



Long Term Care & Services for Seniors

CODE ORANGE (Disaster)



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

Title: Code Orange - Disaster	
Section/Manual: Emergency Manual	
Reviewed:	
Revised:	
Peer Group Approval:	Date:
Also reviewed by: (other peer group)	
Senior Leadership Approval: <i>Laura MacDermaid</i>	Date: July 15, 2022

1. Policy

- 1.1 Each long-term care home (LTCH) has a plan to respond to a community emergency. Code Orange will be activated when the LTCH has been alerted to the potential involvement in a situation where we may exceed our current abilities and resources. The authority for activation and termination of the Code Orange Plan is with the Emergency Coordinator (EC) in consultation with the Administrator/Director Long-Term Care & Services for Seniors. Decisions would be made in consultation with the Social Services Emergency Operations Centre (SSEOC), Emergency Social Services (ESS) or Durham Emergency Management (DEM).
- 1.2 This plan will be reviewed on an annual basis or within 30 days after a code orange has been declared. This emergency plan must be posted in an easily accessible location within the home.
- 1.3 This emergency plan must be shared with residents and family councils annually or when any changes are made.
- 1.4 The code orange will be tested annually.

2. Purpose

- 2.1 To facilitate an appropriate and organized response to a community emergency.
- 2.2 To provide for the safety of the residents, visitors, volunteers, and staff in the event of an emergency, including the loss of essential services.
- 2.3 To complement and be used in conjunction with other existing Emergency Plans such as: Division Emergency Plan, Regional Nuclear Disaster Plans, Social Services Emergency Plans, Health Departments Facilities Plans, Regional Municipality of Durham Peacetime Emergency Plan, and the Emergency Plan of the specific Municipality.

Note: Code Orange may lead to other codes being activated (i.e. Code Green)

3. Communications

- 3.1 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.
- 3.2 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.
- 3.3 The emergency notification system, RAVE Alert, will be the established communication pathway and will be used if family/substitute decision maker (SDM)/staff need to be informed on any aspect of an evacuation (see Appendix 1).
- 3.4 There will be an up-to-date emergency contact list is available to the Emergency Coordinators. This document will be reviewed by the Administrative Assistant/designate monthly at a minimum and changes made if there is a change in staff. This document will be located at the front of the emergency manual.

4. Procedures

- 4.1 **Situation #1 – Natural Disaster (Tornado, Severe Thunderstorms, Flood, Ice Storm, Earthquake – see Appendix 5)**
 - A. Upon notification by the DEM department or Senior Management; or in the event of, or imminent threat from a tornado, severe thunderstorm, flood, blizzard, ice storm or earthquake:
 - (1) The home will initiate an appropriate emergency response plan due to an external or natural disaster.
 - (2) The home will page **Code Orange** three times and report to the command centre. The command centre will be located in the reception area of each home.
 - (3) The EC will assume the lead for the command centre.
 - (4) Emergency Assistant (EA) will bring the Emergency Bag to the command centre.
 - (5) All employees to continue with normal duties but stay alert for further instruction and announcement from EC.
 - (6) EC will maintain awareness of the weather watching for updates, advisories, bulletins, or warnings.
 - (7) EC will discuss with departments to ensure emergency generator, emergency food and medical supplies are ready if needed including a disaster box (see Appendix 4).
 - (8) EC to discuss with management necessity of cancelling programs and limiting entry/exit to and from the Home.
 - (9) EC will initiate fan-out list and contact emergency services if required.
 - (10) EC to page **Code Orange All Clear**, upon notification of end of threat of severe weather.
 - (11) EC to write report of event and give to Emergency Committee.

4.2 **Situation #2 – Total Loss of Power (for more in-depth information, see Loss of Essential Services Plan)**

- A. Homes are on back up generators, we will be able to supply/power essential equipment including our IT equipment (phones).
- B. Phones are VOIP, run off internet.
- C. We have a designated landline in case of internet disruption.
- D. When phones and computers go down, this sends a critical alarm to IT, and they will investigate immediately.

4.3 **Situation #3 – Long Term Care Site for Evacuation Centre**

Note: The Regional homes can provide temporary shelter up to:

Home	#	Location
Hillsdale Terraces	20	Auditorium
Hillsdale Estates	40	Auditorium
Fairview Lodge	25	Great room
Lakeview Manor	15	Main Hall

- A. Evacuees must be accompanied by outside staff and/or volunteers.
- B. Upon notification by the DEM department or Senior Management:
 - (1) EC will page **Code Orange**, three times and report to the command centre.
 - (2) EA will bring the Emergency Bag to the command centre.
 - (3) All employees to continue with normal duties but Stay Alert for further instruction and announcement from EC.
 - (4) EC to contact Administrator and advise of request.

Note: if no mutual agreement is in place, the Administrator will decide whether or not to accept evacuees.
 - (5) **If Not Accepting Evacuees:**
 - (a) EC to page **Code Orange All Clear**, three times; call back site and advise of our decision.
 - (6) **If Accepting Evacuees:**
 - (a) EC to call back site and advise of our acceptance to their request and gather initial information concerning time of calls, who called, number of evacuees expected, number of staff from other site accompanying evacuees (see Appendix 7).
 - (7) EA to initiate emergency fan-out list and maintain communication with management team
 - (8) EC to ensure the following duties assigned and carried out:
 - (a) **Receiving set up**
 - (i) Set up registration tables
 - (ii) Ensure appropriate forms, pens, nametags, phones in place to receive evacuees
 - (iii) Gather mattresses, linen, blankets, chairs, wheelchairs
 - (b) **Designate Scribes**

- (i) Compile list of incoming evacuees, numbering each one, using Code Orange - Evacuee Receiving Form (see appendix 4)
- (ii) Verify names of incoming evacuees by checking nametags and asking evacuees their name
- (iii) Attach our own nametag and/or id bracelet to evacuees
- (iv) Ensure medical records are with evacuees
- (v) Get names and name tags for staff accompanying evacuees
- (vi) Set up signage indicating washrooms, phones, registration site, evacuation centre, etc.

(c) **Assign Triage Nurses**

- (i) Assess incoming evacuees
- (ii) Check medical records that accompany evacuees and verify information
- (iii) Provide care where needed
- (iv) Have Social Worker present to provide counselling services

(d) **Traffic Control**

- (i) Direct incoming emergency vehicles
- (ii) Direct incoming evacuees and support staff to registration table
- (iii) Redirect unauthorized vehicles
- (iv) Restrict access and keep unauthorized persons from entering.

(e) **Food & Beverage**

- (i) Ensure hot and cold beverages are initially available and dietary information is obtained for future nutritional needs

(f) **General Communication**

- (i) Keep all telephone lines clear, explaining to callers that we are experiencing an emergency and must keep the phone lines clear
- (ii) Direct all public inquiries to Corporate Communications Department at Regional Headquarters
- (iii) Corporate Communications can support during emergencies by contacting their after-hours support, please call the Communications Helpline at 905-668-4113 or 1-800-372-1102 ext. 2264.

(9) EC to page **Code Orange All Clear**, upon departure of all evacuees.

(10) EC to file report and send it to the Emergency Committee.

5. Evaluation and Debriefing (see Appendix 2)

5.1 All departments will be responsible for:

- A. Maintaining a record of supplies and equipment used, where it was sent, and ensuring its return when the evacuation is over.
- B. Participating in debriefing to evaluate the emergency and in the post, review providing reports and recommendations.
- C. Formally submitting an evaluation of the emergency within 30 days of the emergency being declared over.

- D. Assisting in creating revisions and implementation of adjustments to the plan.
- E. In-servicing any modifications with staff in their respective departments.

6. Training Requirements

6.1 General Orientation – New Staff

- A. Education and training on the Emergency Plans are provided through the Divisional Orientation and at Departmental Orientation.

6.2 Annual and Ongoing – All Staff

- A. Education is provided on all the emergency codes on an annual basis through e-learning platform.
- B. Annually, the home will test the emergency plan.
- C. Every three years, all homes will work in collaboration with the fire department to complete a planned evacuation. Records will be kept of the testing of emergency plans, planned evacuations, and the changes made to improve the plans.

7. Attachments/Appendices

- 7.1 Appendix 1- Emergency Communication Notification Checklist
- 7.2 Appendix 2 – Code Orange Emergency Checklist – Incoming to the Home
- 7.3 Appendix 3 – Code Orange Post Emergency Debrief and Evaluation
- 7.4 Appendix 4 – List of items in the Disaster Box
- 7.5 Appendix 5 – Durham Emergency Management Office, Emergency Social Services, Social Services Emergency Management Coordinator Roles
- 7.6 Appendix 6 – Types of Disasters
- 7.7 Appendix 7 – Code Orange Evacuee Receiving Form

Appendix 1 – Emergency Communication Notification Checklist

Date: _____

Incident Manager: _____

Internal Senior Administration notified

Title	Time notified/ Time on site	Comments
Administrator		
Assistant Administrator		
Director of Care		

Services notified and NOK updates

Service Provider	Time notified/ Time on site/ frequency of update	Comments
911		
Ministry of Long-Term Care		
Ministry of Labour (if applicable)		
External Partners (Transit, Home and Community Care Support Services etc.)		
NOK, residents, and staff updated		

General Information

Task	Comments
Any injuries	
Any deaths	
Identified Emergency code	
EM information shared with Senior management	

Appendix 2 – Code Orange Emergency Checklist – Incoming to the Home

Date:	
Emergency Management Coordinator:	
Upon Receiving a Call	
Name	Position
Location call is coming from:	
Contact #	
Phone number:	Email
Time of Arrival	
Reason for Relocation	
Number of people expected to arrive	
Social Services Contact	
Checklist/Info	
Administrator notified	
Director notified	
Health and Safety Representative notified	
Ministry of LTC notified	
Ministry of Labour notified.	
Review of receiving area to ensure prepped	
Code Orange called and kit brought to reception	
EC assigned leads and roles for each department	
Environmental	
Dietary	
Recreation/Therapy	
Business office	
Area of Refuge in Home	
Location of Triage	
RN/RPN assigned	
ID tags provided	
Location of housing post Triage.	

Appendix 3 – Code Orange Post Emergency Debrief and Evaluation

Date: _____ Completed By: _____
 Incident _____

Reports:	Yes/ No	Comments:
Has there been a formal report completed and sent to the Director?		
Were external partners informed of outcome?		
Dietary Department Checklist		
Was any equipment, supplies used during the emergency from the department?		
Environmental Services		
Was any equipment, supplies used during the emergency from the department?		
Recreational Department		
Was any equipment, supplies used during the emergency from the department?		
Nursing Department		
Was any equipment, supplies used during the emergency from the department?		
Administration Department		
Was any equipment, supplies used during the emergency from the department?		
External partnership appreciation		

acknowledgement		
Residents		
Families and volunteers		
Staff		
External Support services (Emergency services)		
Other facilities		
Evaluation		
What went well		
Gaps in Process		
Suggested Process Improvements		
Any revisions to the emergency code required		

Appendix 4 – List of Items in the Disaster Box

The manager of Environmental Services/designate will be responsible for ensure that all items are in the disaster bag, reviewing on a quarterly basis and ensuring that the iPad and laptop are accessible and updated.

Item	Amount	Location	Date checked	Signature
iPAD	2			
Laptop	1			
Foil Blankets	1 per resident			
Resident and staff lists (PCC) Resident HCM (Staff)	1			
Stickers	1 per resident to be used during Code green to identify Resident			
Floor plans	2 set			
White sticky tags	Box (1)			
Markers	Box (1)			
Pens	Box (1)			
Flashlights	Min (5)			
Batteries	Packs (5)			
Directional arrows				
Clip boards	Min (3)			
Note pads	Min (2)			
Safety vests	Min (2)			
Caution tape	Roll (1)			
First aid kit	Kit (1) Major Kit (1) Minor			
Work gloves	Pairs (2)			

Hand Sanitizer	Bottles (2)			
Surgical masks	Box (2)			
Gloves	Box (1)			

Audit

Date	Completed by:

Appendix 5 - Durham Emergency Management Office, Emergency Social Services, Social Services Emergency Management Coordinator Roles

Durham Emergency Management Office (DEM)

The Durham Emergency Management Office (DEM) is responsible for coordinating an effective response to natural and human-caused disasters to ensure the safety of the residents of Durham Region. DEM works closely with the municipality as well as Regional Departments and volunteer agencies to provide planned and coordinated responses to any emergency or disaster.

DEM designs and implements a full Community Emergency Management Program that includes plans, exercises, training, and public education. This includes:

- Conducting and maintaining a **hazard analysis** for critical infrastructure and vital facilities within Durham Region
- Developing comprehensive **emergency plans and implementing procedures** consistent with the hazard analysis and local priorities
- Coordinating the off-site response for **nuclear-related emergencies** at Pickering and Darlington Nuclear Generating Stations as the designated [Regional] municipality under the Provincial Nuclear Emergency Response Plan
- Identifying, organizing, equipping and maintaining **Regional emergency facilities** such as the Regional Operations Centre at Regional Headquarters, the backup facility in Port Perry, and Emergency Workers Centres
- **Assisting area municipalities in an advisory capacity** relating to localized emergencies, unless requested to take the lead role
- **Assisting area municipalities in the preparation, evaluation, and revision of their local plans** to ensure continuity of information and a level of emergency preparedness consistent with Durham Region
- Formulating and coordinating **training programs** for regional staff and other community response staff with emergency roles
- **Designing and conducting exercises** to test plans and train staff
- **Promoting public education and awareness** of emergency response plans, procedures, operations, and exercises.
- DEMO provides an on-call Duty Contact person 24 hours per day and 7 days per week who:
 - Initiates **emergency notification** and recalls Regional staff and elected officials as required
 - Provides an **initial liaison** to the Province and other outside agencies
 - Is the initial **point of contact** for requests for assistance from the Durham Regional Police Service, local municipalities, or neighboring communities

Emergency Social Services (ESS) Social Services Emergency Management Coordinator (SS-EMCs)

- Emergency Social Services (ESS) coordinates the delivery of services and supports to address immediate, short-term needs in the community, typically for those who have been impacted by an emergency or disaster.
- ESS coordinates with community partners and municipalities to operate evacuation and/or reception centres.
- Following the event, ESS works with various Region of Durham departments, as well as community partners, to assist residents with navigating their displacement journey.
- ESS plans, prepares and coordinates the Durham Region Social Services emergency response by facilitating staff training and liaising with Regional departments, municipalities, community partners and stakeholders.
- ESS is responsible for managing the departmental emergency plan, business continuity plans, and departmental emergency management-related operating policies and procedures
- Assists Social Services divisions in designing and conducting exercises to test plans and procedures
- Formulates and coordinates departmental emergency management training programs for Regional staff and community stakeholders.
- Emergency Social Services provides an on-call Social Services Duty Contact person 24 hours per day and 7 days
- Initiates the emergency notification and recalls Social Services departmental staff as required.
- For the purposes of Long-Term Care and Services for Seniors, ESS supports the LTC Rave Team who ensures important and urgent information is communicated to staff and family contacts across the 4 regional long-term care home.
- ESS staff can assist in sending alerts during an evacuation to LTC staff and designated contacts of residents to ensure information is shared efficiently during an emergency event
- During a LTC evacuation, ESS and senior management in LTC can coordinate key messaging with the Corporate Communications team.
- The Emergency Social Services Emergency Management Coordinator (SS-EMC) can request supported coordinated through DEM as needed/required

Appendix 6 – Types of Disasters

Durham Region is vulnerable to a wide range of potential emergency situations. Some of these emergencies happen frequently with localized impacts (e.g., fires, chemical spills) while others are rare but would have severe consequences on the population and the environment (e.g., ice storm). As a result, large-scale devastating emergencies occur very rarely. In general, disasters or emergencies can be categorized into 2 groupings:

Natural-Caused

Natural hazards are those related to naturally occurring elements and conditions including but not limited to floods, severe weather, ice and snowstorms.



Human-Caused

Human-caused hazards are accidental and include chemical spills, explosions and leaks, train derailments, plane crashes, public transit crashes, multi-car pileups and power outages.

Technological emergencies are also human-caused and can affect critical infrastructure, computer technology, telecommunications and other information technology issues.

Hazard Identification and Risk Assessment (HIRA)

The Region has a number of situations that present potential hazards to residents. DEMO has completed a hazard analysis and risk assessment, with all hazards identified relative to risk.

The top hazards by rank relative to risk for the Region can be grouped into 3 major categories:

Severe weather (major winter storm, high winds, heat wave, flooding, etc.)

Hazardous materials release (toxic spill/gas) either at a site or as the result of a transportation accident

Mass casualty event such as a train derailment, major accident on the 401 and 407 highways or a major building fire



Types of Disasters (Continued)

Durham Region must not only plan and prepare for current hazards but also plan and prepare for hazards that will increase in risk due to a number of reasons. Evolving hazards in Durham Region include but are not limited to:

- Industry expansion in lakeshore communities
- Highway 407 extension (increased transportation of dangerous goods)
- Climate change
- Influenza pandemic
- Terrorism, including bio-terrorism
- Computer viruses
- Power outages (See loss of essential services plan)
- Gas leaks
- Potable water contamination (See loss of essential services plan)

Gas Leaks

The Regional Municipality of Durham operates four accredited long term care homes located in the City of Oshawa, the Town of Whitby, and Brock Township. Enbridge is the primary service provider for natural gas in all the aforementioned lower tier municipalities.

Signs of a natural gas leak:

- Sight – Damaged connections to natural gas appliances and surrounding plants or vegetation that is dead or dying
- Sound – Hissing or whistling
- Smell – A sulphur-like scent similar to rotten eggs

If a gas leak is suspected:

- Act calm and quickly.
- Leave area immediately.
- Call 9-1-1 in a safe area and advise dispatcher of gas leak.
- Call Enbridge emergency line 1-866-763-5427.

Abide by following safety precautions:

- Do not use phones or electronics near suspected leak.
- Do not turn appliances or lights on or off.
- Do not use ignition sources or open flames.
- If natural gas leak is burning, call 9-1-1 immediately. Do not attempt to put out fire.

Source: [Enbridge Inc.](#)

1. Once on scene, the fire department assesses the extent of the gas leak and establishes command.
2. If an evacuation is required, the fire department will work in coordination with LTC staff to safely remove residents and staff from the affected area and in accordance with Code Green (total evacuation plan).
3. Enbridge personnel on scene of an incident will work with the Fire Department unit to identify needs.
4. Enbridge personnel shall be responsible for locating and eliminating the source of the leak.
5. Return to the building will be determined by the Fire Department, Enbridge, and other applicable authority when it has been deemed safe for the staff and residents' return.

Durham Region Nuclear Emergency Plan

One of the Risk Specific Plans is the Durham Region Nuclear Emergency Plan (DRNEP).

The Nuclear Emergency Plan prescribes the planning and operational guidelines for the Durham Region **emergency response organization** to be used during a nuclear event.

Durham Region is considered a "designated municipality" under the Provincial Nuclear Emergency Response Plan (PNERP) and is mandated to have a nuclear emergency plan. Durham Region and local municipalities must be prepared to implement protective measures in a 10 km zone around each nuclear station to protect the public from exposure to a radioactive plume.

Protective measures include:

Evacuation - Residents will be advised to evacuate to designated facilities following evacuation routes designated by the province.

KI (Potassium Iodide) Pills - Potassium Iodide pills prevent or reduce the radioiodine absorption by the thyroid gland through the ingestion of a stable iodine compound. Residents may pick up Potassium Iodide pills free of charge at **designated pharmacies**.

KI pills are onsite for all Long-Term Care homes.

Public Alerting - The Province will order the public alerting system to be activated to warn the public if required. The current **Public Alerting System** is an automated telephone dialing system that covers the 10-kilometer area surrounding each nuclear station.

Reference: <http://insider/demo.asp>

