



## HOMES AND SENIORS SERVICES

**POLICY & PROCEDURE NUMBER: 3.15.05**

**DEPARTMENT:** *Admin- Emergency Planning and Response*

**SUBJECT:** *Code Orange-  
External Disaster*

**APPROVAL DATE:** June 2016

**REVIEW DATE:** Mar. 2017; Dec. 2020; March 2022

**REVISION DATE:** Oct. 2019; July 2022; Dec. 2023; Dec. 2024

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### **PURPOSE**

A Code Orange is called when there is an emergency in the community that may result in an influx of patients from the hospital or residents from other facilities coming to an Elgin County Home who may be requiring food, shelter and/or care.

### **PROCEDURE**

In the event that an Elgin County Home is asked to provide resources or receive additional patients/residents due to an external disaster:

Any Staff receiving a phone request for evacuation assistance will ensure that the Registered Staff are contacted immediately to take over the phone call.

#### **Registered Staff:**

- Record the name, phone number, date, time and facility/home requesting evacuation assistance.
- Contact the Director of Homes and Seniors Services/Administrator immediately; if the Director/Administrator does not respond immediately, the Registered Staff will call the Manager of Resident Care. In the rare event that neither the Director of Homes and Seniors Services/Administrator nor the Manager of Resident Care can be reached please contact the Manager of Support Services or Resident Care Coordinator.

#### **Authority to call a Code Orange**

The authority to call a Code Orange lies with the Director of Homes and Senior Services/Administrator or designate, the Manager of Resident Care/designate or the Manager of Support Services. The CAO should be consulted prior to calling a Code Orange. The Registered Staff does not have the authority to call a Code Orange without receiving direction from one of the above listed individuals.

#### **Authorization/requirements to call a Code Orange:**

The Elgin County Homes will be contacted from the Elgin County Emergency Management Coordinator, CAO or one of the surrounding long-term care homes requesting assistance due



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to an emergency at the sending facility or community. If for some reason the Elgin County Home is not in a position to accept in-coming patients/residents they should inform the caller immediately, otherwise the home should prepare to receive temporary residents. It is important to note that as another facility prepares to make the decision on whether or not to evacuate they may contact other facilities to inquire about the potential number of people the Home could accept, but that does not mean they are on route.

**The Director/Administrator/designate will:**

- Gather details about the nature of the request,
- Contact the MOLTC Compliance Office or after-hours pager,
- Coordinate immediate staffing, bed and resource needs with the referring Home,
- Initiate the emergency Mass Messaging List,
- Contact the Chief Administrative Officer.

**Steps to calling a code orange:**

Once the home is contacted from an outside source the Elgin County Home's responding manager will record the nature of the emergency and determine the number of patients/residents that can be received by the Home. (Please note: the final number of evacuees accepted is based on availability of space at the time). The following steps will then be taken by the Director of Homes and Seniors Services/Administrator, or the Manager of Resident Care in consultation with the Emergency Management Coordinator/CAO depending on who activates the Code Orange:

1. The Director of Homes and Senior Services or the Manager of Resident Care will gather the Management Team, to discuss the Code Orange and the incoming evacuees, including locations, required supplies and what each department needs to do to prepare to receive those coming in. A plan of action will be established;
2. The Director/Administrator/MRC will contact the Registered Staff and advise them of the situation, including an approximate number of anticipated evacuees and where they will be going.
3. The Manager/designate will be authorized to announce:

**“Attention all staff Code Orange” X3.**



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At this point the Registered Staff are to cease what they are doing, ensuring Home residents are safe and cared for, and report to the Mini Command Centre for directions;

4. The Registered Staff will report back to the Management Team any necessary supplies required and any updates;
5. Only the Registered Staff will report back to the Management Team;
6. The Registered Staff do not need to make arrangements for their respective own supplies and equipment, they are to filter everything through the Management Team;
7. The Management Team will ensure the availability of any needed emergency supplies which the sending facility was not able to send. The Director/Administrator/MRC will ensure accurate recording of all supplies used for the evacuees;
8. The Management Team will provide the staff from the sending facility with a basic knowledge of the County of Elgin Homes and necessary policies;
9. The Management Team will identify 1 primary contact from the sending home to ensure clear and consistent communication, this primary contact will provide direction to other staff of the sending facility
10. When all the patients or residents have returned to their sending facilities the Registered Staff will announce:

**“Attention all staff Code Orange all clear” X 3**

### **Management Team**

Depending on the size and scope of the Code Orange and the anticipated length, if known, the Director of Homes and Seniors Services or designate, may deem it necessary to gather the members of the Management Team.

The Management Team are responsible for coordinating the provisions of the essential services necessary to minimize the effects of an emergency on the residents of the home. The Management Team consists of the following members:

- Director of Homes and Seniors ServicesAlternate: Administrator
- Administrator Alternate: Manager of Resident Care
- Manager of Resident Care Alternate: Resident Care Coordinator
- Manager of Support Services Alternate: Manager of Program and



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- |   |   |
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|   | Therapy Services                          |
| • Corporate Facilities Manager  | Alternate: Building Services Technologist |
| • Medical Director  | Alternate: On-Call Physician              |
| • Corporate support which may include Human Resources, Emergency Planning, etc. |   |

### **The Director/Designate Responsibilities:**

- Initiate the Manager Call-In Tree
- Ensure communication with the Chief Administrative Officer/Warden and Emergency Management Coordinator
- Respond to media inquiries as per policy and provide regular general communications to staff, residents, families
- Function as primary contact with the sending facility
- Provide assistance to the sending facility to procure additional supplies, permanent relocation assistance either back to the facility or alternate
- Provide phone, fax and computer access as required to the sending facility coordinator
- Ensure vendor communication to procure additional supplies for increased usage/replacement
- Ensure that there is a communications person at receiving facility to support overall communications
- Assign front door support
- Victim services support may be required

The Management Team will discuss what, if any, further steps at the time may be required for the incoming evacuees and how they will be cared for while at the County of Elgin Homes. The implications on the care for the residents of the County of Elgin Homes may also need to be discussed during the Code Orange.

### **Staffing and supplies**

The facility sending residents or patients will be required to send as many staff and supplies as possible to care for them.



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It is critical to advise the evacuating facility that beds may not be available for each evacuee but every attempt will be made to ensure each person is as comfortable as possible using mattresses on the floors. Refer to contingency policy and procedures.

### **Location of incoming patients**

Every effort will be made to house the evacuees in a central location so that providing care can be streamlined. Potential rooms that could be used include; multipurpose rooms, Adult Day Program room (if available), Chapel, Guest Suite, Palliative Care room, vacant beds or respite bed all depending upon availability.

### Post Incident Plan for Recovery

Following a Code Orange, a debrief will be conducted and will include staff, management, and, as applicable, others (students, volunteers, etc.) involved in the incident. Debriefing is an opportunity to build morale, listen to concerns, document lessons learned, and plan for regular operations. Emotional/physical support for those directly involved/witness to the code white will be provided as determined by assessed need(s).

A documented evaluation of the incident, policy and procedure shall be conducted within 30 days of the Code Orange including what went well, opportunities for improvement, those in attendance, and dates changes implemented.

The Management Team will finalize the Code Orange with a report of actions taken, lessons learned and changes required for the Code Orange policy.

### Testing and Evaluation

Homes are required to test emergency plans including arrangements made with emergency providers. Code orange testing must be conducted a minimum of every 3 years. Exercises can be developed to test essential elements, interrelated elements, or the entire plan. These can take the form of table-top exercises, drills, functional exercised and field exercises. Testing shall include a written record of testing and changes made to improve the plans including the corrective action, and timeframes.



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Emergency plans must be evaluated and updated within 30 days of an emergency being declared over and annually should the plan not be activated.

References:

Fixing Long-Term Care Act, 2021

ON Reg. 246/22