



<b>SUBJECT:</b>	<b>Emergency Preparedness and Emergency Codes</b>	<b>POLICY #:</b>	<b>OHS 00-46-01</b>
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MANUAL	OH&S	REFERENCES:	
ORIGINAL ISSUE:	April 2021	APPROV. AUTH:	CEO
PAST REVISIONS:	July 2022, August 2025	RESPONSIBILITY:	All Staff
CURRENT REVISION:	January 2026	DISTRIBUTION:	All Staff

**POLICY:**

An emergency code is a notification of an event that requires immediate action. The Osgoode Care Centre utilizes standardized colour codes to signify each emergency situation. All staff, residents, families, volunteers and students will understand what each code means and will be aware of how to respond in each situation to provide a safe environment.

Emergency code drills are planned and executed throughout the year. All staff will have 100% completion of code training and Emergency Preparedness training by end of year. This plan is provided to the Management Team and Health and Safety Committee. The plan will be held in accordance with the following schedule:

<b>Emergency</b>	<b>Emergency Code</b>	<b>Drill Schedule (D/E/N)</b>
Fire/Smoke	<b>CODE RED</b>	Monthly
Medical Emergency	<b>CODE BLUE</b>	Annual
Aggressive or Violent Situation	CODE WHITE	Annual
Bomb Threat	<b>CODE BLACK</b>	Annual
Evacuation	<b>CODE GREEN</b>	Annual
Missing Resident	<b>CODE YELLOW</b>	Annual
Hazardous Spill	<b>CODE BROWN</b>	Annual
External Disaster	<b>CODE ORANGE</b>	Annual
Emergency Preparedness		Annual

1. Emergency Drills

- Drills are routinely practiced to ensure OCC is prepared to act in the case of an emergency.
- Drills do not always include residents. They may be table-top conversations or staff, volunteers and family members “substituting” for residents.
- Practice drills for Code Red (Fire) are performed every month for each shift.
- Depending on the other type of emergency the drill is conducted annually or every three years—as summarized in the table below.

2. Emergency supplies

The Osgoode Care Centre has a reserve of emergency supplies:

- Food and fluid to last at a minimum of three days for each resident.
- Drug supplies to last one week for each resident. Drugs can be refilled within 24 hours.

- PPE, hand sanitation, cleaning supplies to last for six weeks for OCC.
- Power outage supplies (e.g., flashlight, batteries for beds, extension cords, headlamps, camping lights, battery packs and portable generators) supplies to last five days.

3. Communication

- Every employee is educated on the codes and emergency plans during their orientation. Refreshers are provided on an annual ongoing basis.
- The up-to-date plans are maintained on Osgoode Care Centre’s website, internal server and in print form at each nursing station.
- A contact list of emergency service providers including police, ambulance, transportation services, emergency food and fluid suppliers is kept up-to-date by the CEO or delegate. The list is attached and hard copies at each nursing station.
- The Osgoode Care Centre communication plan directs who is to be informed when, how and by whom in an emergency situation.

4. Incident Reports

- Incident reports are completed after the resolution of any drill, actual code or emergency. See

5. Evaluation of Emergency Plans

- Emergency plans are reviewed annually and updated as needed. They are approved by the CEO. Updates are made in consultation with the Osgoode Care Centre’s Family and Resident Councils and local public health units as appropriate.

6. Hazard identification and Risk Assessment

- Hazard Identification and Risk Assessment (HIRA) is conducted every year as per the Occupational Health and Safety Act.

7. Summary of Emergency Codes

The following is a summary of the Emergency Codes and responses required in each situation. Please refer to the Codes Manual for further information.

**A. Code Green (Evacuation)**

An evacuation of OCC may be required if remaining in place poses a threat to the health and safety of residents. An evacuation may be either partial or full, depending on the circumstances.

Our evacuation procedure is as follows.

Step	Responsibility
Call 9-1-1	TBD depending on code
Call CEO or delegate after 9-1-1- call is placed	TBD depending on code
Determine need for full or partial evacuation	Emergency personnel

<b>Step</b>	<b>Responsibility</b>
Announce “Code Green Evacuation. All employees to report to the atrium” over PA system.	Charge nurse or delegate
Text out-of-building employees to report to emergency (if more hands-on deck needed)	Human Resources
Give direction on evacuation route, e.g., accessible exits for PSWs (and emergency personnel) to bring residents to the identified safe zone	Charge nurse or delegate
Communicate to residents’ POA through cliniconnex: The situation and/or what help is being requested of them and how	Charge nurse or delegate
Delegate person(s) to gather emergency supplies, e.g., <ul style="list-style-type: none"> <li>• Food, snacks, beverages, papers plates and cups, and residents’ diet books for six-hour absence—and cart for supplies (Dietary)</li> <li>• Sheets and blankets (Housekeeping)</li> <li>• Personal health products, e.g., incontinence toiletry supplies (Housekeeping)</li> <li>• Residents’ medicine and health charts (RPN)</li> <li>• Printout of resident lists (Nurse)</li> <li>• Laptops (Manager)</li> </ul>	Charge nurse or delegate
Call transportation to escort residents to Castor Valley Elementary School and school custodian to ready school for arrival. Vernon Community Centre is an alternative depending on situation of event	CEO Charge nurse or delegate
Bring residents to safety <ul style="list-style-type: none"> <li>• Ensure appropriate dress for weather conditions (e.g., winter coat)</li> <li>• Put lanyard with resident’s door name tag around each resident’s neck</li> <li>• Use best method to escort residents from building based on each resident’s mobility</li> <li>• Remain with residents in area designated by Charge Nurse or delegate</li> </ul> Note: leave all personal items behind to expedite evacuation	PSW (with aid of emergency personnel and others as needed)

<b>Step</b>	<b>Responsibility</b>
Check every resident out of the building (using resident list)	Charge nurse or delegate
Call Ministry of Long Term Care (after hours) CIS system to indicate a critical incident	CEO or delegate
Determine it is safe to return to OCC	Emergency Personnel
Check list to ensure every resident has safely returned to home.	Charge nurse or delegate
For absences longer than 6 hours, inform Ministry of Long-Term Care after hours # 1-888-999-6973. Inform Ontario Health, Carl Bonura 647-800-5310 and/or Karen O'Brien 905-259-2317	CEO or delegate

**B. Code Orange (Community Danger)**

Code Orange is a response to dangers in the community. These could be adverse weather conditions (e.g., flood, tornado), accidents (e.g., plane, motor vehicle), external fire, explosion, or threat of terrorism.

<b>Step</b>	<b>Responsibility</b>
Threat has been determined (e.g., potential or confirmed danger).	Charge or delegate to notify CEO or delegate
Communicate to staff via PA system or town hall the situation or anticipated situation, and action to be taken, e.g., <ul style="list-style-type: none"> <li>• Move residents away from windows and/or into hallways</li> </ul> <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <li>• If evacuation is determined, refer to Code Green.</li> </ul>	Charge Nurse or delegate

**C. Code BLACK (Bomb threat)**

OCC takes all threats (from either anonymous or known persons) seriously, and refers the matter to emergency personnel to assess and address the situation.

The procedure differs depending on whether the threat is via a call or in writing.

**Procedure for Threats Received In Writing**

<b>Step</b>	<b>Responsibility</b>
Forward the text to the Charge nurse or delegate—and confirm they have received it	Any employee
Call 9-1-1	Charge Nurse or delegate

**Procedure for Threats Received By Call**

<b>Step</b>	<b>Responsibility</b>
Communicate in a calm and courteous manner that you will be forwarding the call to the person in charge. Call 9-1-1 to alert them to the call (Note: if the person insists on talking, get the attention of a colleague to make the call to 9-1-1)	Any employee
<p>Gather information from the person(s) on the call—to subsequently provide details to 9-1-1.</p> <p>Make note of as much information as possible, e.g.,</p> <ul style="list-style-type: none"> <li>• Caller identity (e.g., name, gender, accent, age estimate)</li> <li>• Potential suspect (e.g., family member, ex-employee)</li> <li>• Communication style (e.g., calm/angry; rational/irrational; coherent/incoherent)</li> <li>• Speech impediments</li> <li>• Background noise (e.g., traffic, other voices, machinery)</li> <li>• Area of building and people targeted (if disclosed by caller)</li> <li>• Timing of threat</li> </ul> <p>Note: Remain calm</p>	Charge Nurse or delegate
Liaise with emergency personnel to determine whether evacuation is necessary	Charge nurse or delegate

Implement "Code Green" on advice of emergency personnel	Charge nurse or delegate
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**D. Code White (Violent Situation)**

A Code White is initiated when physical threat or violence is not able to be safely resolved without intervention.

<b>Step</b>	<b>Responsibility</b>
Use intercom system to state: "Code White in (location)." Repeat "Code White in (location)" three times.	Any employee
Clear residents away from area of conflict.	Any employee
Use the least invasive verbal or physical response to resolve the situation when possible	Any employee
Call 9-1-1 if situation is not resolved.  Note: Even if situation is resolved, 9-1-1 must be called in the following circumstances: <ul style="list-style-type: none"> <li>• Aggressor had a weapon</li> <li>• Aggressor had taken a hostage</li> <li>• Aggressor left OCC and poses a risk to the broader community (e.g., has a weapon, is intoxicated, demonstrates mental health or cognitive impairment issues)</li> <li>• An assault had taken place</li> </ul>	Any employee
After threat resolved, announce "Code White All Clear."	Charge nurse or delegate

**E. Code BROWN (Gas Leak)**

Code Brown procedures are followed when there has been a hazardous gas leak

Note: Under no circumstances should the Fire Alarm be activated in a Code Brown.

<b>Step</b>	<b>Responsibility</b>
The smell of gas is detected or the CO2 monitor sounds	Any employee who smells gas or hears the CO2 alarm must report this to the charge nurse
Building maintenance is contacted	Charge nurse or delegate
Fresh air intake is shut off where possible as directed by building maintenance	Charge nurse or delegate
Investigation of cause of gas smell or CO2 alarm	Building maintenance

Inform charge nurse if gas smell or CO2 alarm does not indicate a threat, and no further action required	Building maintenance
Call 9-1-1 (if gas leak confirmed)	Building Maintenance
Follow "Code Green" if emergency personnel determine evacuation is needed	Charge nurse or delegate

**F. Code RED**

A Code Red is initiated in response to a fire.

Osgoode Care Centre is built to prevent the spread of fire. We have:

- Smoke detectors (a red light on the annunciator panel will indicate the location of the smoke/fire when the fire alarm is activated)
- automatic sprinklers throughout the entire home and penthouses
- fire doors that separate zones prevent smoke and fire from entering for 3 hours.
- fire extinguishers and hoses inside cabinet next to the fire doors
- fire alarms pull stations beside the fire doors
- fire doors on each resident room prevent smoke and fire from entering for 45 minutes.
- Alarm company

In the event of smoke or fire, the following steps are followed.

<b>Steps</b>	<b>Responsibility</b>
This acronym summarizes the procedures after a fire has been detected: R- remove those in immediate danger E- ensure doors are closed A- activate fire alarm (manually, if alarm was not automatically activated. Yell "Code Red" if alarm was not activated). C- communicate location of fire, cause of fire if known, extent of fire T- try to extinguish or control the fire	Any Employee
Announce "Code Red- and location" on PA system. Do this three times (after checking annunciator panel for fire location)	Charge Nurse or delegate

<b>Steps</b>	<b>Responsibility</b>
Put on red fire vest to be identified as person-in-charge	Charge Nurse or delegate
Direct and delegate appropriate employee(s) to: <ul style="list-style-type: none"><li>• Answer call from alarm company and provide update on situation</li><li>• Evacuate residents through safest exits</li><li>• Prevent visitors from entering building while Code Red is in force</li><li>• Meet emergency personnel at entrance to hand off situation to them</li><li>• If Emergency services deems evacuation necessary to implement Code Green</li></ul>	Charge Nurse or delegate

Attachments:

OHS 00-46-01 (a) Emergency Codes Incident Report

References:

Ontario Ministry of Long Term Care, **Long Term Care Emergency Preparedness Manual**, May 2022  
<https://ltchomes.net/LTCHPORTAL/Content/LTC%20Emergency%20Preparedness%20Manual.pdf>