THE BESS AND MOE GREENBERG FAMILY

Hillel Lodge
LONG-TERM CARE HOME OF OTTAWA

Tab 2 – ERP
Code Grey – Air Exclusion

Manual:	Emergency Response and Preparedness Manual
Original Date:	May 7, 2025
Last Review Date:	September 19, 2025
Next Review Date:	September 19, 2026
Reviewed By:	Environmental Services Manager
Approved By:	Director of Quality Improvement

Policy

Emergency Response Codes

Procedure

- Code Grey – Air Exclusion is announced when there is an occurrence outside the home that has the potential to contaminate the air and affect the health and safety of residents, families, staff and volunteers.
- **The Charge Registered Nurse (RN) is the Incident Manager.**
  - During business hours, the role of Incident Manager **CAN be delegated** to a manager.

Respond

- When an air exclusion event occurs, it will be brought to the Charge Registered Nurse, who will determine whether or not to delegate the Incident Manager role to a manager.
- **The Incident Manager will announce the Code Grey at the annunciator panel.**
- Close any open windows.
- Turn off HVAC air exchange systems.
- Remain inside the home unless instructed otherwise.
- All staff must follow the instructions of the Incident Manager.
- Registered staff must monitor residents for respiratory symptoms and treat accordingly.
- Care staff should assist with resident assessment and interventions, as required.

Recover

- After the air exclusion event ends, as confirmed by appropriate individuals or authorities, the Incident Manager announces all clear using the annunciator panel.
- A debrief with as many staff as possible should be conducted as soon as possible once the Code Grey is declared over.

Tools

- Code Grey – Air Exclusion – Incident Manager Job Action Checklist
- Code Grey – Air Exclusion – Maintenance Job Action Checklist
- Code Grey – Air Exclusion – All Staff Job Action Checklist
- Code Grey – Executive Director/Designate Job Action Checklist
- Code Grey Air Exclusion and Essential Services Poster

Tab 2 – ERP
Code Grey – Carbon Monoxide

Manual:	Emergency Response and Preparedness Manual
Original Date:	May 7, 2025
Last Review Date:	September 14, 2025
Next Review Date:	September 14, 2026
Reviewed By:	Environmental Services Manager
Approved By:	Director of Quality Improvement

Policy

Emergency Response Codes

Procedure

- Code Grey – Carbon Monoxide is called when a carbon monoxide detector alarms or if there is a suspected carbon monoxide leak in the building, especially if accompanied by symptoms like headache, dizziness, confusion, or nausea.
- **The Charge Registered Nurse (RN) is the Incident Manager.**
  - During business hours, the role of Incident Manager **CAN be delegated** to a manager.

Prepare/Prevent

- Instructions to turn off the main gas supply and location of the main gas valve/switch are included in the *Emergency Response Plan – Tab 6 (Building Schematics).*

The Environmental Services Manager will:

- Ensure preventive maintenance and inspections are conducted on all fuel-burning devices and equipment in the home such as furnaces, water heaters, kitchen equipment, etc. as per the Preventive Maintenance schedule and manufacturer's requirements.
- Replace carbon monoxide detectors every 10 years.
- Never use any generator inside the home.
- Ensure carbon-monoxide detectors/alarms are installed in any room with a fuel burning appliances. Carbon monoxide detectors are located in:
  - Main kitchen
  - Boiler room
  - Laundry room
  - Cafe near the gas fireplace

All Staff will:

- Report all damaged or suspicious equipment (including suspicious odours) immediately to maintenance staff.

Respond

- When a carbon monoxide detector alarms or there is suspicion of elevated carbon monoxide levels, it will be brought to the attention of the Charge RN, who will determine whether or not to delegate the Incident Manager role to a manager.

Tab 2 – ERP
Code Grey – Carbon Monoxide

- **The Incident Manager will announce the "Code Grey – Carbon Monoxide – *Location*" three times at the annunciator panel.**
- The Incident Manager or delegate will call the fire department (9-1-1) and report the suspected carbon monoxide leak.
- All non-nursing staff must report to the Command Centre (café), as well as one personal support worker (PSW) runner from each neighbourhood, and follow the instructions of the Incident Manager.
- Leave the affected area upon hearing a carbon monoxide detector alarm and/or upon an announcement of a Code Grey – Carbon Monoxide if you are in the location of the Code. Evacuate residents from the area.
- All staff must follow the instructions of the Incident Manager, and the appropriate Job Action checklists.

Recover
- When the carbon monoxide leak or suspected leak has been resolved, as confirmed by appropriate individuals or authorities, the Incident Manager announces all clear using the annunciator panel.
- A debrief with as many staff as possible should be conducted as soon as possible once the Code Grey is declared over.

Tools
Code Grey – Carbon Monoxide Incident Manager Job Action Checklist
Code Grey – Carbon Monoxide All Staff Job Action Checklist
Code Grey Building Flood, Water Supply, and Carbon Monoxide Poster

Tab 2 – ERP
Code Grey – Building Flood

Manual:	Emergency Response and Preparedness Manual
Original Date:	May 7, 2025
Last Review Date:	September 22, 2025
Next Review Date:	September 22, 2026
Reviewed By:	Environmental Services Manager
Approved By:	Director of Quality Improvement

Policy

Emergency Response Codes

Procedure
- Code Grey – Building Flood is announced when there is a flood affecting the inside of the building.
- **The Charge Registered Nurse (RN) is the Incident Manager.**
  - During business hours, the role of Incident Manager **CAN be delegated** to a manager.

Prepare/Prevent
- Instructions to turn off the main water supply and location of the main water shut off are included in the *Emergency Response Plan – Tab 6 (Building Schematics).*

Response
- Notify a Supervisor/Manager upon discovery of a building flood, who will notify the Charge RN. The Charge RN will determine whether or not to delegate the Incident Manager role to a manager.
- **The Incident Manager will announce "Code Grey – Building Flood – *LOCATION*" three times at the annunciator panel** when there is a building flood.
- All non-nursing staff must report to the Command Centre (café), as well as one personal support worker (PSW) runner from each neighbourhood, and follow the instructions of the Incident Manager.
- Remain away from the area of the flood unless the Incident Manager has requested assistance.
- Evacuate residents from the area of the flood as required and instructed by the Incident Manager.
- The Incident Manager will follow the procedures for a flood within the building as per the designated Job Action checklists.

Recover
- When the flood concern has resolved, as confirmed by appropriate individuals or authorities, the Incident Manager announces all clear using the annunciator panel.
- A debrief with as many staff as possible should be conducted as soon as possible once the Code Grey is declared over.

Tab 2 – ERP
Code Grey – Building Flood

Tools

Code Grey – Building Flood – Incident Manager Job Action Checklist
Code Grey – Building Flood, Water Supply, and Carbon Monoxide Poster

Tab 2 – ERP
Code Grey – Essential Services

Manual:	Emergency Response and Preparedness Manual
Original Date:	May 7, 2025
Last Review Date:	September 10, 2025
Next Review Date:	September 10, 2026
Reviewed By:	Director of Care
	Director of Food Services
	Environmental Services Manager
Approved By:	Director of Quality Improvement

Policy

Emergency Response Codes

Procedure
- Code Grey – Essential Services is announced when any of the home's essential services are not functioning (essential services include but are not limited to, telephones, computer systems, fire alarm system, mag lock systems, life safety systems, call bells, elevators, HVAC systems, power, etc.).
- **The Charge Registered Nurse (RN) is the Incident Manager.**
  - During business hours, the role of Incident Manager **CAN be delegated** to a manager.

Prepare/Prevent
The home will:
- Include instructions to deactivate and reactivate maglocks are included in the *Emergency Response Plan – Tab 6 (Building Schematics)*.
- Ensure there is a functioning generator that activates when the power goes out, and the routine Preventative Maintenance schedule is followed.
- Ensure the home's Emergency Response Plan includes (printed) schematics of the home.
- Keep flashlights at each nursing station to assist in the event of a power failure.
- Purchase inverter battery packs to allow beds to continue to be raised and lowered during a power outage.
  - Ensure an adequate supply of extension cords is kept in a designated area of the home (*Note: Improper extension cord use can be a potential fire hazard:*
  - *Avoid octopus electrical connections (multiple extension cords plugged into a single power outlet);*
  - *Use extension cords capable of carrying the intended load (i.e., do not use an extension cord for a high energy kitchen appliance that is meant for a desk lamp); and*
  - *Do not plug a power bar into an extension cord (power bars should be plugged directly into the wall outlet).*
- Conduct a monthly review of the eMAR backup system to ensure it is backing up the files hourly. Refer to PointClickCare eMAR Backup System SOP for instructions on file backup.
- Ensure laptops, tablets and work phones are charged.
- Ensure the home has flow sheets for documentation of resident care in the event of a power

Tab 2 – ERP
Code Grey – Essential Services

> failure.

Respond
- When an essential service fails, it will be brought to the attention of the Charge RN, who will determine whether or not to delegate the Incident Manager role to a manager.
- **The Incident Manager will announce "Code Grey – Essential Services – *SERVICE OUTAGE TYPE*" three times at the annunciator panel** when an essential service fails.
- All non-nursing staff must report to the Command Centre (café), as well as one personal support worker (PSW) runner from each neighbourhood, and follow the instructions of the Incident Manager.
- All staff must follow the instructions of the Incident Manager.
- Do not turn on any electrical equipment.
- Be alert to the potential of elevator shutdown during a power failure.
- Ensure non-functioning maglock outdoor and stairwell doors are monitored.
- Refer to applicable policy/procedure, Preventing Cold-Related Illnesses or Preventing Heat-Related Illnesses if there is an HVAC system failure.
- Follow the procedures for a loss of essential services as per the designated Job Action checklists and follow directions from the Incident Manager.
- Direct care staff, complete and document resident checks every 15 minutes when the nurse call bell system is not working using the 24-hour Resident Check Log.
- When possible, families and direct care partners will be informed via email that there is an essential service failure.
  - Continuous updates will be provided when possible.

Recover
- When the essential service is brought back online, as confirmed by appropriate individuals or authorities, the Incident Manager announces all clear using the annunciator panel.
- A debrief with as many staff as possible should be conducted as soon as possible once the Code Grey is declared over.

Tools
Code Grey – Essential Services – Incident Manager Job Action Checklist
Code Grey – Essential Services – Maintenance Job Action Checklist
Code Grey – Essential Services – Dietary Job Action Checklist
Code Grey – Essential Services – Nursing Staff Job Action Checklist
Code Grey – Executive Director/Designate Job Action Checklist
24 Hour Resident Check Log

Tab 2 – ERP
Code Grey – Water Supply

Manual:	Emergency Response and Preparedness Manual
Original Date:	May 7, 2025
Last Review Date:	August 19, 2025
Next Review Date:	August 19, 2026
Reviewed By:	Director of Food Services Environmental Services Manager Infection Prevention and Control Lead
Approved By:	Director of Quality Improvement

Policy

Emergency Response Codes

Procedure
- Code Grey – Water Supply is announced when there is an issue with the water that limits, ceases, or contaminates the home's water supply, and/or makes the water unpotable and has the potential to affect health and safety.
- **The Charge Registered Nurse (RN) is the Incident Manager.**
  - During business hours, the role of Incident Manager **CAN be delegated** to a manager.

Respond
- Upon receiving notification from the City of Ottawa, Ottawa Public Health, or another authority, it will be brought to the attention of the Charge RN, who will determine whether or not to delegate the Incident Manager role to a manager.
- **The Incident Manager will announce "Code Grey – Water Supply – Do not consume tap water" three times at the annunciator panel.**
- The Incident Manager initiate the Code Grey – Water Supply procedure.
- All non-nursing staff must report to the Command Centre (café), as well as one personal support worker (PSW) runner from each neighbourhood, and follow the instructions of the Incident Manager.
- Follow the Boil Water Advisory Information Sheet and Job Action Checklists to respond to boil water advisories.
     Note: Information provided from Ottawa Public Health shall supersede the Code Grey – Water Supply: Boil Water Advisory Information Sheet
- All staff must follow the instructions of the Incident Manager.

Recover
- When the water supply issue is resolved, as confirmed by appropriate individuals or authorities, the Incident Manager announces all clear using the annunciator panel.
- A debrief with as many staff as possible should be conducted as soon as possible once the Code Grey is declared over.

Tools

Tab 2 – ERP
Code Grey – Water Supply

- Code Grey- Water Supply Incident Manager Job Action Checklist
- Code Grey- Water Supply Operations Manager Job Action Checklist
- Code Grey- Water Supply: Boil Water Advisory Information Sheet
- Code Grey Building Flood, Water Supply, and Carbon Monoxide Poster