

Emergency Plan

Subject:	Emergency Plan: Loss of One or More Essential Services
Emergency Code:	CODE GREY - Infrastructure Loss or Failure

Overview:	St. Joseph's Continuing Care Centre utilizes a number of essential services which are required for daily operations and resident/patient care. Essential services refer to services such as electricity, heating and cooling, food preparation, water supplies, communication equipment, internet access, and elevators.
Plan Activation:	Any person(s) detecting a major disruption to any essential services should contact their supervisor or the Administrator On Call. The Administrator On Call or delegate will initiate the Code Grey and this plan if warranted.
Lines of Authority (Chains of Command):	<ul style="list-style-type: none"> • The Executive Director (Administrator) On Call • Director, Information and Support Services • Chief Nursing Executive • Charge Nurse • Manager of Environmental Services • Maintenance Department Personnel
Communications Plan:	<p>Notify the Administrator On Call immediately and await further direction.</p> <p>Directors, Managers, Supervisors, and/or Registered Staff will immediately inform all staff via overhead paging (Code Grey), internal messaging system and/or e-mail as quickly as reasonably possible.</p>
Staff Roles and Responsibilities:	<p>The Executive Director or Designate (Administrator On Call) will declare the loss of essential services as a CODE GREY, and will establish a command centre in an appropriate location. From this command centre, a Disaster Recovery Team will be established by the Executive Director based upon the nature of the loss of service and required personnel. Once this Recovery Team is established the following responsibilities will be assigned:</p> <ul style="list-style-type: none"> • Determine/Verify the degree of the disaster. • Designate a dedicated spokesperson and/or communications lead to provide updates to the remediation. • The team will investigate and provide an estimate as to the duration of the outage and remediation. • If the loss of service is related to an external provider/outage, contact will be made to coordinate remediation as quickly as possible. • The authority in charge will determine if the organization's emergency notification system should be initiated. • Ensure all staff, residents/patients, and substitute decision makers are notified of the disruption. • If the loss of service(s) requires or is expected to require downtime of greater than 4 hours, The Ministry of Long-Term Care must be notified via the "Critical Incident System" or CIS. • In certain losses or service (ex: loss of information technology network resources due to a cyber incident) immediate notification of the organizations insurer is recommended.

	<ul style="list-style-type: none"> In extreme situations a Code Green or Code Green STAT (Evacuation) may be warranted and could be initiated via the chain of command outlined above (in collaboration with first responders if present).
Plan for Recovery:	The recovery team outlined in the staff roles and responsibilities detailed above, will meet at a frequency dictated by the authority in charge (ex: hourly) until full recovery is achieved and all services are returned to normal.

Reviewed:	
Revised:	<u>25 November 2025</u>