



External Disaster Emergency Plan – CODE ORANGE (Policy and Procedures)

Manual	Emergency Management – Module 3	Policy Number	EM-03.04 (v.1.6)
Applies to	All Long-Term Care Staff, Students and Volunteers		
Effective Date	November 17, 2022	Replaces	N/A

PURPOSE: The policy provides guidelines for staff to respond and manage an external disaster to ensure the safety and security of residents, staff members, volunteers and visitors in the Homes

DEFINITIONS: At the end of the document

POLICY: The key requirements of this policy are:

1. The **External Disaster Emergency Plan (CODE ORANGE)** may be activated by the **Administrator (during business hours)** or the **Manager-on-Call (after hours)** once they receive notification of an **external emergency**
2. All staff have a duty to support and respond to a **CODE ORANGE**
3. **Equipment and Supplies:** The Homes will ensure staff have access to resources, supplies, personal protective equipment, and equipment to adequately respond to a **CODE ORANGE**
4. **Communications:** The Homes will be equipped with an effective public address system for announcing **CODE ORANGE** to those in the Home
5. **Reporting:** The Home must report a critical incident that presents an emergency to the Ministry of Long-Term Care immediately
6. **Education and Training:** All staff, students and volunteers will be provided with education and training on the **External Disaster Emergency Plan (CODE ORANGE)** at orientation and annually thereafter

Note: For CODE ORANGE testing and exercise requirements, see the **Long-Term Care Emergency Preparedness and Response Training and Exercise Plan**

PROCEDURES: This section contains procedures for the following:

A. Activating and responding to a CODE ORANGE

B. During a CODE ORANGE

C. Ending a CODE ORANGE

D. Post CODE ORANGE Procedures and Documentation

A. Activating and responding to a CODE ORANGE

A staff member, student or volunteer will:

- Upon becoming aware of a potential external disaster, immediately contact the Charge Nurse and provide information about the external disaster (including source, such as a news site or emergency alert on their phone)

A Charge Nurse (or designate) will:

- Notify the Administrator (during business hours) or the Manager-on-Call (after hours)

The Administrator (during business hours) or the Manager-on-Call (after hours) will:

- Determine whether the external disaster requires a Home-level response such as:
 - A need to shelter in place. See **Appendix B: Shelter-In-Place Strategies**
 - A need for staff to prepare for an influx of individuals in the Home (who may need to seek shelter) or external residents. See **Reciprocal Agreements**
 - A need to evacuate the Home. See **Evacuation Plan – CODE GREEN (Policy and Procedures)**
 - A need to close the building to non-essential personnel
 - A need to activate the **Emergency Communications Plan** to notify stakeholders as appropriate and provide staff and residents key message
- **If a Home-level response is required:**
 - Take command of the emergency, inform and consult with the Director, Seniors Services on whether to activate the Incident Management System (IMS). See **Long-Term Care Emergency Plan**
 - Delegate a staff member to make one of the following statement **three times** using the public address system:
 - CODE ORANGE: ICE STORM
 - CODE ORANGE: TORNADO
 - CODE ORANGE: HIGH WINDS

- **CODE ORANGE: FLOOD**
 - Communicate to all those in the Home actions to take in response to the emergency. See **Appendix A: External Disaster Emergency Actions**
 - If receiving residents from another long-term care home, ensure the evacuating facility has obtained temporary licenses required. See **Appendix E1: Ministry of Long-Term Care. [The Guide on the Policy, Process, and Procedures during Emergency Evacuations](#) and appendices**, as current in **Evacuation Plan – CODE GREEN (Policy and Procedures)**

All Staff will:

- Ensure the safety of all residents in the building
- Keep residents calm as they may respond differently to the alarms and noises occurring during the incident

B. During a CODE ORANGE

The Administrator (during business hours) or the Manager-on-Call (after hours) will:

- Determine any actions that may be required in responding to the emergency, such as:
 - A need to activate the food and fluid provision plan or access to prescription plan. See **Long-Term Care Emergency Plan**
 - A need to evacuate the Home. See **Evacuation Plan – CODE GREEN (Policy and Procedures)**
 - Damage to the Home. See **Loss of Essential Services Emergency Plan – CODE GREY (Policy and Procedures)**
 - A missing resident. See **Missing Resident Emergency Plan – CODE YELLOW (Policy and Procedures)**
- Communicate to the Charge Nurse any updates to actions needed in the Home. See **Appendix A: External Disaster Emergency Actions**

A Charge Nurse (or designate) will:

- Inform staff of actions required in supporting a CODE ORANGE
- Assign staff to complete **Appendix C: Fire Watch Patrol Log for Emergencies**
- Ensure staff have access to any required emergency response equipment. See **Appendix B: General Emergency Response Kit** in the **Resources, Supplies, PPE and Equipment Emergency Plan**

- Upon notification of incident/injury, ensure care is provided, **and**
 - Upon notification of incident/injury of **employees**, request the employee's supervisor follow the employee incident / injury process. See [Incident and Concern Reporting](#)
 - Upon notification of incident/injury of **students, volunteers, agency staff and contracted service providers**, notify the supervisor of that individual about the need to complete the **Non-Regional Incident Reporting Form**

All Staff will:

- Respond to the updated instructions from the Charge Nurse (or delegate)
- Identify persons with injuries and provide medical assistance as appropriate

C. Ending a CODE ORANGE

The Administrator (during business hours) or the Manager-on-Call (after hours) will:

- Declare the **CODE ORANGE** over when the external disaster no longer poses a risk to the safety of those who live and work at the Home
- Delegate a staff member to announce the following statement **three times** over the public address system:

“CODE ORANGE. All clear”

Note: once a **CODE ORANGE** has been declared over, normal operations resume unless the Home has maintained damage. See **Loss of Essential Services Emergency Plan – CODE GREY (Policy and Procedures)**

D. Post CODE ORANGE Procedures and Documentation

The Charge Nurse (or designate) will:

- Report any incidents visitors and other members of the public using the **Bodily Injury Reporting Form**
- Complete debrief(s) and any other actions identified in the **Emergency Recovery Plan**
- Ensure all emergency response equipment is replenished after a CODE ORANGE ends. See **Appendix B: General Emergency Response Kit** in the **Resources, Supplies, PPE and Equipment Emergency Plan**

The Director of Care (or designate) will:

- Follow the **Mandatory and Critical Incident Reporting Policy and Procedures**

- Notify Joint Health and Safety Committee regarding all incidents involving staff, volunteers, visitors, and contract workers
- Notify the Education and Wellbeing Team to ensure staff supports are in place for those who experienced distress. See **Appendix D: Suggested Support Resources** in **Emergency Recovery Plan (Policy and Procedures)**

A Supervisor of any employee involved in the incident (and who sustains an injury or near miss) will:

- Follow the employee incident / injury process. All incidents must be reported through the **Online e-Incident Report Form** on the Homes' incident management system

Note: All incidents (including near misses) must be investigated by employers. See [Incident and Concern Reporting](#)

A Supervisor of a student, volunteer, agency staff or contracted service providers, involved in the incident (and who sustains an injury or near miss) will:

- Complete the **Non-Regional Incident Reporting Form**

The Administrator (during business hours) or the Manager-on-Call (after hours) will:

- In consultation with the Director, Seniors Services, deactivate the Incident Management System (IMS), if activated

ROLES AND RESPONSIBILITIES:

Role	Responsibilities
All staff, students and volunteers	<ul style="list-style-type: none"> • Report and support a CODE ORANGE
Director of Care (or designate)	<ul style="list-style-type: none"> • Initiate Mandatory Critical Incident System Report, if required
Charge Nurse (or designate)	<ul style="list-style-type: none"> • Complete actions as required by the Long-Term Care Emergency Recovery Plan
Administrator (during business hours) or the Manager-on-Call (after hours)	<ul style="list-style-type: none"> • Assume command of a CODE ORANGE • Following consultation with the Director, Seniors Services, activate the Incident Management System (IMS) and deactivate when emergency is over



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	<ul style="list-style-type: none"> Complete actions as required by the Long-Term Care Emergency Recovery Plan
Emergency and Contingency Planning Specialist	<ul style="list-style-type: none"> Provide education and training on Emergency Plans Complete After-Action Review (AAR) as required by the Long-Term Care Emergency Recovery Plan
Education and Wellbeing Team	<ul style="list-style-type: none"> Ensure staff supports are in place for those who experienced distress. See Appendix D: Suggested Support Resources in Emergency Recovery Plan (Policy and Procedures) Maintain staff records of education and training

Authority	<i>Fixing Long-Term Care Act, 2021 s. 82(2)8 and 90; General Regulation 246/22 s. 20, 115, 263(2)2, 268, 270, 271(1)f and 273; CARF Aging Services Standards; and York Region Seniors Services Administration</i>		
Related Resources	<ul style="list-style-type: none"> Appendix A: External Disaster Emergency Actions Appendix B: Shelter-In-Place Strategies Appendix C: Fire Watch Patrol Log for Emergencies Related Home Policies: Emergency Planning Policies and Procedures and Mandatory and Critical Incident Reporting Policy and Procedures Related Regional Policies: Incident Management System LTC Emergency Preparedness Manual https://www.alertready.ca/alert-types/ https://www.canada.ca/en/health-canada/services/health-concerns/emergencies-disasters/chemical-biological-radiological-nuclear-explosive-events.html 		
Policy Contact	Senior Program Analyst	Review Period	Annually

DEFINITIONS:

CODE ORANGE	A term that alerts staff to an external disaster that has occurred in the community or vicinity of the Home
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Emergency	Means an urgent or pressing situation or condition presenting an imminent threat to the health or well-being of residents and others attending the home that requires immediate action to ensure the safety of persons in the home
External Disaster	<p>A term used to mean a community disaster, natural disaster or extreme weather event. Examples may include a winter weather (ice storm), tornado, high wind or flood warning)</p> <p>Note: this emergency plan does not cover a response to a Chemical-Biological-Nuclear-Radiological Emergency. More information can be found at Canada.ca</p>
Extreme weather event	<p>Extreme weather events such as tornadoes, hurricanes, hail, blizzards, ice storms and heavy rain are monitored by Environment Canada 24 hours a day, 7 days a week. If a severe storm is on the horizon, the weather service issues a “Weather Watch” and then if more severe a “Weather Warning”</p>
Shelter-In-Place	<p>A term that means finding a safe location indoors and staying there until you are given an “all clear” or told to evacuate (See CODE GREEN)</p> <p>You may be asked to shelter in place because of a community disaster, natural disaster or extreme weather event (CODE ORANGE), a violent outburst (CODE WHITE), a bomb threat (CODE BLACK) or any other emergency where the safety and security of those who live and work at the Home may be at risk and shelter-in-place is an appropriate strategy to employ</p>
Staff	<p>Means a person who works at the Home either:</p> <p>(a) As an employee of the Region/Home. This includes unionized staff, including but not limited to CUPE 905 Long-Term Care Bargaining Unit Staff (excluding Seniors Community Program Staff), and Non-Union staff working in the Homes. This also includes any redeployed Regional staff</p> <p>(b) Has a contract or agreement with Region/Home. This includes but not limited to the Medical Director, Registered Dietician, Pharmacy Service Provider, Physiotherapist, etc.</p> <p>(c) At the Home due to a contract or agreement between the Region/Home and an employment agency or other third party. This includes agency staff (including those who may not provide direct care to residents)</p>



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	Note: Education and Training exemptions apply for those in (b) and (c) who provide occasional maintenance and repair services to the Home and will not provide direct care to residents. These staff will receive information about emergency plans before commencing their services
Weather Warning	A term used for dangerous winds, severe thunderstorm with possibility of tornado imminent which could cause injury to life and property (such as a severe thunderstorm is in progress or expected to occur within two hours). If Environment Canada had confirmation of a Tornado, they would issue a "TORNADO WARNING"
Weather Watch	A broad category issued up to six hours in advance to alert public for a specified forecast region of Ontario that there is a high potential for dangerous thunderstorm weather, which may be accompanied by winds, hail and/or a tornado