

Procedure:	CODE CRITICAL INCIDENT		
Owner of Procedure:	Emergency Management and Risk Specialist		
Approval by:	Emergency Management Committee	Date: 2021-12-09	
Original Effective Date:	2017-11-24	Reviewed Date(s):	2021-12-03
		Revised Date(s):	2021-12-03

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 CRITICAL INCIDENT when there is a major incident or emergency situation that does not align with one of the predetermined emergency colour codes.

When activated, identified on-call staff will receive a page which will contain the number of the [ENS 2 Conference Bridge](#), Code Critical Incident and a brief description of the situation. Once on the ENS 2 Conference Bridge the on-call staff will receive further 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 to develop an action plan and coordinate the appropriate response.

CODE CRITICAL INCIDENT may also be activated if a St. Joseph’s Leader requests to have the ENS 2 Conference Bridge activated.

PROCEDURE

1. **When notified of a major incident that does not align with an emergency colour code or is requested to activate the ENS 2 Conference Bridge, Security Control Centre (SCC) will:**
 - 1.1. Obtain information from caller.
 - 1.1.1. Details related to the situation
 - 1.1.2. Location of emergency.
 - 1.1.2.1. Building
 - 1.1.2.2. Unit/department
 - 1.1.2.3. Zone
 - 1.1.2.4. Floor
 - 1.1.2.5. Room Number
 - 1.2. Activate CODE CRITICAL INCIDENT [ENS2](#).
 - 1.2.1. Send out the CODE CRITICAL INCIDENT Emergency Notification System ENS2 page.
 - 1.2.2. Activate the ENS2 Conference Bridge.
 - 1.2.3. Connect the person initiating the call to the ENS 2 Conference Bridge, so that information can be shared accurately.
 - 1.2.4. Page additional people if requested by the [Administrator on Call \(AOC\)](#).
 - 1.3. Send out the “All Clear” CODE INCIDENT ENS2 page when authorized.
 - 1.3.1. The authorization to announce the “All Clear” will come from the Administrator on Call.
 - 1.3.2. When sending out the “All Clear” page add the following in the paging text box; “All Clear – Do Not Call In”
 - 1.4. Keep a log of events.

2. **When notified of CODE CRITICAL INCIDENT, Administrator on Call (AOC) will:**
 - 2.1. Call the ENS2 Conference Bridge.
 - 2.1.1. Extension will be provided in the Emergency Notification System ENS2 page.
 - 2.2. Request the SCC to have the individual who called in the situation or someone from the scene to call the conference bridge to provide additional details of the incident.
 - 2.2.1. Police can be requested to contact the ENS2 conference bridge as required
 - 2.3. Consult with other On-Call staff on the conference bridge.

- 2.3.1. Additional ENS2 On-Call staff for CODE CRITICAL INCIDENT include:
 - 2.3.1.1. Security Leadership on Call
 - 2.3.1.2. Patient Relations, Privacy and Risk Management on Call
 - 2.3.1.3. Communicator on Call
 - 2.4. Determine appropriate control measures to eliminate or reduce the impact of hazards.
 - 2.5. Review areas of actual or potential sources of risk and/or liability involving patients, visitors, staff and property.
 - 2.6. Request the SCC to contact additional people, as needed, to join the conference bridge.
 - 2.7. Speak with leaders of the area if appropriate.
 - 2.8. Relay the “all clear” directive to the Security Control Centre when the situation is resolved
3. **When notified of CODE CRITICAL INCIDENT, Patient Relations, Privacy and Risk Management on Call will:**
- 3.1. Call the ENS2 Conference Bridge.
 - 3.1.1. Extension will be provided in the Emergency Notification System ENS2 page.
 - 3.2. Gather information related to the incident.
 - 3.3. Determine appropriate control measures to eliminate or reduce the impact of hazards.
 - 3.4. Identify, evaluate and reduce losses associated with:
 - 3.4.1. Patient, employee or visitor injuries.
 - 3.4.2. Property loss or damage.
 - 3.4.3. Other sources of potential legal liability.
 - 3.5. Review areas of actual or potential sources of risk and/or liability involving patients, visitors, staff and property.
 - 3.6. Provide guidance on the release of information.
4. **When notified of CODE CRITICAL INCIDENT, Communicator on Call will:**
- 4.1. Call the ENS2 Conference Bridge.
 - 4.1.1. Extension will be provided in the Emergency Notification System ENS2 page.
 - 4.2. Gather information related to the incident.
 - 4.3. Implement Emergency Communication Plan.
 - 4.3.1. Coordinate/support general internal communication for staff, patients, residents and visitors.
 - 4.3.2. Arrange media interviews.
 - 4.3.3. Send news releases, as required.
 - 4.3.4. Coordinate/support communication for surrounding neighborhood, where appropriate.
 - 4.3.5. Provide follow-up information to all communications, including after the incident is concluded.
 - 4.4. Provide final draft of communication information to AOC for approval prior to releasing or posting.

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, Code Silver 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.

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

REFERENCES**Related Corporate Policies**

Health and Safety

Workplace Occurrence Reporting for Staff/Affiliates

First Aid Response for Staff/Affiliates

Critical Injury

Legislation

Occupational Health and Safety Act

Other Resources

Workplace Occurrence Reporting System

Patient Safety Reporting System

Workplace Injury Checklist for Person Injured

Workplace Injury Checklist for Leader

Workplace Violence and Prevention Program

Initial Investigation Report of Workplace Violence Occurrence

St. Joseph's Occupational Health and Safety Figure 1: Critical Injury General Procedure Flowchart (Rev. 2021-05)

St. Joseph's Occupational Health and Safety Process for Responding When Occupational Health and Safety Services (OHSS) is Closed Flowchart (Rev. 2021-05)

St. Joseph's Critical Injury to Staff/Affiliate or Critical incident to Patient/Visitor Flowchart (Rev. 2021-05)

St. Joseph's Critical Injury Report (Rev. 2021-05)