

# Code Black

## **Code black: bomb threat**

When the home receives a phone call, or a suspicious object/package is found.

### **Call a code black:**

**“Code Black – state location - Everyone Please turn off all cell phones and walkie talkies immediately and remove batteries from pagers. Residents please do not use the call bells. All employees report to your House Charge Nurse. All other employees report to the PAC” (3 times)**

### **Employee receiving phone call:**

- Turn off cell phones.
- Remain calm and courteous. Avoid panic and listen carefully. Don't interrupt the caller but acknowledge that you are listening.
- Prolong the conversation as long as possible.
- Complete the Bomb Threat Checklist.
- If possible, call 911 or signal to a colleague to call 911.
- Immediately inform the Administrator/delegate and provide the completed checklist.

### **Employee that finds object/package:**

- Turn off cell phones.
- Do not move anything and make sure no one touches the package.
- Notify Charge Nurse and Administrator/delegate immediately.

### **Following activation of a code black**

- A Personnel Assignment Centre (PAC) will be set up by the Food Service Supervisor (FSS) or Charge nurse (CN)
- If location is unknown:
  - the FSS/CN will prepare the floor plans, coordinator a search with staff and emergency responders
  - Staff in home areas should do a visual search of their home area and report finding to the home area nurse.
  - Staff in common areas should report to the PAC.
- If the location is known:
  - Activate Code Green if necessary.
  - The charge nurse will coordinate the removal of everyone from the threatened area.
  - Remember to stay calm.

### **Call the “Code black - all clear” 3 times to end the code**

### **After the event the charge nurse will:**

- Consult the Emergency Responders to confirm whether the suspicious object found was a bomb and what further actions are necessary
- Keep staff and residents informed of the outcome
- Convene a fact-finding meeting, complete the necessary documentation

Please see Code Black – Bomb Threat for more details.

# Code Blue

## Code blue: medical emergency

Do not leave the person, call for help and have someone call a Code Blue:  
“Code Blue – state location” (3 times)

### Those going to help need to bring:

1. The Code Blue emergency bag.
2. An Automated External Defibrillator (AED).

### Nurses or supervisors need to ensure:

1. First Aid is performed.
2. Call 911 if needed and ensure there is someone to meet them at the door.
3. In the event of a cardiac arrest, start chest compressions and use AED.
4. If it is a resident have someone check if they have a Do-Not-Resuscitate order (DNR). If they do, stop compressions and use of AED.
5. In the event of a fall, when the person cannot stand up without minimal assistance, do not move the person.
6. In the event of a critical injury, do not disturb anything at the scene and notify the Health and Safety Team.
7. Prepare resident package including Copy of Medication Administration Record / Treatment Administration Record, Transfer report (from Med e-care) and completed Do Not Resuscitate Confirmation Form if needed.
8. Find out which hospital the individual is being taken to, and notify the family, home area and Program Manager of resident care as needed.

### Call the call clear 3 times to end the code

#### Important Note:

Resident: fill out Resident Incident Report form in Med e-care and update progress notes

Staff: fill out Employee Accident/Incident Report form

Visitor: fill out Facility Incident Report form

Please see Code Blue - Medical Emergency for more details.

# Code Brown

## Code brown: chemical spill

### Call a code brown:

**“Code Brown – location of spill. All employees please report to your home area or the PAC”**

Personnel Assignment Centre (PAC) – to be run by the Food Service Supervisor

### Charge nurse:

1. Coordinates with PAC
2. Evacuates residents from the affected area
3. If possible, assign two people, one to stay and monitor the affected area and one to move residents
4. If possible, close doors to affected area

### If the chemical is on an employee:

- Make sure they follow the recommendations on the Safety Data Sheets (SDS)
- Treat for injuries

**When the code is finished make sure to call “Code brown – all clear” 3 times.**

### To note:

- Call 911 if necessary
- In the event of a major external spill refer to the air exclusion protocol
- Activate code green if necessary
- All employees to report to their Home Area Nurse (send 1 employee to PAC), Charge Nurse or PAC

Please see Code Brown – Chemical Spill no kit for more details.

# Code Grey

## Code grey: loss of essential services

### Call a Code Grey:

“State the loss of essential service and location should it apply” (3 times)

**Exception: code grey gas leak, in the event of a gas leak, do not call the code, send runners to notify home areas.**

### Code Grey:

Air Exclusion

Call Bell System Failure

Door Security Failure

Elevator Failure

Fire panel Failure

Heating System Failure

Power Failure

Telecommunications System Failure

Water (loss of water or boil water advisory)

Gas Leak

### Nurses or supervisors need to ensure:

1. Assess situation and consult with the Facility Operations Supervisor or delegate on the nature, severity, and probable duration of the problem
2. Contact the appropriate contractor or emergency service if necessary
3. Set up the Personnel Assignment Centre (PAC) if necessary
4. Arrange for delivery of supplies where needed
5. If necessary, order Code Green - Evacuation
6. Notify Director, Long-Term Care If Situation lasts for more than 6 hours
7. Keep residents informed of the situation and when it is over

### Call the call clear 3 times to end the code

Please see the appropriate Code Grey for more information

# Code Orange

## Code orange: community disaster

If the following occurs, please call a “code orange” (repeat 3 times) along with the following messages:

Natural disasters	<ul style="list-style-type: none"><li>• “Heat wave now in effect.”</li><li>• “Storm, everyone please prepare for storm. Once the storm has started do not use fixed phone or PA system.”</li><li>• “Flooding. Please stay where you are and wait for further instructions.”</li><li>• “Earthquake. Residents, please stay where you are and wait for further instructions. Staff, please report to home areas or the PAC.”</li><li>• “Radiation, everyone please remain inside and keep windows and doors closed at all times. All staff members return to your home areas.”</li></ul>
High-risk community	<ul style="list-style-type: none"><li>• “Code Orange - Riot, everyone please remain inside the building.”</li></ul>

### All staff:

- Call emergency responders (911) if there is any immediate danger.
- For storms, demonstrations, and radiation, close and move away from windows and doors.
- Try to put residents in the most sheltered area/position possible.
- For storms, radiation and earthquake, report to Personnel Assignment Centre (PAC) if able.
- For floods, set up a wet floor sign if water is entering an area.
- Do not evacuate or go outside until directed by the charge nurse.
- For storms that last for a while, it may be necessary for staff to stay longer than the normal shift, until it is safe to leave, and the next shift has arrived.

### Nurse of affected area:

- Keep residents away from the affected area.
- Direct staff as required.
- Keep residents and staff informed of the situation.
- If necessary, do a nominal roll for staff and residents to ensure that everyone is accounted for and not injured.
- Respond to injured people if needed.

### Charge nurse:

- Call the on-call manager and on-call facilities operations supervisor or delegate.
- Act as a liaison with emergency responders.
- Assign someone to the front door and ensure everyone is inside.
- Determine if a Code Green is necessary.
- After consultation with emergency responders and facility operations supervisor or delegate there are many different actions that can be taken:
  - Power is out – activate Code Grey – Power failure
  - Telephone system failure – activate Code Grey – Telecommunications system failure
  - Gas leak – activate Code Grey – Gas leak
  - Structural damage present – activate Code Green
  - Outside air contaminated – activate Code Grey air exclusion
  - Heatwave – activate Code orange – Heat Wave

### On-call facility operations supervisor or delegate:

- Report to location, assess the situation and check the building for structural damage.
- Check for gas or water leaks.
- If necessary, shut off electricity to the affected area.
- Contact appropriate contractors.

### Call the “all clear” 3 times to end the code

Please see code orange – earthquake, radiation, heat wave, demonstration, flooding, severe storm for more details.

# Code Red

## Code red: fire

### If the fire alarm goes off call a code red:

“Code Red – state location” (3 times)

### Those going to affected area:

- Follow lead registered staff’s instructions; begin evacuation.
- Check for smoke coming out around the door.
- Feel the door for heat with the back of your hand (make the decision to enter or not).
- Remove the resident from the room the fastest way possible and search room.
- Shut windows, turn off fans and any other equipment (oxygen tanks).
- Remove residents from the room across the hall and two adjacent rooms (fire triangle).
- Proceed to remove all residents from the other rooms in the affected corridor.
- Ensure all residents have been evacuated, doors are shut and evacuchecks are engaged.

### Charge nurse of affected area:

- Go to location
- Confirm situation and call 911 if applicable
- Direct staff as required
- Complete resident nominal roll to ensure all residents are there

### Facility charge nurse:

- Go to location
- Call the on-call manager and make necessary calls
- Call security to unlock front doors and exit doors
- Activate Fan out if necessary
- Act as liaison with emergency responders

### Call the “all clear” 3 times to end the code

### After the event the charge nurse will:

Complete all reporting and necessary documentation and inform the Program Manager of Resident Care if not present.

### Follow the “RACE” rule in every code red situation:

Rescue people in immediate danger

Alarm - pull the alarm box

Contain the fire - close doors & windows and shut off fans

Extinguish and Evacuate Beyond Fire Doors

Please see Code Red – Fire for more details.

# Code White

## Code white: violent outburst

If you see somebody having a violent outburst, try to de-escalate the behaviour. If it is not working, to protect yourself and the residents you will need to call a Code White to obtain assistance. Pull the call bell or call for help and have someone call a Code White:

**“Code White – state location” (3 times)**

## Employee witnessing the event:

- Do not take sides in the dispute.
- Maintain a safe distance and ensure you have a safe exit route.
- Use a calm voice and keep attempting to de-escalate.
- In the event of a critical injury, do not disturb the scene.
- Wait for other staff to arrive and do not leave until the charge nurse arrives.

## Those going to help:

- If not in the affected area 2 employees should go to help
- Enter area cautiously
- Calmly remove residents from the area, if possible
- Keep residents informed
- Follow instructions from the Charge nurse

## Charge nurse:

- Go to location
- Call 911 if applicable
- Decide when to use restraints
- Direct staff if needed

## Call the “all clear” 3 times to end the code

## After the event the charge nurse will:

- Inform Program Manager of Resident Care if not present
- Inform families if resident involved
- Fill out necessary documentation
  - Resident: fill out Resident Incident Report form in Med e-care and update progress notes
  - Staff: fill out Employee Accident/Incident Report form
  - Visitor: fill out Facility Incident Report form

Please see Code White - Violent Outburst for more details.

# Code Yellow

## Code yellow: missing resident

### If you can't find a resident

1. Check the whiteboards
2. Check resident's home area and common areas

**If the resident is not found within 5 minutes, a code yellow stage 1 is called  
"Code Yellow Stage 1, Name of Resident, Resident's Home Area" 3 times**

### Stage 1:

A Personnel Assignment Centre (PAC) will be set up. The Food Service Supervisor will coordinate during office hours and the Charge Nurse during non-office hours.

### At the PAC:

- Establish when the resident was last seen.
- Print off 20 pictures of the resident to distribute around the home to help the search.
- Get the map and Code Yellow Checklist at the back of the emergency measures binder in reception.
- Send out search parties in groups of 2 to report back to the PAC with their findings and initial areas of the map to show they have been searched.
- PAC to coordinate search with home area nurses, housekeeping staff, facilities staff, food services staff to search whole home.
- Send 2 employees to search the immediate grounds.
- Complete both pages of the Code Yellow Check list.

### After 30 minutes, Stage 2 is called:

**"Code yellow stage 2, name of resident, resident's home area" 3 times**

- Family is called to inform them and see if the resident is with them
- Police are called and provided with a description (they notify OC Transpo, local hospitals, etc.)
- Send employees to double-check all areas on the map
- Provide both sections of the Code Yellow Checklist, initialled search maps, last seen information, and photo to the police when they arrive.
- Assign employee to guide Emergency Responders through their search

### Resident found or search called off

- Announce "Code Yellow all clear" 3 times
- When Code Yellow is resolved, document, submit a Critical Incident report, and give the Code Yellow Checklist to the Program Manager, Resident Care.

Please see Code Yellow – Missing Resident for more details.