Ontario Shores
Centre for Mental Health Sciences
Emergency Response Code List

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CODE RED - FIRE EMERGENCY

Staff Must Know How to Respond to a Fire Emergency

- Actions to take upon discovering a fire
- Actions to take upon hearing the fire alarm
- How to control the spread of smoke and fire
- Techniques for the evacuation of at risk occupants
- General evacuation procedures
- Fire suppression techniques

R-Remove
A-Alarm
C-Confine
E-Evacuate
Primary Evacuation Route

PCU First Safe Area

Parking Lot

MaIn St.

Designated Safe Area, for PCU and Dept./Admin.

Lake
**“RED Hat”**

Patient Care Unit Side

- Put on the Red Hat
- Assign Staff to:
  - call 5555
  - conduct room checks, closing and locking doors once completed
  - evacuate according to designated evacuation route
  - Informs “Runner” - evacuation route, staff assistance required, location and extent of fire
  - close oxygen / suction shut-off
  - pick up patient kardex and medication books

**Department/Administrative Side**

- Put on the Red Hat
- Assign Staff to:
  - call 5555
  - evacuate according to designated evacuation route
  - Do Not Use Elevators
  - check off areas as they report to you, using the checklist provided
  - conduct checks of areas who do not report using evacuated staff
  - assign Front Door Guards and Main Street Monitors

**“WHITE Hat”**

- Retrieves the White Hat and clip board from the fire hose cabinet
- Selects a staff pool area in the Main St., near the affected building (do not crowd entrance to unit)
- Delegates the various duties using the cue cards provided
  - “Runners”
  - “Front Door Guard”
  - “Main Street Monitors”
- Completes check list and remains for debriefing.
White Hat and Clip Board stored in fire hose cabinet
Conduct a Routine Unit Search and check on areas where the patient may be such as the Main St. Café, home, at another program, etc. **before** designating the person as MISSING.

**Only the Administrator/Designate can activate a Code Yellow which is a systematic search of the Centre and the Centre’s grounds.**

The team and the Administrator/Designate will discuss the appropriate level of the Code.
- Code Yellow – Level 1 – all PCUs, their accessible stairways and courtyard.
- Code Yellow – Level 2 – Internal Centre-wide search
- Code Yellow – Level 3 – External Centre grounds search

Switchboard will announce Code Yellow and level of search to be conducted.

When a Code Yellow is in effect, the CSC of the involved PCU, the CSC on call, or the Shift Manager becomes the search coordinator, they will:
- issue a description of the missing patient
- notify Traffic and Distribution, Information Desk and Switchboard

All WMHC staff are required, when asked by search coordinator, to participate in search procedures.

**Code Yellow – Level 1**
- All PCUs, accessible stairways, and courtyard(s)
- Results called back to the affected PCU.

**Code Yellow – Level 2 - Internal Centre-wide Search**

**During business hours:**
- All department/service areas and their common internal surrounding areas will be searched by the staff in those areas.
- Results of the search are to be given to the Emergency monitor who will call the affected PCU

**After business hours:**
- Available staff will meet the search coordinator at a command post.
- After hours at Code Yellow – Level 2 all two-way radios are returned to switchboard if not already done.
- All common open areas will be searched. The search coordinator will decide if/which locked areas of the Centre should be searched.

**Code Yellow – Level 3 – External Centre Grounds Search**
- All available staff will meet the search coordinator at a command post.
- All two-way radios are returned to Switchboard if not already done.
- Search equipment/gear and portable first aid kits are stored in Building 5, level 2, if required
- Searchers will search Centre grounds according to grid maps provided.
1. Stay calm and focused
2. Organize a plan
3. Call “5555” or press the RED ‘panic’ button
4. Assign a door guard to monitor the flow of staff into the PCU
5. Have the door guard tell responding staff necessary information
6. Have gloves readily available if staff choose to use them
7. Keep the scene as professional and quiet as possible
8. Allow the “LEADER” of the intervention to speak without interruption
9. Defuse situation using the verbal interventions taught in CICE
10. Model calm, rational behaviour by managing your own emotions
11. Do not rush…remember defusing skills get better with practice
12. Diffusing skills allow us to use verbal interventions first

These “dozen do-ables” will help you conduct a more efficient CODE WHITE
Staff Alert System

OPERATION
- Press the button on the staff alert, with the LED light away from your body. Move the alert from side to side while pointing it upwards at a 45 degree angle. Hold the button until you hear the sounders.

RESPONSE TO ALARM
- When the alarm is activated, staff will check the cone to see which area is in need for help. Staff will check that area and account for all staff before the alarm is reset.

SOUND
- For the first 10 seconds of the alarm the sound will be intermittent. After that if your floor is the only one in alarm it will go to a constant “flat line” sound. If the alarm has triggered both floors the sound will be chopped up. RESPONSE IS THE SAME ON BOTH FLOORS.

TROUBLE ALARMS
- The system will make a short alarm sound approximately every minute to indicate there is a problem. First see if the system is reset correctly. Second call for service. Service calls are made to Switchboard for the Fire and Safety Officer, or Delegate.

RESET
- To reset, turn the key 1/4 turn to the right. All the lights will come on and then turn it back to its original position. It will make a momentary sound when this is done. The key switch is located on the wall beside the PCU Clerk, beside the panic button.

MAINTENANCE
- Keep the alert dry, and at room temperature. Test the battery at home by holding the button down for 3 seconds, and seeing that the LED stays illuminated for that time. A test box is also available at the Info Desk during hospital hours and at Switchboard after hours.
Dial 5555.
Speak slowly, clearly and professionally.
State the location, nature of the emergency & type of assistance required.
DO NOT Push the PANIC Button! The PANIC BUTTON is used for CODE WHITE ONLY

**IF YOU NEED AN AMBULANCE**

Remain on the line as you will be required to provide information to the 911 staff—e.g. medical status, level of consciousness, allergies, medications etc.

**NB - This requires that staff on the phone KNOW the patient and his condition.**

Assign a door guard to provide information to responding staff—work as a team.
** If staff are not needed for the emergency they may be used to reassure and monitor other patients.

**IF YOU DO NOT NEED AN AMBULANCE**

After stating your needs, hang up the phone unless instructed otherwise.
In the event of a major disaster, the Centre cannot continue to operate in its usual manner and certain normal functions must be abandoned or curtailed.

**INTERNAL DISASTER:**
- Casualties will be evacuated to an area of safety. Seriously injured patients will be transferred to general hospitals.
- Alternative accommodations and appropriate services for patients remaining within the facility will also be undertaken by Ontario Shores personnel, as per the Code appropriate to the disaster and as directed by the Ad Hoc Emergency Senior Management Committee.

**EXTERNAL DISASTER/CODE ORANGE:**

**Nuclear Disaster**
- May accommodate up to 250 area residents from 11 long term care facilities.
- Accommodate casualties from the primary zone or to completely evacuate if the need arises.
- In the event we will be directed by Durham Regional Emergency Measures.
- In accommodating nursing homes, their patient designations will be utilized:
  - mobile – ambulatory
  - special care – wanderers/assaultive
  - heavy care – heavy physical care needs

**Other Disasters**
- Accept from general hospitals, patients that this Centre is equipped to deal with medically and/or physically,
- Provide emergency shelter for community members dislocated by the disaster.
**CODE BLACK - BOMB THREAT**

**Procedure**

- Administrator/Officer-in-Charge will authorize the announcement of the code.
- Red Hat in each fire zone will delegate staff to conduct a search.
- Code will be announced every 20 minutes.
- Code to be terminated by Administrator/Officer-in-Charge.

**General Information**

- Emergency Measures Organization indicates that the panic surrounding a bomb threat is more serious than the actual threat itself.
- Cell-phones, pagers, portable radios, TV/VCR/Stereo converters, Microwaves, **Staff Alert** or any other type of transmitting device should be turned off or not used.
- When the procedure is initiated, staff will be requested to search their area as they are able to carry out a more thorough and faster search.
- Police will investigate suspicious items identified by a search.
Region of Durham, Medical Officer of Health, advises that external air should be prevented from entering the Centre’s internal air system.

The Administrator/Officer-in-Charge will activate the Code Grey, Air Exclusion Procedures.

During the time Code Grey is in effect, no one will enter or leave the Centre without the authorization of the ad hoc Emergency Senior Management Committee.

All Centre exits will be locked down.

Staff will close and monitor all external sources of air in their area including windows and doors.

Internal air quality will be monitored by Plant Services personnel and the Ad Hoc Emergency Senior Management Committee will be provided with regular reports.