Security.
- 3.4. Activate the CODE RED ([ENS1](#))
  - 3.4.1. Send out the CODE RED Emergency Notification System ENS1 page.
    - 3.4.1.1. The following information is relayed:
      - 3.4.1.1.1. CODE RED
      - 3.4.1.1.2. Location of the emergency.
  - 3.4.2. Complete an overhead announcement.
    - 3.4.2.1. State "Attention please, CODE RED, (location)."
    - 3.4.2.2. Repeat 3 times.
- 3.5. Activate CODE RED ([ENS2](#)), if requested by Security Services.
  - 3.5.1. Send out the CODE RED Emergency Notification System ENS2 page.
  - 3.5.2. Activate the [ENS 2 Conference Bridge](#).
  - 3.5.3. Provide available information to the individuals calling the ENS2 Conference Bridge.
  - 3.5.4. Page additional people if requested by the [Administrator on Call \(AOC\)](#).
- 3.6. Send out the "All Clear" CODE RED ENS1 or ENS2 page, when authorized to do so.
  - 3.6.1. The authorization to announce the "All Clear" will come from Security Services, Facilities Management Engineer/ Building Equipment Operator or the AOC after consultation with the Fire Department.
  - 3.6.2. Level of All Clear ENS page depends on which level has been activated.
  - 3.6.3. When sending out the "All Clear" page for an ENS2 add the following in the paging text box; "All Clear. Do Not Call In"
- 3.7. Keep a log of events.

**4. When notified of CODE RED, Security Services will:**

- 4.1. First responding Security Guard responds to a predetermined landing zone to escort the arriving Fire Department personnel.
- 4.2. Any additional responding Security Guards will respond to the CODE RED location to investigate.
  - 4.2.1. Provide immediate assistance as required.
- 4.3. Determine if a CODE RED ENS2 should be activated.
  - 4.3.1. Request the SCC to activate CODE RED ENS2 if:
    - 4.3.1.1. There is an actual fire and/or

- 4.3.1.2. There is extensive smoke (with clinical and/or operational impact).
  - 4.4. Provide liaison with Fire Department.
  - 4.5. Organize and enforce scene/facility protection and traffic control.
    - 4.5.1. Provide direction to CODE RED responders.
    - 4.5.2. Delegate tasks as needed.
    - 4.5.3. Establish a communication network for responders.
      - 4.5.3.1. Provide radios if extras are available.
      - 4.5.3.2. Provide all updates related to the situation to the SCC.
  - 4.6. Remain available if needed to contact the ENS2 Conference Bridge to provide additional information, if required.
  - 4.7. Relay "all clear" directive to the Security Control Centre, after consulting with the responding Fire Department personnel.
  - 4.8. Complete a detailed report for the incident.
5. **When notified of a CODE RED, Facilities Management Engineer/ Building Equipment Operator will:**
- 5.1. Respond to the main fire panel to verify location of the alarm and assist in the investigation.
    - 5.1.1. Provide immediate assistance as required.
  - 5.2. Prepare and if necessary make any changes to the building systems, including but not limited to:
    - 5.2.1. Oxygen shutdown
    - 5.2.2. Ventilation systems
  - 5.3. Advise clinical care areas of any impacts of shutting down systems involved.
  - 5.4. Reset fire alarm systems when given an "all clear" in consultation with the Fire Department.
    - 5.4.1. Reset pull station(s), fire panel and computer.
      - 5.4.1.1. At Parkwood Institute Mental Health and the Southwest Centre Security Services is responsible for resetting pull stations, the fire alarm panel, magnetic locks and elevators.
      - 5.4.1.2. Any issues encountered by Security while resetting the fire systems should be reported to Honeywell immediately.
  - 5.5. Relay "all clear" directive to the Security Control Centre, after consulting with the responding Fire Department personnel.
6. **When notified of a CODE RED, additional CODE RED responders will:**
- 6.1. Respond to the location and provide assistance as required.
    - 6.1.1. Required assistance may include and not limited to:
      - 6.1.1.1. Re-locating all patients/residents into adjacent fire zone.
      - 6.1.1.2. Assisting with perimeter security.
      - 6.1.1.3. Providing directions and information to other responders
7. **When notified of CODE RED ENS2, Administrator on Call (AOC) will:**
- 7.1. Call the ENS2 Conference Bridge.
    - 7.1.1. Extension will be provided in the Emergency Notification System ENS2 page.
  - 7.2. Request the SCC to have someone from the scene to call the conference bridge to provide details of the incident.
    - 7.2.1. Individual from the scene may include someone from Security Services or the Fire Department
  - 7.3. Consult with other On-Call staff on the conference bridge.
    - 7.3.1. Additional ENS2 On-Call staff include:
      - 7.3.1.1. Security Leadership on Call
      - 7.3.1.2. Patient Relations, Privacy and Risk Management on Call
      - 7.3.1.3. Communicator on Call
      - 7.3.1.4. Clinical Leader on Call
      - 7.3.1.5. Facilities Management Leader on Call
  - 7.4. Request the SCC to contact additional people, as needed, to join the conference bridge.
  - 7.5. Determine if larger evacuation is required.
    - 7.5.1. Refer to CODE GREEN procedures.
  - 7.6. Determine if the [Emergency Operations Centre \(EOC\)](#) needs to be activated.
    - 7.6.1. Notify the [Incident Management Team](#), if the EOC is activated.
    - 7.6.2. Provide location of for the activated EOC.
  - 7.7. Speak with clinical care areas after CODE RED is resolved, provide assistance as required.
  - 7.8. In conjunction with the Fire Department, Facilities Management, Patient Relations Privacy and Risk and/or Environmental Services, arrange for appropriate clean-up.
    - 7.8.1. This may require specialized outside contractors.

8. **When notified of CODE RED ENS2, Patient Relations, Privacy and Risk Management on Call will:**
  - 8.1. Call the ENS2 Conference Bridge.
    - 8.1.1. Extension will be provided in the Emergency Notification System ENS2 page.
  - 8.2. Gather information related to the incident.
  - 8.3. Determine appropriate control measures to eliminate or reduce the impact of hazards.
  - 8.4. Identify, evaluate and reduce losses associated with:
    - 8.4.1. Patient, employee or visitor injuries.
    - 8.4.2. Property loss or damage.
    - 8.4.3. Other sources of potential legal liability.
  - 8.5. Review areas of actual or potential sources of risk and/or liability involving patients, visitors, staff and property.
  - 8.6. Provide guidance on the release of information.
  
9. **When notified of CODE RED ENS2, Communicator on Call will:**
  - 9.1. Call the ENS2 Conference Bridge.
    - 9.1.1. Extension will be provided in the Emergency Notification System ENS2 page.
  - 9.2. Gather information related to the incident.
  - 9.3. Implement Emergency Communication Plan.
    - 9.3.1. Coordinate/support general internal communication for staff, patients, residents and visitors.
    - 9.3.2. Arrange media interviews.
    - 9.3.3. Send news releases, as required.
    - 9.3.4. Coordinate/support communication for surrounding neighborhood, where appropriate.
    - 9.3.5. Provide follow-up information to all communications, including after the incident is concluded.
  
10. **When notified of CODE RED ENS2, Clinical Leader on Call will:**
  - 10.1. Call the ENS2 Conference Bridge.
    - 10.1.1. Extension will be provided in the Emergency Notification System ENS2 page.
  - 10.2. Gather information related to the incident.
  - 10.3. Provide support as required.
  - 10.4. Speak with clinical care areas after CODE RED is resolved, provide assistance as required.
  - 10.5. Speak with leaders of the area if appropriate.

## DEFINITIONS

**Administrator on Call (AOC)** – A member of the Senior Leadership Team responsible for leadership and decision making after regular hospital hours, including weekends and statutory holidays, as well as during emergencies and other situations.

**Affiliates** – Individuals who are not employed by the organization but perform specific tasks at or for the organization, including appointed professionals (e.g., physicians, dentists), students, volunteers, researchers, contractors or contracted staff who may be members of a third-party contract or under direct contract to the organization and individuals working at the organization but funded through an external source (e.g., research employees funded by Western).

**Emergency Notification System** – The Emergency Notification System is an in house, proprietary automated system which is operated from the Security Control Centre (SCC). This system is utilized when a caller dials 55555 to report an emergency, or the SCC is notified of through the Community. The ENS system is also activated when an internal monitoring system (i.e., Fire Alarm System) indicates an emergency.

The ENS System is based upon two levels of notification. The first notification is for assigned first responders. The second level of notification is an escalated notification for leadership (on-call) to respond to provide additional support.

### ENS1:

- Upon notification, the SCC notifies “first responders” by radio, pager and overhead announcement to respond and assess, mitigate or prevent the emergency from escalating and conduct response activities. Depending on the situation, the SCC will also notify key external responders (i.e. local fire, police, and ambulance) as required.
- Responders at the scene determine if the incident can be maintained safely. As well, responders determine if the emergency has reached thresholds of risk where additional leadership is required.

## **ENS2:**

- ENS 2 means that an emergency has reached thresholds of risk where leadership must be notified to ensure a consistent and organized action planning.
- ENS 2 is immediately activated for Code Green, Code Black, Code Grey, Code Orange, Code Purple and Critical Incident.
- In an emergency which meets the criteria of an ENS 2 emergency, leaders are paged, and a telephone conference call occurs. A person from the emergency scene will be asked to provide a briefing to this telephone conference call.
- Dependent on the scope, intensity and duration of the emergency, the Administrator on Call (AOC) or another senior leader or official may activate the opening of an Emergency Operations Centre (EOC)

**ENS2 Conference Bridge** – A teleconference extension which is activated by the Security Control Centre when an emergency is elevated to ENS2. This teleconference is used for predetermined On-Call staff to gather information related to an emergency and to discuss an action plan to resolve the emergency with minimal impact.

**Emergency Operation Centre (EOC)** – The role of the Emergency Operations Centre is to gather all known information regarding emergency situations. Locations of the EOC's are listed in the Fire Safety Plans at each site. The primary responsibilities of the Emergency Operations Centre are:

- Provide direction, coordination and control of the emergency response and recovery
- Establish short term and long term priorities
- Collect, evaluate and communicate information
- Manage resources
- Liaise with other agencies

**Evacucheck** - These devices have a built in safeguard should a person re-enter the room where the device has been activated. When a person re-enters a room with an activated Evacucheck, the Evacucheck will automatically revert back to a non-evacuated room.

**Fire Separation** - A floor, door(s) or wall having a fire-endurance rating required by appropriate authorities; acts as a barrier against the spread of fire within a building.

**Incident Management System (IMS)** – IMS was developed to standardize organizational structures, functions, processes and terminology for use at all levels of emergency response in Ontario. IMS addresses the need for coordinated responses to all types of incidents and has been developed with input from more than 30 emergency response organizations from Ontario.

**Incident Management Team (IMT)** – The Incident Management Team is responsible for central command and control of the incident and assists the critical processes in implementing their recovery plans. Activation of the IMT is determined by the AOC, as well as position assignments within the IMS structure. The St. Joseph's Health Care London Incident Management Team structure can be found on the intranet

**Staff** – An individual who is hired and paid by the organization.

## **REFERENCES**

### **Related Corporate Policies**

Safe Patient Handling (Lifts, Transfers and Repositioning)  
Health and Safety  
Workplace Occurrence Reporting for Staff/Affiliates  
First Aid Response for Staff/Affiliates  
Critical Injury

### **Legislation**

Occupational Health and Safety Act  
Ontario Fire Code  
Fire Protection and Prevention Act  
Government of Ontario (1990) Occupational Health and Safety Act (OHSA), Section 51: Notice of death or injury

**Other Resources**

Code Green Emergency Response Procedure

Mount Hope Site Specific Code Red Response Procedure

Workplace Occurrence Reporting System

Patient Safety Reporting System

Fire Safety and Prevention

Evacuation Designated Meeting Places

St. Joseph's Incident Management System and Structure

[Incident Management System \(IMS\)](#)

St. Joseph's Occupational Health and Safety Figure 1: Critical Injury General Procedure Flowchart (Rev. 2020-05)

St. Joseph's Occupational Health and Safety Process for Responding When Occupational Health and Safety Services (OHSS) is Closed Flowchart (Rev. 2020-05)

St. Joseph's Critical Injury to Staff/Affiliate or Critical incident to Patient/Visitor Flowchart (Rev. 2020-05)

St. Joseph's Critical Injury Report (Rev. 2020-05)