
Code Grey

Unit/Department Plan

Completion Guide

What is a Code Grey Unit/Department Plan?

A Code Grey is activated when there is a system failure that has caused, or has the potential to cause, significant site wide impacts and requires a coordinated response.

Purpose/Objective

This document serves as a guide for staff to complete the Code Green Unit/Department Plan template. It provides step-by-step instructions for documenting essential information related to types of code grey events and the corresponding contingency plans, supplies and equipment. Staff may select pre-filled wording highlighted in grey to align with site-specific terminology.

Components

- Unit/Department Information
- Electrical Power Supply Failure
- Network/Clinical System Failure
- Water/Sewer System Failure
- Telecommunications Failure
- Heating, Ventilation and Air Conditioning (HVAC) Failure
- Finalize Plan
- Plan Maintenance

Instructions for Completing the Code Grey Unit/Department Plan

The following considerations are noted below for teams to reference when starting the Code Grey Unit/Department template and during initial discussions on code grey events and contingency plans, supplies, and equipment.

Working Group

- Form a working group with staff of various roles to ensure a well-rounded discussion about equipment and systems, potential impacts, and contingency planning strategies. A well-rounded working group with staff from various roles may include:
 - Management
 - Nurse in-charge
 - Facilities
 - Food services
 - Landry

Identify Critical Equipment and Systems

- Using the tables provided in this completion guide as an example, identify the critical equipment and systems that may cause operational and clinical impacts if failures were to occur at your site.
- Customize the tables in your site-specific Code Grey Unit/Department Plan as needed while considering:
 - Which equipment and systems are essential for resident and staff safety.
 - Which equipment and systems are necessary to maintain unit/department operations during a failure.

Assess Operational and Clinical Impacts

- Using the tables provided in the completion guide as an example, identify the potential operational and clinical impacts that may result from the failure of each system

Identify Contingency Planning Strategies

- Identify contingency plans for each equipment/system, outlining the specific actions staff must take to mitigate risks.
- For any contingency plan gaps, please consult with you Occupational Health & Safety/Emergency Management Committee or HEMBC.
- Ensure each contingency plan includes:
 - Clear, actionable steps staff can follow
 - Expected duration of each contingency, if known (i.e. emergency lights last 15 minutes)
 - Staff roles responsible for actioning each contingency plan
 - Equipment and supplies needed to action the contingency plan

Unit/Department Information				
Unit/Department Name:	<i>Specify the LTC/AL home name if the plan covers the entire site. If the plan is for a specific unit or department, especially if different equipment or contingencies apply</i>			
Type of Services:	<i>Describe the types of services provided to clients/residents</i>			
	<i>Select the applicable service categories from the provided checkboxes</i>			
Number of Beds:	<i>List the number of floors in the home</i>	<i>Include name of floor (if applicable)</i>	<i>Describe the types of services offered on floor</i>	<i>Include number of beds on each floor</i>
	<i>Include total number of beds in LTC/AL home</i>			
Location:	<i>Provide the full address of the LTC/AL home</i>			
Hours of Operation:	<i>Indicate whether 24/7 care is provided. Specify the operating hours for departments with different schedules</i>			
Unit Contact Number:	<i>Provide the main reception line and any after-hours contact numbers</i>			

Electrical Power Supply Failure

The electrical power supply failure table detail the impacts that may be caused by a complete or partial power outage and the contingency plans that have been identified to manage the impacts and ensure client/resident care and safety.

Please note: Although generator power is designed to supply electricity through vital power circuits (typically marked by red plugs), an interruption could occur during start up and the contingencies noted in the full power loss section may need to be actioned.

Contingency Plan

The electrical power supply failure contingency plan table below provides an example of the equipment, operational and clinical impacts that may result from the failure and details on the contingency plan.

Generator Activated/Vital Power Available		
Equipment and systems that may be unavailable	Operational and clinical impacts	Contingency plan
<i>Desktop Computers</i> <ul style="list-style-type: none"> Email Network Clinical Systems Pharmanet Applications Websites 	<ul style="list-style-type: none"> Normal function on generator power if connected to vital power If not connected, inability to access critical information/applications/systems 	<ul style="list-style-type: none"> Ensure all computers are connected to vital power (red plugs) to continue operations Email and some applications can be accessed via cellular network Use downtime procedures Use issued cellular telephone
<i>Multifunction Fax/Photocopier/Printer</i>	<ul style="list-style-type: none"> Normal function on generator power if connected to vital power If not connected, inability to send/receive updated client/resident information 	<ul style="list-style-type: none"> Ensure all systems are connected to vital power (red plugs) to continue operations as normal Use downtime procedures Use issued cellular telephone
<i>Desktop Telephones</i> <ul style="list-style-type: none"> Internal and external communication Overhead paging capacity 	<ul style="list-style-type: none"> Normal function on generator power if connected to vital power If not connected, inability to communicate internally and externally 	<ul style="list-style-type: none"> Ensure telephones are connected to vital power (red plugs) to continue operations as normal Utilize runners for on-site communication needs, if needed Use issued cellular telephone to call off site, if needed Use analog phone located in administration office, if working
<i>Wandering Systems/Doors</i>	<ul style="list-style-type: none"> Main door entrance doors will operate as normal on generator 	<ul style="list-style-type: none"> Watch/monitor entrances and exits, stairwells, and doors between units

	<ul style="list-style-type: none"> Emergency and stairwell mag locks will open (also on 1st stage of fire) 	<ul style="list-style-type: none"> Maintain clients/residents in a monitored area Note: Systems and doors to be assessed and re-set, when power comes back on
Security Cameras	<ul style="list-style-type: none"> Entrance cameras will function, and interior cameras will turn off Unable to monitor secluded or at-risk areas 	<ul style="list-style-type: none"> Close doors to different areas and maintain clients/residents in a monitored area Monitor client/resident rooms as needed Note: Cameras to be assessed and re-set, when power comes back on
Elevator	<ul style="list-style-type: none"> Provides access to all floors under generator power 	<ul style="list-style-type: none"> Use elevators and/or stairwells, as needed
Clinical Systems, including: <ul style="list-style-type: none"> Client/resident beds Vital sign monitors Glucometers Oxygen concentrators Pumps Floor lifts Suction machine 	<ul style="list-style-type: none"> Inability to perform proper resident care/monitoring beyond the amount available with battery power 	<ul style="list-style-type: none"> Use battery packs and/or ensure equipment is plugged into vital power (red plugs) Portable battery packs and manual cranks available for client/resident beds Use manual blood pressure cuff Portable lifts and oxygen available Transport clients/ residents to alternate location, if needed Increase client/resident checks, as needed
Vaccine/Medication Fridges	<ul style="list-style-type: none"> Nursing station #1 fridge connected to vital power (red plugs) Products in other fridges may go bad 	<ul style="list-style-type: none"> Transfer all vaccines/medications to nursing station #1 fridge
Cooking Equipment	<ul style="list-style-type: none"> Impacts to cooking equipment 	<ul style="list-style-type: none"> Serve a cold menu Disposable dishes
Call Bells	<ul style="list-style-type: none"> Call bells will function, but annunciators will not function Clients/residents not able to contact staff 	<ul style="list-style-type: none"> Monitor resident rooms as needed Staff to maintain visual of call bell notifications

<i>Lighting</i>	<ul style="list-style-type: none"> <i>Rooms, hallways, and areas of the site become partially or completely dark</i> <i>Clients/resident rooms do not have lighting</i> 	<ul style="list-style-type: none"> <i>Every 3rd ceiling light in hallway remains on</i> <i>Headlamps, flashlights, cellphone flashlights, lanterns, and glowsticks</i>
-----------------	---	--

Full Power Loss: Generator Malfunction/No Vital Power		
Equipment and systems that may be unavailable	Operational and clinical impacts	Contingency plan
<i>Desktop Computers</i> <ul style="list-style-type: none"> <i>Email</i> <i>Network</i> <i>Clinical Systems</i> <i>Pharmanet</i> <i>Applications</i> 	<ul style="list-style-type: none"> <i>Inability to access critical information/applications/systems</i> 	<ul style="list-style-type: none"> <i>Use downtime procedures</i> <i>Use issued cellular telephone to call off site</i> <i>Use runners for site communication</i> <i>Use issued cellular telephone</i>
<i>Multifunction Fax/Photocopier/Printer</i>	<ul style="list-style-type: none"> <i>Inability to send/receive updated client/resident information</i> 	<ul style="list-style-type: none"> <i>Contact medical providers by issued cellular telephone</i>
<i>Desktop Telephones</i> <ul style="list-style-type: none"> <i>Internal and external communication</i> <i>Overhead paging capacity</i> 	<ul style="list-style-type: none"> <i>Inability to communicate with other units and outside providers</i> <i>Unable to communicate announcements site-wide</i> 	<ul style="list-style-type: none"> <i>Utilize runners for on site communication needs, if needed</i> <i>Use issued cellular telephone to call off site</i> <i>Use analog phone located in administration office, if working</i>
<i>Wandering Systems/Doors</i>	<ul style="list-style-type: none"> <i>Doors will remain closed but can be manually opened using the breakout feature</i> <i>Risk of clients/residents leaving site and/or unit</i> 	<ul style="list-style-type: none"> <i>Watch/monitor stairwell and exterior doors</i> <i>Maintain clients/residents in a monitored area</i> <i>Manually lock side/back door via outside</i> <i>Place a sign at major entrances stating "Please Report to Main Front Entrance"</i> <i>Personnel to monitor front doors</i> <i>Note: Systems and doors to be assessed and re-set, when power comes back on</i>

Security Cameras	<ul style="list-style-type: none"> Security cameras will not function and unable to monitor secluded or at-risk areas 	<ul style="list-style-type: none"> Close doors to different areas and maintain clients/residents in a monitored area Conduct unit rounds and frequent checks Note: Cameras to be assessed and re-set, when power comes back on
Elevator	<ul style="list-style-type: none"> No elevator access 	<ul style="list-style-type: none"> Verify if anyone is inside by knocking on the elevator door to ensure that nobody is in there Use stairs to transport products (place appropriate lighting to illuminate) Contact backup/911 if clients/residents need to be evacuated from the building or for vertical medical transport
Clinical Systems, including: <ul style="list-style-type: none"> Client/resident beds Vital sign monitors Glucometers Oxygen concentrators Pumps Floor lifts Suction machine 	<ul style="list-style-type: none"> Inability to perform proper resident care/monitoring beyond the amount available with battery power 	<ul style="list-style-type: none"> Portable battery packs and manual cranks available for client/resident beds Use manual blood pressure cuff Portable oxygen available Transport clients/ residents to alternate location, if needed Increase client/resident checks, as needed
Vaccine/Medication Fridges	<ul style="list-style-type: none"> Products in fridge can go bad and impact medication delivery 	<ul style="list-style-type: none"> Keep medical refrigerator doors closed Utilize a cooler to keep any medication cool Depending on duration of outage, transfer to alternate location Note: Insulin is good for up to 28 days at room temperature
Cooking Equipment	<ul style="list-style-type: none"> Impacts to cooking equipment 	<ul style="list-style-type: none"> Serve a cold menu Disposable dishes
Call Bells	<ul style="list-style-type: none"> Clients/residents not able to contact staff 	<ul style="list-style-type: none"> Identify high-risk residents for more frequent checks Increase overall checks on each floor

		<ul style="list-style-type: none"> Bells provided for patients to use
Lighting	<ul style="list-style-type: none"> Rooms, hallways, and areas of the site completely dark 	<ul style="list-style-type: none"> Emergency lighting at each nursing station Staff to carry headlamps/flashlights Extra stock of lighting in emergency cabinet Illuminate hallways and stairwells with glowsticks and lanterns

Equipment & Supplies

The table below provides an example of the equipment & supplies needed to implement the contingencies outlined above.

Item	Quantity	Item in kit	If not in kit, describe location
Headlamps, flashlights, lanterns, glowsticks	<ul style="list-style-type: none"> Headlamps: 20 Flashlights: 15 Lanterns: 10 Glowsticks: 50 	<input type="checkbox"/>	<ul style="list-style-type: none"> Emergency cabinet on each floor
Downtime binder	<ul style="list-style-type: none"> Multiple 	<input type="checkbox"/>	<ul style="list-style-type: none"> Nursing station on each unit
Signage stating "Place report to main entrance"	<ul style="list-style-type: none"> 2 	<input type="checkbox"/>	<ul style="list-style-type: none"> Administration office

Network/Clinical System Failure

The network/clinical system failure table details the impacts that may be caused by a complete or partial loss of a component or components of a data network.

Contingency Plan

The network/clinical system failure contingency plan table below provides an example of the equipment, operational and clinical impacts that may occur during a failure and details on the contingency plan.

Equipment and systems that may be unavailable	Operational and clinical impacts	Contingency plan
<i>Computers & Wi-fi</i>	<ul style="list-style-type: none"> <i>Inability to access client/resident information, emails, or clinical programs</i> 	<ul style="list-style-type: none"> <i>Use downtime procedures to contact medical providers</i> <i>Use issued cellular telephone to call off site or use cellular network, if needed</i>
<i>Printers & Fax</i>	<ul style="list-style-type: none"> <i>No printing or sending of clients/resident documents or prescriptions</i> 	<ul style="list-style-type: none"> <i>Use issued cellular telephone to call off site or use cellular network, if needed</i> <i>Contact medical provider by telephone</i> <i>Use alternative site</i>
<i>Clinical Programs (ex. CST, PARIS, EMR, MARS, Meditech)</i>	<ul style="list-style-type: none"> <i>Unable to access clinical programs and medical records</i> 	<ul style="list-style-type: none"> <i>Downtime procedures</i> <i>Paper charts/document any critical information on paper</i>

Equipment & Supplies

The table below provides an example of the equipment & supplies needed to implement the contingencies outlined above.

Item	Quantity	Item in kit	If not in kit, describe location
<i>Downtime binder</i>	<i>Multiple</i>	<input type="checkbox"/>	<i>Nursing station on each unit</i>

Water/Sewer System Failure

The water/sewer system failure table details the impacts that may be caused by a complete or partial loss of water supply or sewer system.

Contingency Plan

The water/sewer system failure contingency plan table below provides an example of the equipment, operational and clinical impacts that may occur during a failure and details on the contingency plan.

Equipment and systems that may be unavailable	Operational and clinical impacts	Contingency plan
<i>Kitchen and bathroom sinks</i>	<ul style="list-style-type: none"> • <i>Cannot wash hands</i> • <i>No water supply</i> 	<ul style="list-style-type: none"> • <i>Hand sanitizers in common areas and washrooms</i> • <i>Hygienic wipes</i> • <i>Seek alternative location for handwashing</i> • <i>Home has portable water filter and bottled water</i>
<i>Toilets</i>	<ul style="list-style-type: none"> • <i>Cannot flush toilets</i> 	<ul style="list-style-type: none"> • <i>Put 'out-of-order' signage on toilets to be taken out of service</i> • <i>Seek alternative location for toileting</i> • <i>Commodes, bed pans, incontinent products</i> • <i>Use water buckets to flush toilets, where needed</i>
<i>Laundry/Housekeeping</i>	<ul style="list-style-type: none"> • <i>Laundry cannot be cleaned on-site</i> 	<ul style="list-style-type: none"> • <i>Perform laundry off-site to clean soiled laundry/linen</i>

Equipment & Supplies

The table below provides an example of the equipment & supplies needed to implement the contingencies outlined above.

Item	Quantity	Item in kit	If not in kit, describe location
<i>Bottled water</i>	<i>4 Cases</i>	<input type="checkbox"/>	<i>Basement storage</i>
<i>Incontinent products</i>	<i>TBD</i>	<input type="checkbox"/>	<i>Nursing closet on each unit</i>

<i>Commodes and bed pans</i>	<i>TBD</i>	<input type="checkbox"/>	<i>Nursing closet on each unit</i>
<i>Hand sanitizers and hygienic wipes</i>	<i>TBD</i>	<input type="checkbox"/>	<i>Common spaces, washrooms, and clinical spaces</i>
<i>“Out of Order - Do Not Use” signs</i>	<i>TBD</i>	<input type="checkbox"/>	<i>Administration office</i>
<i>Garbage Bags</i>	<i>TBD</i>	<input type="checkbox"/>	<i>Facilities storage</i>

Telecommunications Failure

The telecommunication failure table details the impacts that may be caused by a complete or partial loss of cellular, telephone (landline), and paging services.

Contingency Plan

The telecommunication failure contingency plan table below provides an example of the equipment, operational and clinical impacts that may occur during a failure and details on the contingency plan.

Equipment and systems that may be unavailable	Operational and clinical impacts	Contingency plan
<i>Phones Failure</i>	<ul style="list-style-type: none"> • <i>Communication interrupted</i> • <i>Unable to contact people in/out of site</i> 	<ul style="list-style-type: none"> • <i>Announce important/essential communications and messages overhead</i> • <i>Ensure cell phone numbers are shared with staff</i> • <i>Utilize runners</i> • <i>Trunk radio for communication if other sources are not available</i>
<i>Cellular system failure</i>	<ul style="list-style-type: none"> • <i>Communication interrupted</i> • <i>Unable to contact people in/out of site</i> 	<ul style="list-style-type: none"> • <i>Announce important/essential communications and messages overhead</i> • <i>Utilize runners</i> • <i>Trunk radio for communication if other sources are not available</i>
<i>Fax System Failure</i>	<ul style="list-style-type: none"> • <i>Inability to send requisitions and other information</i> 	<ul style="list-style-type: none"> • <i>Utilize phones/emails</i> • <i>Arrange for off-site printing, if required</i>

Equipment & Supplies

The table below provides an example of the equipment & supplies needed to implement the contingencies outlined above.

Item	Quantity	Item in kit	If not in kit, describe location
<i>Organization issued cellular phones</i>	<i>Various</i>	<input type="checkbox"/>	<i>Staff cellular phones</i>
<i>Call – out list</i>	<i>2</i>	<input type="checkbox"/>	<i>Virtual and physical copy in administration office</i>
<i>Trunk radio</i>	<i>1</i>	<input type="checkbox"/>	<i>Administration office</i>

Internal Flood

The internal flood table details the impacts that may be caused by internal or localized flooding within a building or area which may be the result of heavy rains, pipe bursts, or sewer backup.

Contingency Plan

The internal flood contingency plan table below provides an example of the equipment, operational and clinical impacts that may occur during a flood and details on the contingency plan.

Equipment and systems that may be unavailable	Operational and clinical impacts	Contingency plan
<i>Clinical areas</i>	<ul style="list-style-type: none"> • <i>Damage to clinical equipment/systems</i> • <i>Client/resident care could be compromised</i> 	<ul style="list-style-type: none"> • <i>Consider immediate transfer of clients/residents to alternate units/sites, as appropriate. Use Code Red/Green/IIHAR procedures as appropriate</i> • <i>Move/cover equipment with plastic bags</i> • <i>Electricity may need to be turned off and electrical power supply failure contingencies may need to be implemented</i> • <i>Use downtime procedures as necessary</i>
<i>Non-clinical areas, including offices, and common spaces</i>	<ul style="list-style-type: none"> • <i>Damage to outlets and/or systems</i> • <i>Client/resident care could be compromised</i> 	<ul style="list-style-type: none"> • <i>Move/cover equipment with plastic bags</i> • <i>Staff and activities may need to be relocated</i> • <i>Electricity may need to be turned off and electrical power supply contingencies may need to be implemented</i>

Equipment & Supplies

The table below provides an example of the equipment & supplies needed to implement the contingencies outlined above.

Item	Quantity	Item in kit	If not in kit, describe location
<i>Plastic bags</i>	<i>TBD</i>	<input type="checkbox"/>	<i>Facilities storage</i>
<i>Downtime binder</i>	<i>Multiple</i>	<input type="checkbox"/>	<i>Nursing station on each unit</i>

Heating, Ventilation and Air-Conditioning (HVAC) Failure

The Heating, Ventilation and Air-Conditioning (HVAC) Failure table details the impacts that may be caused by the complete or partial loss of heating and/or cooling systems.

Contingency Plan

The HVAC failure contingency plan table below provides an example of the equipment, operational and clinical impacts that may occur during a failure and details on the contingency plan.

Equipment and systems that may be unavailable	Operational and clinical impacts	Contingency plan
Heating	<ul style="list-style-type: none">• Dining rooms and activity rooms on generator power• Outage will cause loss of heat to other areas of the building	<ul style="list-style-type: none">• Staff to ensure warm blankets available• Staff to put extra clothing and blankets on clients/residents• If long-term failure expected, move residents to another unit or area, where possible
Cooling	<ul style="list-style-type: none">• Dining rooms and activity rooms on generator power• Outage will cause loss of cooling to other areas of the building	<ul style="list-style-type: none">• Monitor client/resident rooms and move them to cooler areas as needed• Apply wet towels to back of the neck, face, and hands• Close blinds and curtains in throughout home• Hydration rounds• Place portable fans to help circulate air, as needed

Equipment & Supplies

The table below provides an example of the equipment & supplies needed to implement the contingencies outlined above.

Item	Quantity	Item in kit	If not in kit, describe location
Blankets	Various	<input type="checkbox"/>	Laundry room
Towels	Various	<input type="checkbox"/>	Laundry room

Finalize Plan

Once the Code Grey Unit/Department Plan is finalized, complete the following activities to ensure staff awareness and accessibility during evacuation/relocation:

- ☐ Print and insert the completed plan into the Emergency Response and Code Manual(s)
- ☐ Assemble a Code Grey Kit (based on items listed in the Equipment and Supplies section).

Code Grey Kit

Suggested contents include:

- Flashlights, headlamps, glowsticks
- Site contact lists
- Staff instructions
- Pens and/or pencils
- Signage
- Bags to hold valuables and medical charts
- Copy of Code Grey Unit/Department Plan

Plan Maintenance

This plan should be reviewed annually and/or updated every three years if no changes are needed annually

- ☐ Review and update the plan on an annual basis (12 months) from the publish date.