# 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

|  |  |
| --- | --- |
| 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 |

# 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*]