Emergency Colour Code Reference Handbook

GREEN	Evacuation
RED	Fire
BROWN	Hazardous Chemical Spill
BLACK	Bomb Threat/Suspicious Object
GREY	Critical Infrastructure Failure
ORANGE	External Disaster
YELLOW	Missing Person
WHITE	Violent Person
PURPLE	Hostage Taking
SILVER	Person with a Weapon
BLUE	Adult Medical Emergency
PINK	Pediatric Medical Emergency

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St. Joseph's Health Care London (St. Joseph's) has an emergency management program that addresses how the organization mitigates, prepares for, responds to, and recovers from internal and external emergencies.

Emergencies are unforeseen situations that demand prompt, coordinated actions that exceed normal procedures, thereby limiting damage to person, property, and/or the environment. Internal emergencies are emergency incidents occurring within the organization. External emergencies occur in the community but affect the organization either through interfering with operations or by creating a large number of additional patients.

This handbook has been designed to assist with key information for each emergency colour code. The emergency colour code procedures have different responses and escalation levels. Many codes have ENS1 and ENS2 levels, while others are an automatic ENS2 response. Each section will describe the actions that need to be taken in the initial stages of an emergency and how to activate an emergency colour code.

ARE YOU PREPARED FOR AN EMERGENCY?

The Security Control Centre (SCC) answers all 55555 emergency calls. When reporting an emergency, it is critical that you remain calm and relay the following information to the SCC operator:

- Situation and/or emergency code
- Building/zone, level, and room number
- Common name of your area, unit and department

Stay on the line until the SCC operator confirms all the necessary information. Based on the information you relay to them, they will notify key people using the emergency notification system and make the overhead announcement (i.e. Code Blue, St. Joseph's Hospital, C1-102, PACU). They will also notify the appropriate external emergency response agency to respond, if required.

Emergency Notification System (ENS)

Why is this important?

In emergencies, there needs to be a reliable, flexible, and scalable system used to notify key people. Critical events require critical notification including:
- Notifying the right people quickly and accurately
- Providing the right information
- Being sent out in an effective and timely manner
- Escalating to additional people if needed

The St. Joseph's Emergency Notification System (ENS) is an in-house, automated system that is operated from the Security Control Centre (SCC). This system is utilized when an internal hospital caller dials 55555 to report an emergency, or the SCC is notified of an external emergency situation from the community.

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.

ENS 1
- Upon notification, the SCC notifies "first responders" by radio, pagers, IP phones, mobile devices 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).
- Responders at the scene will determine if the incident can be maintained safely. As well, responders will determine if the emergency has reached a level of risk where additional leadership is required to conduct activities such as approving action plans, activating additional resources, or authorizing the opening of an Emergency Operations Centre (EOC).

ENS 2
- ENS 2 means that an emergency has reached the level of risk where leadership must be notified to ensure consistent, organized action planning.
- ENS 2 is immediately activated for Code Green, Code Grey, Code Orange, Code Black, Code Silver, Code Purple and Critical Incident.
- Security Services, front line staff and leadership should be aware of events which require escalation to an ENS 2 (see below).
- In an emergency which meets the criteria for an ENS 2, leaders are paged, and a telephone conference call occurs. A person from the emergency scene will be asked to provide a verbal briefing on the conference call.

Depending 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)

Emergency Notification System (ENS) – Continued

Emergency Codes	Threshold of Risk to Escalate to ENS 2	Automatic ENS 2
Code Red	Actual fire and/or extensive smoke with clinical and/or operational impact	
Code Brown	Life safety concern and/or actual or potential disruption to hospital operations and/or external cleanup required (CANTEC, etc.)	
Code Black	Assessed by Police/Security as threat or suspicious package/vehicle is probable explosive/incendiary device	✓
Code White	There is a critical injury and/or substantial property damage and/or the event is likely to become media worthy	
Code Purple	Leadership is notified immediately due to expected heavy police presence, to provide access for workplace trauma support, media management, and open EOC if required	✓
Code Silver	Leadership is notified immediately due to expected heavy police presence, to provide access for workplace trauma support, media management, and open EOC if required	✓
Code Orange	Leadership is notified immediately because of expected surge in patient care activity. An EOC may be opened if required	✓
Code Yellow	Based on assessment of missing patient for risk (public or life safety concern, media worthy, etc.)	
Code Blue	There is no ENS 2 for this emergency code	NO ENS 2
Code Pink	There is no ENS 2 for this emergency code (St. Joseph's Hospital ONLY)	NO ENS 2
Code Green	Leadership is notified immediately because of expected interruption to patient care activities, risk to patients, staff, visitors and to undertake a coordinated approach to emergency.	✓
Code Grey	Life safety concern and/or a major operational impact (disruption in patient care, etc.)	✓
Code Critical Incident	A major incident that does not fall under any predetermined emergency colour code.	✓

Who responds in an ENS 2 call?
- Administrator on call (AOC)
- Clinical Leader on call
- Privacy and Risk on call
- Communicator on call
- Security Leadership on call

Additional individuals may be requested to join the ENS 2 depending on the situation.

Code Red - Fire

A CODE RED will be initiated 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 implements **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 – Ensure** that all windows and doors are closed and electrical equipment if 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 and room number)
> **T – Try** to fight extinguish the fire, if safe to do so and you are properly trained

Note: Never re-enter the room containing the fire once everyone has been removed and the door has been closed.

For the use of a fire extinguisher we implement the **P.A.S.S.** procedure.

> **P – Pull** the pin located at the top of the extinguisher. The pin releases a locking mechanism and will allow you to discharge the extinguisher.
> **A – Aim** at the base of the fire, not the flames. This is important - in order to put out the fire, you must extinguish the fuel.
> **S – Squeeze** the lever slowly. This will release the extinguishing agent in the extinguisher. If the handle is released, the discharge will stop.
> **S – Sweep** from side to side. Using a sweeping motion, move the fire extinguisher back and forth until the fire is completely out. Operate the extinguisher from a safe distance, several feet away, and then move towards the fire once it starts to diminish. Be sure to read the instructions on your fire extinguisher - different fire extinguishers recommend operating them from different distances. Remember: Aim at the base of the fire, not at the flames!!!!

Code White – Violent Person

A CODE WHITE will be activated when any person is verbally abusive, engaging in intimidating or disturbed behaviours or, is involved in an act of physical violence.

If you encounter a violent person:
- Ensure your personal safety and the safety of others
  - If able, clear the area of other patients, visitors, staff or bystanders
- Initiate Code White procedures
  - Locate the nearest phone and dial 55555 (may delegate if assistance is available) and/or activate the alarm button if your area is equipped with panic devices
    - State that you have a CODE WHITE
    - Provide information related to the emergency situation
    - Provide detailed information about the location of the emergency
      - Which facility are you at
      - Building, floor, zone and unit/department
      - Provide the room number you are in or the nearest room number to your location
  - Use non-violent crisis intervention skills until CODE WHITE responders arrive
    - Speak in a calm, non-threatening manner
    - Maintain a safe personal space between yourself and the violent person
    - Ensure that your exit is not blocked
  - If situation escalates disengage, distance yourself and wait for CODE WHITE responders
    - Use of force is a last resort option
      - Use the amount of force that is reasonable and justified to stop the continuation of violence
  - Be available to responders on their arrival to provide information, answer questions and receive further instructions
  - Complete a Workplace Occurrence Report (WORS) and a Patient Safety Report (PSRS), when safe to do so and as required
  - Notify Leadership when safe to do so
  - If there is a critical injury to staff:
    - Notify your leader
    - Notify Occupational Health and Safety Services (OHSS)
  - Follow the critical injury response procedures which can be found on the intranet

Police are called if staff are unable to end the violence or aggression, there is a risk of serious bodily harm or death, and/or weapons become involved.

A CODE WHITE should be escalated to a CODE SILVER if a weapon becomes involved during the situation.

Code Silver – Person with a Weapon

A CODE SILVER will be called for any person on hospital/facility property (or attending a hospital/facility property is imminent) who is believed to be in possession of a weapon (actual or implied) and:

- Is threatening to harm themselves or another person or;
- Has harmed or;
- There is reasonable belief is about to harm themselves or another person

A weapon is defined as:

Any object used with the intent to cause injury or has the ability to cause severe bodily harm or death. It also includes imitation weapons and implied weapons (e.g. where a weapon is not seen by the victim but the person claims to possess one). Parts of the body such as fists or feet are not included.

CODE SILVER is an automatic police response incident.

If you believe an active aggressor, with a weapon, incident is within your area or may become an incident, consider the following:
(The following are intended only as options. Each situation is unique and individuals must use discretion and individual judgment to formulate a safe response.)

Run: Can you escape quickly and safely?

- If you have the chance, run to safety
- Leave your belongings behind
- Help others stay out of harm's way
- Call Security at 55555 when safe to do so

Hide: Can you hide quietly and find a safe area of refuge?

- If you can't run, find a safe place to hide
- Try to make it difficult for the attacker to see you, hear you, or find you
- Lock doors and barricade yourself
- Turn off any lights
- Turn off phone sounds and vibrations but do not turn off your phone
- Be prepared to run or fight if you are found

Defend: Despite attempts to run and hide, you may find yourself face to face with the attacker. Defending yourself may be your last resort, and it may also provide you with the chance to run or hide.

- Be prepared to defend yourself
- Team up with others, if possible

Check out the York Regional Police video called Run, Hide, Defend: Surviving an Active Attacker at: https://youtu.be/gWQ8OJcBwFg

Code Silver – Person with a Weapon – Continued

If you hear CODE SILVER announced in your facility:
- Listen closely to the overhead announcement
- Carefully determine the proximity of the incident to your location
- Do NOT attend the area of the incident
    - Ensure others from your area do not respond to the incident scene
- Remain in your area, unless an overhead announcement is made directing you to leave
    - Be prepared to evacuate your area if CODE GREEN procedures are initiated
- Direct people in your area to remain calm, on guard and remain prepared to act immediately
    - Listen to immediate surroundings to ensure that the threat is not moving towards your area
    - Remember the threat may not be contained
        - You may need to respond quickly
        - Consider the safety of patients and visitors
- Await further instructions and comply with orders
    - Additional information and direction will come through overhead announcements.
    - An "All Clear" announcement will be made to inform staff to resume normal duties

What to do when police respond:
- Remain calm and follow instructions
- Put down items in your hands that could be mistaken for a weapon
- Raise your hands and keep them visible at all times
- Avoid making quick movements toward officers, pointing, screaming or yelling
- Officers may order you to lay down and/or handcuff you
- Do not stop to ask officers for help or directions to escape
- Proceed in the direction from which the officers entered the area
- Be prepared to provide information if asked:
    - The location of the attacker
    - The number of attackers
    - A physical description of the attacker
    - The number and type of weapons being used by the attacker
    - If there are potential victims and their locations

CODE SILVER is an automatic ENS 2 response and other emergency colour codes may be activated.

In an emergency which meets the criteria for an ENS 2, leaders are paged, and a telephone conference call occurs. 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).

Code Green - Evacuation

A CODE GREEN will be activated to ensure the safe evacuation of persons from a hospital area or building where there is an imminent threat of harm. The need to evacuate may be required as a result of fire, bomb threat, hazardous material spill, critical infrastructure loss or serious building damage.

Stages of Evacuations:
- **Horizontal Evacuation** – if the emergency situation threatens more than the occupants of one room, evacuate all rooms in a zone, wing or area to an adjacent safe area on the other side of the fire separation doors.
- **Vertical Evacuation** – if the emergency situation threatens to affect more than one zone or wing, evacuate all occupants to the floor below.
- **Building Evacuation** – evacuation of an entire building; there are two types of building evacuation – crisis and controlled.

There may be times when people need to be evacuated immediately because there is imminent danger (ex. active fire). Should this occur, you **do not** need to wait for an order to evacuate anyone in imminent danger. Start moving people to another room, or moving beyond fire separation doors (horizontal evacuation).

A decision to commence a vertical or complete building evacuation is based on the type of incident, whether internal to the hospital, external or both as well as the urgency required to evacuate. Sometimes, it may be safer to stay and shelter in place.

The decision to do a vertical or complete building evacuation will be made in consultation with the administrator on call (AOC) and emergency response officials.

What should you do if you hear a Code Green announced?

If safe to do so, immediately return to your area of care and wait for further instructions.

CODE GREEN is an automatic ENS 2 response and other emergency colour codes may be activated.

In an emergency which meets the criteria for an ENS 2, leaders are paged, and a telephone conference call occurs. 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).

Code Yellow – Missing Person

The CODE YELLOW procedure is generally initiated for a missing patient/resident; however, a CODE YELLOW response may be used for a missing person who is not registered as a patient/resident (a visitor or child for example).

Prior to calling a CODE YELLOW, the following steps should be completed:
- Conduct a cursory search of the area/unit/department
- If appropriate, try contacting the patient/resident if they have not returned from an authorized leave from the hospital
- If appropriate, request the person to return to the area/unit/department via overhead announcements. Call the Security Control Centre at ext. 44555 to have the overhead announcement made.

Some missing persons are at higher risk (Police are involved early with these incidents):
- Missing child (12 years of age and under)
- Absent without leave while being cared for under the Mental Health Act
- Suffering from a mental and/or physical health condition that would cause alarm to the health and safety of the missing person
- Risk of harm to self and/or others
- Patient, who is known to be experiencing fear from another person due to violence, has a restraining order or is under a personal safety plan and cannot be accounted for

How to report a missing person:
- Call 55555 and provide all available information related to the missing person.
- Prepare the Missing Person Report (located on the intranet and hyperlink in the Code Yellow Procedure)
    - Complete an Order for Return (Form 9), as required
    - If available, include a picture of the missing person
- If the CODE YELLOW is elevated to an ENS 2, based on the risk factors, you may be asked to join the ENS 2 Conference call to provide further details
- Contact the Security Control Centre when the missing person has return

What to do when you hear a CODE YELLOW announcement:
- Search your area/unit/department
- Document which areas have been searched
    - Areas search may be verified by security or police
- Contact the Security Control Centre if the missing person was recently seen or found in your area

Code Brown – Hazardous Chemical Spill

It is important that staff/affiliates are aware of the characteristics of the chemicals used in their work area to determine if even a small spill of a hazardous material warrants the activation of a CODE BROWN. If a CODE BROWN is initiated all emergency response procedures must be followed.

The following procedures are to be completed when there is a spill or accidental release of any hazardous chemical material, with the exception of radioisotopes (contact Radiation Safety Officer) or, cytotoxic materials (contact Pharmacy), anywhere on hospital/facility grounds.

A CODE BROWN should be called when hazardous chemicals have been spilled **and**:
- Additional spill control/clean-up supplies are required **and/or**
- The spill is too hazardous for the person involved to clean-up (i.e. a mixture of chemicals on a shelf fall) **and/or**
- The spill is flammable and could ignite **and/or**
- The spill will impact other areas **and/or**
- Someone has been injured or is trapped in the room with the spilled chemicals

Note: A Code Brown should not be called if staff have spill supplies, including all personal protective equipment (PPE) as required for the spilled product, Safety Data Sheet (SDS) is available and are competent in cleaning up the spill.

In the event of a spill or leak of hazardous, potentially hazardous or unknown chemical substance, the person(s) involved or discovering the spill/leak should:

S – Safely evacuate everyone from the immediate area and implement first aid procedures as required

P – Prevent the spread of fumes by closing doors, if possible

I – Initiate emergency response by dialing 55555 and stating the exact location of the spill and the chemical name, if known.

L – Leave all electrical equipment, appliances, and switches alone. Do not turn them on or off (potential to ignite fumes and cause a fire).

L – Locate all information regarding the chemical spill from the SDS, if it is possible to do so safely. Do not re-enter spill area. Give this information to Security Services staff on their arrival.

Code Grey – Critical Infrastructure Failure

A CODE GREY will be activated when a critical system or utility has failed or is not operating as designed or expected, to ensure that infrastructure failures are addressed promptly and effectively to minimize impact on patient care. This includes where there is a power loss and the generators are activated.

Critical Infrastructure Failures may include but are not limited to:
- Facility power failure
- Computer network failure
- Cyberattack/ransomware
- Computer system failures, such as Cerner and PACS
- Water loss/contamination
- Wandering patient systems
- Camera systems

How to activate a Code Grey:
- Notify your leader as soon as you experience a critical system or utility failure
- Locate the nearest phone and call 55555
    - State you have a Code Grey
    - Provide all information related to the emergency
    - Provide detailed information about the location of the emergency
        - Which facility you are at
        - Building, floor, location common name and unit/department
        - Provide the room number you are in or the nearest room number to your location
- Remain on the phone with the Security Control Centre, if possible
    - You may be asked to join the ENS 2 Conference call to provide details related to the emergency

CODE GREY is an automatic ENS 2 response and depending on the type of CODE GREY other emergency colour codes may be activated.

In an emergency which meets the criteria for an ENS 2, leaders are paged, and a telephone conference call occurs. Depending 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).

Code Blue – Medical Emergency

A CODE BLUE is initiated to ensure prompt care for an adult (15 years of age or older) experiencing a medical emergency. Note: at the non-acute sites a Code Blue is called for all ages.

Examples of a medical emergency may include but are not limited to: absent or altered breathing, choking, decreased level of consciousness, seizure, pulseless, uncontrolled bleeding etc.

How to call a Code Blue:

- Summon help from the surrounding area
- Locate the nearest phone and call 55555 (may delegate if assistance is available)
  - State that you have a Code Blue
  - Provide detailed information about the location of the emergency
    - Which facility you are at
    - Building, floor, location common name and unit/department
    - Provide the room number you are in or the nearest room number to your location
- Remain on the phone with the Security Control Centre if possible
- Put on appropriate Personal Protective Equipment (PPE) if providing care

Trained staff in the immediate area of the emergency will provide first aid and if indicated CPR (unless a do not attempt resuscitation directive is known).

Additional assigned staff will respond to the location of the emergency to provide assistance. At the non-acute sites, care is transferred to Emergency Medical Services (EMS) when on site. At St. Joseph's Hospital, the physician led medical emergency response team (MERT) will assume care of the person.

Depending on your location and the time of day your call may be transferred to EMS dispatch after providing the incident details to the Security Control Centre. The EMS dispatch are required to ask several questions related to the person's medical condition that you may not have the answers to based on your medical training or known medical history of the person. If this is the case, provide as much detail as you can and describe your observations of the situation.

If the Code Blue results in a critical injury of a staff member refer to the St. Joseph's Corporate Critical Injury Procedure to ensure the appropriate reporting is completed and the required steps are followed

Code Pink – Pediatric Medical Emergency

A CODE PINK is activated to ensure prompt assessment and care for an infant or child (**under 15 years of age**) with a medical emergency.

This emergency response procedure pertains to **St. Joseph's Hospital only**. A physician led CODE PINK Medical Emergency Response Team (MERT) is only available from 0800-1700. Afterhours, an ambulance is dispatched at the time of the CODE PINK call. Remaining members (Urgent Care Centre Registered Nurse and/or Registered Respiratory Therapist) of the CODE PINK MERT will attend to help (Basic Cardiac Live Support (BCLS) only) until EMS arrives and assumes care.

The Medical Emergency Response Team (MERT) is comprised of the following members:
- Urgent Care Centre Physician (0800-1700h only). The physician is the Code Leader.
- One or Two Registered Nurses from the Urgent Care Centre (0700-2100h M-F, 0700-1800 weekends and holidays)
- One Registered Respiratory Therapist (24/7)

The Medical Emergency Response Team (MERT) will respond to all pediatric medical emergency situations at St. Joseph's Hospital.

How to call a Code Pink:

- Ask people in the surrounding area to help you
- Locate the nearest phone and call 55555 (may delegate if assistance is available)
  - State that you have a Code Pink
  - Provide detailed information about the location of the emergency
    - Which facility you are at
    - Building, floor, location common name and unit/department
    - Provide the room number you are in or the nearest room number to your location
- Remain on the phone with the Security Control Centre if possible
- Don appropriate Personal Protective Equipment (PPE) if providing care

Depending on your location and the time of day, your call may be transferred to EMS dispatch after providing the incident details to the Security Control Centre. The EMS dispatch are required to ask several questions related to the person's medical condition that you do may have the answers to based on your medical training or known medical history of the person. If this is the case, provide as much detail as you can and describe your observations of the situation.

Code Purple – Hostage Taking

A CODE PURPLE will be activated in the event of a hostage taking situation.

Hostage is defined as any person or persons held against their will from moving freely or leaving an area under threat of assault or bodily harm by another person, until certain conditions or demands are met.

What to do if you are taken hostage:
- Remain calm
- Remain cooperative with the hostage taker(s)
- Avoid aggressive language and demeanor
- Avoid conversation with the hostage taker(s)
    - Do not speak unless spoken to, and then only when necessary
    - Do not try to negotiate
    - Do not make suggestions
    - Do not be argumentative
- Maintain a low profile
- Don't make any sudden change in movement
- Take mental notes of the hostage taker's description
- Avoid accepting food or refreshments offered by the hostage taker

If you witness or escape from a hostage taking situation:
- Get away from the area of the hostage taking as quickly and safely as possible
    - Do not approach a hostage situation
- Direct others away from the area and to an area of safety
- Initiate Emergency CODE PURPLE procedures
    - Locate the nearest phone and dial 55555
    - State that you have a CODE PURPLE
    - Provide information related to the emergency situation
    - Provide detailed information about the location of the emergency
        - Which facility are you at
        - Building, floor, zone and unit/department
        - Provide the room number or the nearest room number of the emergency situation, if known
    - Provide information about hostage taker(s) and how many hostages are in the area, including if the situation is stationary or provide the direction the hostage taker(s) are travelling
    - Provide a room number or phone extension so the Police or Security can contact you for further information, if required
- Make yourself available for police and security if further information is required.
- Inform on-site area leadership when it is safe to do so

If you hear a CODE PURPLE announced in your facility:
- Listen to overhead announcements
  - Carefully determine proximity of incident to your area
- Do NOT attend the area of incident
  - Ensure others from your area do not respond to the incident scene
- Direct people in your area to remain calm, on guard and remain prepared to act immediately
  - Listen to immediate surroundings to ensure that the threat is not moving toward your area
  - Remember the threat may not be contained
    - You may need to quickly respond
    - Consider the safety of patients and visitors.
- Be prepared to evacuate your area if CODE GREEN procedures are initiated
- Await further instructions and comply with orders
  - Additional information and direction will come through overhead announcements
  - An "All Clear" announcement will be made to inform staff to resume normal duties

CODE PURPLE is an automatic ENS 2 response and other emergency colour codes may be activated.

In an emergency which meets the criteria for an ENS 2, leaders are paged, and a telephone conference call occurs. 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).

Code Black – Bomb Threat/Suspicious Object

A CODE BLACK will be activated if a suspicious object is discovered or a threat is received involving an explosive/incendiary device.

The purpose of a CODE BLACK plan is to ensure the safety of all staff, patients, visitors and affiliates, limit disruption to patient care and protect property in an area identified by a threat. The plan assists in information gathering to ensure that a proper assessment of the threat takes place.

CODE BLACK is NOT overhead announced but a CODE GREEN may be activated to evacuate individuals from of danger.

Suspicious Object – Anything out of place and cannot be accounted for, or any object suspected of being an explosive device and is left unattended in an area, and is possibly noted to be linked to suspicious behavior.

Bomb Threat – Is a threat, usually verbal or written, to detonate an explosive or incendiary device to cause property damage, death or injuries, whether or not such a device actually exists.

Explosive Device – a device, such as a bomb, that explodes or bursts loudly and with great force.

Incendiary Device – A weapon designed to start fires or destroy sensitive equipment using fire

What to do if you receive a bomb threat by telephone:
- Keep the caller on the phone as long as possible.
- Listen to the caller
  - Be calm and courteous
  - Do not interrupt the caller
  - Obtain as much information as possible
- Do not hang up the phone, even if the caller hangs up
- Initiate Emergency CODE BLACK procedures
  - Locate the nearest phone and dial 55555 (may delegate if assistance is available)
  - State that you have a CODE BLACK
  - Provide information related to the emergency situation, including where security can meet you
- Be available to responders on their arrival to provide information, answer questions and receive further instructions

Code Black – Bomb Threat/Suspicious Object – Continued

What to do if you receive a threat by note or letter:
- DO NOT handle note
- Dial 55555 immediately to report it

What to do if you receive a threat by email:
- Do not remove it from your screen
- Take a screen shot of the message by using the print screen function
- Dial 55555 immediately to report it

What to do if you identify a potential suspicious package:
- Do not touch or open the object
  - Refer indicators of potential suspicious packages and vehicles
- Ensure your personal safety and the safety of others
  - If able, clear area of other patients, visitors, staff or bystanders
- Report the suspicious object immediately to the Security Control Centre
  - Locate the nearest phone and call security at 55555 (may delegate if assistance is available)
    - State that you have a suspicious object
    - Provide information related to the object
    - Provide detailed information about the location of the emergency
      - Which facility are you at
      - Building, floor, zone and unit/department
      - Provide the room number you are in or the nearest room number to your location
- Be available to responders on their arrival to provide information, answer questions and received further instructions

What to do if you are notified of a CODE BLACK at your facility:
- Do NOT attend the area of incident
  - Ensure others from your area do not response to the incident scene
- Remain in your area, unless an overhead announcement is made
  - Be prepared to evacuate your area if CODE GREEN procedures are initiated.
- Direct people in your area to remain calm, on guard and remain prepared to act immediately
  - Listen to immediate surroundings to ensure that the threat is not moving towards your area
  - Remember the threat may not be contained
    - You may need to quickly respond
    - Consider the safety of patients and visitors
- Await further instructions and comply with orders

Code Orange – External Disaster

A CODE ORANGE will be used in case of a natural, technological or human caused incident, external to the hospital, resulting in a sudden influx of new patients arriving faster and in greater numbers than the hospital/facility can manage using normal processes, procedures and resources.

Examples of Code Orange:
- Airplane crash into a neighbourhood
- Roof collapse
- Tornado in a populated area
- Evacuation of another health care facility
- Pandemic

St. Joseph's is not Level 1 Trauma Centre and does not have an Emergency Department; for this reason St. Joseph's would not be the primary receiving site for mass casualties. Many casualties may self-direct, therefore the Urgent Care Centre (UCC) at St. Joseph's Hospital is prepared to triage and treat or transport patients to the appropriate level of care. London Health Sciences Centre (LHSC) and St. Joseph's would work collaboratively to ensure the right patient is in the right place for the right care. In other situations, the role of St. Joseph's may be to receive relocated patients from an impacted health care facility.

Code Orange emergency response procedures would be implemented as part of a coordinated response with the City of London, LHSC, Middlesex London Health Unit, local Police Services, local Fire Departments, Elgin Middlesex Emergency Medical Services, and other relevant agencies.

Overview of the Code Orange emergency response procedures:
- Administrator on call would assemble an incident management team to provide direction and control to the emergency response. An Emergency Operations Centre (EOC) would be activated.
- The incident management team would determine which St. Joseph's sites would be required to respond to the incident, as well as determine scope of fan out required.
- Staff would report to their respective unit for instruction. Additional staff could be reassigned or redeployed if needed.
- Unit/department specific responses would be implemented (for example; the discharging of patients, opening of additional patient beds, reducing or delaying services, increasing supplies, etc.).

Code Critical Incident

A CODE CRITICAL INCIDENT will be activated when there is a major incident or emergency situation that does not align with one of the predetermined emergency colour codes. This code may also be activated if a St. Joseph's Leader requests to have the ENS 2 Conference Bridge activated.

When activated, predetermined on-call staff will receive a Beep notification immediately which will contain the number of the ENS 2 Conference Bridge.

If you are reporting a situation that meets the criteria of this emergency code or requesting the ENS 2 Conference Bridge be activated:
- Provide your name, site location and a call back number
- Provide as much detail as possible related to the major incident or emergency situation
- Remain on the phone with the Security Control Centre and you will be transferred to the ENS 2 Conference Bridge

Once the ENS 2 Conference Bridge is Activated:
- The on-call staff will be briefed on the incident and receive information from the individual reporting the situation
- Based on the scope and nature of the situation additional key stakeholders may be requested to join the ENS 2 Conference Bridge
- An action plan will be developed to coordinate the appropriate response
- Appropriate communication messaging and delivery methods will be discussed
- Additional emergency colour codes may be activated depending on the situation

Automatic Notification of a Code Critical Incident is Sent To:
- Administrator on Call
- Privacy and Risk on Call
- Communicator on Call
- Security Leadership on Call

Additional individuals may be requested to join the ENS 2 depending on the situation.

Severe Weather

Adverse or severe weather conditions can affect Southwestern Ontario through all seasons. In order to be prepared for these conditions a Severe Weather procedure has been designed. The purpose of this new procedure is to provide guidance to protect the safety of all staff, patients and visitors; as well as, to ensure minimal disruption to hospital operations during severe weather.

What to expect when the severe weather procedure is activated:
- Tornado Warnings will be broadcasted through the overhead announcement system
    - Staff will be asked to follow the guidance steps listed in Appendix A of the severe weather procedure
    - Patients and Visitor will be asked to follow the direction of staff
- All other severe weather events will be reviewed on a case by case basis and if required communication will be issued on the intranet, by email and/or through the overhead announcement system

Steps to be taken when you are made aware of a tornado warning in your area while at work:
- Discontinue all non-essential work
- Clear hallways of non-essential equipment
- Move patients/residents, visitors and staff into hallways, where possible
    - If patient cannot be moved move bed as far away from windows
    - Cover patient with sheets and blankets to protect against debris
    - Close windows and blinds
- Discontinue elevator use
- Close all doors to minimize debris and flying glass
- If a tornado is spotted in the immediate area of your location, take cover under the most secure object available. Kneel facing a wall and cover the head with a pillow or other available objects
- Be prepared in the event an evacuation (Code Green) is necessary after the tornado has passed

Know the difference between tornado watch and warning:

Tornado Watch – Weather conditions are favourable for the development of severe thunderstorms that could produce one or more tornadoes. Thunderstorms or severe thunderstorms may or may not be actually occurring for a tornado watch to be issued.

Tornado Warning – A tornado warning is issued when an actual tornado has been sighted or indicated by weather radar in an area.

Emergencies can happen anytime and anywhere. Being prepared will give you the resources needed until emergency services arrive during an emergency or disaster. Included in the Severe Weather procedure, shown in Appendix B, is information around personal emergency preparedness and resources for external emergency notifications systems.

Incident Management System (IMS)

What is the Incident Management System (IMS)?

The IMS model is a toolbox concept that allows scalability and flexibility in activation of some or all aspects of the system. The core framework includes a command role (incident manager) with operations (the doers), planning (the thinkers), logistics (the getters) and finance/admin (the payers).

Using a standardized system ensures that emergencies or disasters can be responded to effectively. This includes providing control at the scene of an emergency while also ensuring critical linkages from an operation level to a strategic level in order to generate an incident action plan.

Additional information about IMS and training opportunities can be found on the Emergency Management Ontario webpage.

St. Joseph's has two methods of activating an IMS structure during an emergency or disaster event:

ENS2 Conference Bridge
The ENS2 conference bridge is a teleconference extension which is activated by the Security Control Centre when an emergency is escalated to an ENS2. Predetermined leadership (on-call) will call in to gather information related to an emergency and to discuss an action plan to resolve the emergency with minimal impact. If required the administrator on call will activate the Emergency Operations Centre (EOC).

Emergency Operation Centre (EOC)
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 team priorities
- Manage resources
- Liaise with other agencies
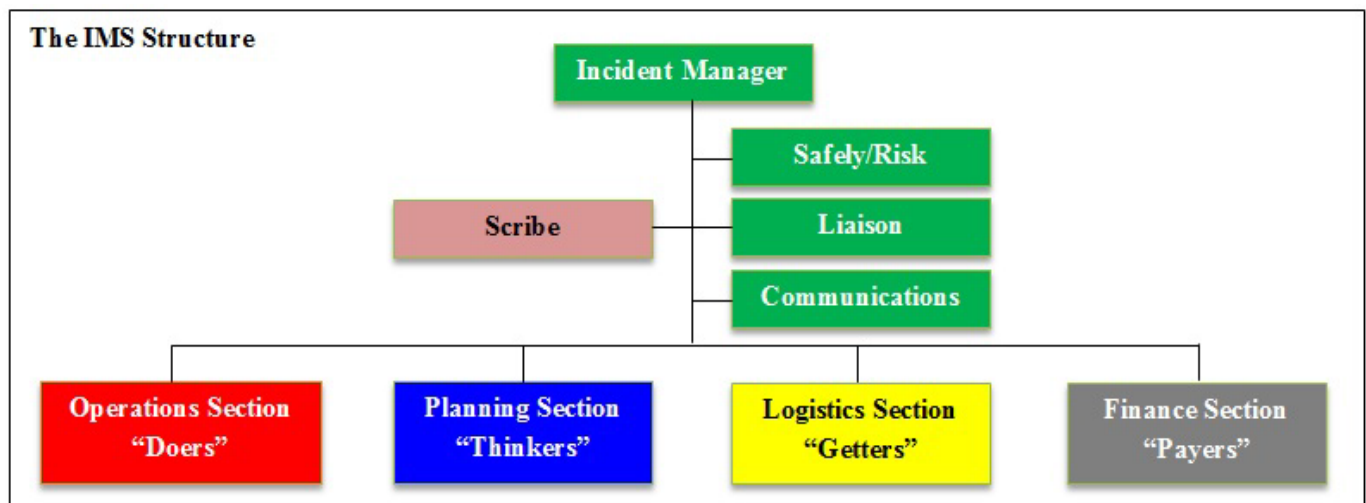
Emergency Preparedness

You should not only be concerned about emergency preparedness at work but in your personal life as well. Being prepared will give you the resources needed until emergency services arrive during an emergency or disaster. Emergencies can happen anytime and anywhere.

Are You Prepared?

There are three main components to concern for emergency preparedness:
- Make a plan
- Build a kit
- Stay informed

Make A Plan:

In an emergency, your family may not be together, or you may be asked to evacuate your home. Thinking about what you would do in different situations and preparing a plan with every member of your family is the first step to being prepared.

The Government of Canada has designed a family emergency plan template and has made it available on their webpage. It will take you about 20 minutes to complete your personalized plan online. You can then print it out.

Create you personalized family emergency plan at: www.getprepared.gc.ca

Built a Kit:

During an emergency you may have no electrical power or be asked to evacuate. An emergency kit contains essential items you and your family need to survive on your own for at least 72 hours. Keep a kit at home, work and in your car. Your kit should be easy to carry and portable such as a knapsack or suitcase. Check the contents twice a year to ensure the freshness of food and water, and refresh items if needed.

Essentials Supplies	Special Considerations
- Food (non-perishable and easy to prepare items, enough for three days) and a manual can opener - Bottled water (four litres per person for each day) - Medication(s) - Flashlight - Radio (crank or battery-run) - Extra batteries - First-aid kit - Candles and matches/lighter - Hand sanitizer or moist towelettes - Important papers (identification, contact list, etc) - Extra car key - Whistle - Zip-lock bags and garbage bags	- Items for babies and small children (diapers, formula, baby food, comfort items) - Prescription medication - Medical supplies and equipment - Pet food and supplies - Extra clothing and shoes - Sleeping bags and blankets - Personal items (soap, toothpaste, shampoo, comb, other toiletries) - Playing cards, travel games and other activities for children - Cash or travelers' cheques - Any other items specific to your family's needs

Stay Informed:

The City of London has created an emergency notification system to send out public safety messages, information and instructions during a disaster. It is free to register for Alert London and you can select how you would like to receive emergency notifications. To learn more and to register for Alert London at: www.london.ca/alertlondon

Alert Ready is Canada's emergency alerting system which delivers critical and potentially life-saving alerts to Canadian residents through television, radio and compatible wireless devices. To learn more about Alert Ready at www.alertready.ca