



# Long Term Care and Services for Seniors

## **CODE GREY** (Button Down)



**Regional Municipality of Durham**  
 Social Services Department  
 Long Term Care (LTC) and Services for Seniors

<b>Title: Code Grey – Button Down Plan</b>	
<b>Section/Manual: Emergency Manual</b>	
<b>Reviewed:</b>	
<b>Revised:</b>	
<b>Peer Group Approval:</b>	<b>Date:</b>
<b>Also reviewed by: (other peer group)</b>	
<b>Senior Leadership Approval:</b> <i>Laura MacDermaid</i>	<b>Date: July 15, 2022</b>

## 1. Policy

- 1.1 There is an organized button-down plan in place to deal with a limited localized incidence of airborne contaminants.
- 1.2 In the event of the release of airborne chemical, biological, radiological, nuclear, or explosive (CBRNE) contaminants/agents and/or in the event of a nuclear emergency and/or the activation of the Durham Nuclear Emergency Response Plan, or by direction of the Provincial Emergency Operations Centre (PEOC) as per the Provincial Nuclear Emergency Response Plan (PNERP), the Code Grey-Button Down Plan will be implemented.
- 1.3 All staff are trained annually on this emergency plan. The plan is exercised on an annual basis.

## 2. Purpose

- 2.1 To prevent contamination of the internal air supply of the building.
- 2.2 To provide for the safest possible environment, sheltering in place, for the residents, staff, volunteers, and visitors within the home, during the specified time of a localized situation of outside air contaminants.
- 2.3 To reduce the possibility of negative physical effects for individuals inside the building, during a situation involving external air contamination believed to be of a short-term duration.

## 3. Definitions

- 3.1 **Airborne Contaminants:**

A biproduct caused by the mixing of chemicals and/or the release of the chemical(s) into the environment. The release of the toxic gas produces a situation where human life may be threatened or serious health problems may result if the fumes are inhaled.

You may smell, taste, see, or feel some contaminants in the air, however not all contaminants are easily detected.

For example: A tanker truck is traveling on Highway 401 and it is filled with chlorine gas. The vehicle is involved in an accident and the tank is ruptured and gas is leaking out. The wind is blowing the released gas towards a populated area and procedures must be implemented to minimize the possibility of individuals inhaling this poisonous gas.

### 3.2 **Natural Gas Leak:**

An odour like rotten eggs and/or a hissing sound of escaping gas is present.

## 4. **Communication**

- 4.1 Emergency plans will be posted in the homes and on the Long-Term Care and Services for Seniors website. There will be regular consultation with Residents and Family Councils as well as our internal and external stakeholders when reviewing and evaluating emergency plans.
- 4.2 Homes will consult internal and external stakeholders on a regular basis regarding emergency plan components. There will be an internal and external stakeholder list which is in the first section of the emergency manual.
- 4.3 RAVE system of communication will be used if family/substitute decision maker (SDM)/staff need to be informed on any aspect of next steps if required.

## 5. **Procedures**

### 5.1 **The Senior Manager on Site**

- A. Upon notification, confirms with Social Services Emergency Services Coordinator and the Regional Emergency Operations Centre or Durham Regional Police (911) that an emergency exists, and the Button-Down Plan must be implemented.
- B. Contacts the homes Emergency Coordinator (EC) and requests they go to the command centre.
- C. Ensures Environmental Service manager/designate is informed.

### 5.2 **Emergency Coordinator (EC)**

- A. EC pages three times over the telephone paging system "Code Grey - Button Down – All managers, maintenance worker 1's and registered staff please report to the command centre." **If paging system does not work designate a runner to inform the resident home areas (RHAs).**
- B. Reports to the Command Centre **(the command centre is located at reception with a back-up location on 2<sup>nd</sup> Floor)** and puts on the appropriate vest to identify themselves.
- C. Initiates the Home's Button-Down Plan.

- D. Assign designated staff to button down areas of the home via EC's button-down checklist.
- E. **Ensures Building Automation system has shut the fans down.**
- F. Ensure all residents are inside. Ensure staff return to the command center once duties have been completed.
- G. \* **Direct Staff to** utilize evacu checks to ensure the room has been checked.
- H. All departments will respond as per specified duties identified for each department and managers of those departments will advise the Senior Manager on duty/EC of the status prior to, during, and upon completion of the tasks. Staff may be assigned other duties by other managers. The Senior Manager on duty/EC reports on an on-going basis to the Director, Long-Term Care & Services for Seniors.
- I. All inquiries from the press will be referred to the Social Services Corporate Communications.
- J. Please note: Elevators may be used.

### 5.3 Department Specific Duties

#### A. Receptionist Area

- (1) Close and latch all windows and doors in the work location.
- (2) Turn off all equipment including personal ventilation equipment i.e., fans, window air conditioners.
- (3) Post sign "Closed Temporarily No Admittance" (located in the front of the red Emergency Manual), on Front Door.
- (4) \*One employee attends the front door and prohibits entrance or exit by individuals.
- (5) Receptionist to remain in the area to answer telephones and advise callers (during business hours): "The home is temporarily closed to the public due to an outside emergency."

#### B. Administration/Business Office:

- (1) Close and latch all windows and doors in the work location.
- (2) Turn off all equipment including personal ventilation equipment i.e., fans, window air conditioners.
- (3) Await direction from the Senior Manager on duty/EC.

#### C. Food Services:

- (1) Close and latch all windows and doors in the work location. Post signs on the loading dock doors (signs are in all red emergency boxes).
- (2) Do not use Dumbwaiter if applicable. Dumbwaiter must remain at upper level.
- (3) Turn off all equipment including personal ventilation equipment i.e., fans, window air conditioners.
- (4) Reassure the residents in your immediate area.
- (5) Await direction from the Senior Manager on duty/EC.

#### D. Environmental Services:

- (1) Ensures the Building Automation system fans are shut down.
- (2) Shut off appropriate gas valves if needed
- (3) **Laundry Room:** Do not open dryer doors or operate machinery or equipment. Tape dryer doors shut with duct tape.

**(4) All Other Maintenance Staff:**

- (a) Report to the command centre as per the all page.
- (b) Open any RHA red emergency box where you will find signs, masking tape, flashlight, list of outside doors. Pick up signs and masking tape. Return to assigned area with supplies.
- (c) Secure signs (facing outward) on all doors with glass panels opening to the exterior of the building.
- (d) Place rolled blankets/towels (from linen rooms) on the floor in front of any exterior door.
- (e) Close and latch all windows and doors in the work location.
- (f) Turn off all equipment, i.e., fans, air conditioners.
- (g) Check all sitting rooms, lounges, stairwells, tub rooms, washrooms, kitchenettes, and service rooms ensuring that doors and windows are closed and latched and that all equipment, fans are turned off.
- (h) Remain near (or return to) the exit door most used in your area and prohibit individuals from exiting or entering the facility.
- (i) Await direction from the Senior Manager on duty/EC.

**E. Nursing:**

- (1) Outside activities cease and all residents are returned to the building.
- (2) Close and latch all windows and doors in the work location.
- (3) Turn off all equipment including personal ventilation equipment i.e., fans. Check all windows to ensure they are closed and latched. Assist Maintenance Worker 1 with sealing all exterior doors.
- (4) Reassure residents in your immediate area; take head count of residents on your RHA.
- (5) Continue normal care routines with residents, avoiding any activity that would allow for outside air to enter the building.
- (6) Await direction from the Senior Manager on duty/EC. If requested, assist maintenance staff with button down procedures # 4c-e listed under environmental services.

**F. Recreation and Therapy Services:**

- (1) Outside activities/programs cease and all residents are returned to the building.
- (2) Close and latch all windows and doors in the work location.
- (3) Turn off all equipment including personal ventilation equipment i.e., fans
- (4) Reassure residents in your immediate area.
- (5) Await direction from the Senior Manager on duty/EC.

**G. Other Services:**

- (1) Close and latch all windows and doors in your area.
- (2) Turn off all equipment including personal ventilation equipment i.e., fans
- (3) Await direction from the Senior Manager on duty/EC.

**5.4 Post Emergency Process****A. Senior Manager on duty/EC**

- (1) Upon notification from the Region or Police, announce "Code Grey Button Down all clear"
- (2) Meet with managers, review reports, and conduct the debrief and evaluation.
- (3) Advise the Director, Long-Term Care & Services for Seniors of the status of the home. A quick update, after resuming normal duties, will be necessary. A more formal response will be provided once an evaluation has been completed.
- (4) Initiate process for adjustments (if required).
- (5) Complete and submit Ministry of Long-Term Care (MLTC) Critical Incident report and any reports required by the Director, Long-Term Care & Services for Seniors and/or the Region.
- (6) As soon as possible advise the staff and residents and SDM of the status of the home and performance during the crisis.

**B. General:**

- (1) Staff will resume normal practices and observe the following:
  - (a) Report any abnormal happenings to their supervisor.
  - (b) Remove linen items from in front of the doors and place items in soiled laundry hampers for washing.
  - (c) Commence start up procedures of equipment (where applicable).
  - (d) Advise nursing staff of any residents who may be reacting negatively to the situation.

**C. Specific****(1) Maintenance**

- (a) Activate all air handling (mechanical) equipment - check and report any abnormalities.
- (b) Remove signs and tape from all exit doors and return supplies to appropriate emergency box.
- (c) Check all mechanical, electrical systems to ensure the ventilation systems and fire systems are operational.

**(2) Nursing**

- (a) Check contents of emergency box and notify Supervisor of Environmental Services of any missing items.
- (b) Assist maintenance with (1)(b) as required.

**(3) Managers**

- (a) Ensure staff participate in the debrief/evaluation
- (b) Meet with the Senior Manager on duty/EC, present reports and discuss relevant information.
- (c) Take appropriate, remedial action where needed.

**6. Summary and Debriefing (See Appendix 1)****6.1 All departments will be responsible for:**

- A. Participating in debriefing to evaluate the emergency and in the post review, providing reports and recommendations.
- B. Formally submitting an evaluation of the emergency within 30 days of the emergency being declared over.
- C. Assisting in creating revisions and implementation of adjustments to the plan.
- D. In-servicing any modifications with staff in their respective departments.

## **7. Education and Training**

### **7.1 General Orientation – New Staff**

- A. Education and training on the Emergency Plans including Code-Grey Button-Down Plan are provided through the Divisional Orientation.

### **7.2 Annual and Ongoing – All Staff**

- 7.3 Education is provided on the all-emergency codes on an annual basis through e-learning platform.

## **8. References**

- 8.1 Fixing Long-Term Care Act, 2021 O Reg 246/22 s268

## **9. Attachments/Appendices**

- 9.1 Appendix 1 – Code Grey Emergency Checklist
- 9.2 Appendix 2 – Post Incident Debrief/Evaluation Checklist

### Appendix 1 – Code Grey Emergency Checklist

Date	Time	
Emergency Coordinator/designate:		
<b>Incident</b>	<b>Y/N</b>	<b>Comment</b>
Received notification of incident via Social Services Emergency Services, DEM or DRPS		
Senior Manager/designate notified		
ES manager notified		
Code Grey called		
Residents, Visitor, Staff notified to move indoors		
Ventilation system turned off		
By who?		
Signage posted to doors		
Entry/exist restricted to home		
<b>Post Incident</b>		
Ministry of Labour, Immigration, Training and Skills Development notified (if applicable)		
MLTC notified via CIS system (if applicable)		
Evaluation conducted with staff		
Any process improvement made		
Debrief conducted with staff		



## Appendix 2 – Code Grey – Post Incident Debrief/ Evaluation Checklist

Date: \_\_\_\_\_ Completed By: \_\_\_\_\_

Incident: \_\_\_\_\_

Reports:	Yes/ No	Comments:
Evaluation completed		
Has a formal debrief occurred with staff/residents/family		
Has there been a formal report completed and sent to the Director?		
Were external partners informed of the outcome?		
<b>Dietary Department Checklist</b>		
Was any equipment or supplies used during the emergency by the department?		
<b>Environmental Services</b>		
Was any equipment or supplies used during the emergency by the department?		
<b>Recreational Department</b>		
Was any equipment or supplies used during the emergency by the department?		
<b>Nursing Department</b>		
Was any equipment or supplies used during the emergency by the department?		
<b>Administration Department</b>		
Was any equipment or supplies used during the emergency by the department?		
<b>Process Review</b>		
Processes which went well.		
Gaps in process		

Improvement Suggestions		
<b>Any revisions to the policy required</b>		