# Overview

A Code Grey is activated when there is a system failure that has impacted or has the potential to impact the delivery of health services.

**As in all emergencies, consider your safety first.**

# Definitions

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| --- | --- |
| System Failure | A system failure is the loss or interruption of utility or service that supports operations, for example: * Electrical power
* Water
* Internal flood
* Elevators
* Sewage
* Telephones/network/applications
* Medical gases and/or suction
* Heating/cooling system
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# Response Procedures

### All Staff

* Notify:
	+ Appropriate [*department/program lead/supplier, for example: Maintenance/Property Management, Information Technology, etc.]* for the impacted system
	+ [*Manager/Director of Care/Designate*]
* When notified of a Code Grey:
	+ Follow direction provided
	+ Ensure the safety of clients/residents, staff and visitors
	+ Determine the impact of the system failure to your department/unit
	+ Report issues to the [*Manager/Director of Care/Designate*]
	+ Refer to appropriate departmental procedures (for example: downtime)
	+ Be prepared to assist as necessary

### *[Manager/Director of Care/Designate]*

* Contact appropriate [*department/program lead/supplier, for example: Maintenance/Property Management, Information Technology, etc.]* for the impacted system
* Determine if a Code Grey should be activated
* Notify all staff of the system failure:
	+ Complete/designate someone to complete the Code Grey Email Notification Template and forward to site distribution list
	+ Announce/designate someone to announce overhead three times:
		- “Code Grey [Impacted System] [Impacted Area]”
* Report significant system failure impacts to:
	+ *[Insert departments/agencies/organizations to be notified and consider if family notifications should be made]*
* Determine if a coordination structure (i.e. coordination call/emergency operation centre (EOC)) needs to be activated to coordinate/support the response
* When appropriate:
	+ Announce/designate someone to announce overhead three times: “Code Grey – All Clear”
	+ Forward/designate someone to forward the Code Grey – All Clear email to site distribution list

# post incident actions

* Ensure proper documentation is completed, as applicable:
	+ *[Insert title of documentation that should be completed after a system failure]*
* Debrief and ensure psychosocial support is provided, as needed

# Supports

* If you experience any type of distress from an incident, you are encouraged to seek incident debriefing or emotional support [*insert information on who to speak with and any resources available*]