MANUAL: Emergency	**APPROVED BY:** Administrator		**Emergency Plan:** Code Grey	**PLAN #:** EMERG - I - 06c
Orig: Apr 30/10	**Code Grey / Loss of Essential Services** **LOSS OF COMMUNICATION**			Page **1** of **17**
Revised: Aug/18; Mar/17; Sep/23				

Reviewed: Sep/22

INTRODUCTION
- Loss of communication at **Bob Rumball Home for the Deaf** (BRHD) is treated as a "Code Grey" emergency — and needs to be managed as quickly as possible to avoid potential risk to residents and others at BRHD.
- Loss of communication may be caused by an internet outage or equipment failure, e.g., mechanical or electronic breakdown.

The **purpose** of this BRHD Code Grey plan is to:
- Outline measures for dealing with, responding to and preparing for the **loss of communication *at BRHD*.**[i] [ii] [iii]

  Loss of Communication at BRHD includes: a systemic loss of WIFI service, wireless cell phones, land line phones and/or the TTY (TeleTYpewriter), located in the reception area.
  Note: *The TTY is a special device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate, by allowing them to type text messages.*[iv] *It requires a land line phone to function.*

- To protect the safety and well-being of residents, staff and others, as much as possible, during the loss of communication.
- Ensure that the "Code Grey Plan – **Loss of communication**" is tested, evaluated, updated and reviewed with the staff of the Home, as required.
- Ensure **communication** of the emergency, e.g., announcement of emergency, declaring emergency over, debriefing with persons involved in the emergency after it is declared over; and ensuring external entities are offered an opportunity to provide feedback, and be informed about any changes to the emergency code. [v]

The Code Grey plan includes:
- Lead for co-ordinating the "Loss of Communication" activities, e.g., review and testing of the Plan, as required
- Consultation [vi]
- Record Retention
- Hazards and Risks [vii] for loss of communication
- Emergency supplies and equipment
- **Activation of the Plan ~ Roles and Responsibilities** [viii] in the event of Loss of Communication
- Post Emergency Activities
- Training / Retraining
- Related Plan / Policy
- Appendices

The **Manager of Nutrition and Environmental Services (MNES)** /designate is the lead person responsible to ensure that:

- A **Code Grey Plan – "Loss of Essential Services"**, is <mark>tested</mark> annually, including arrangements with the entities that may be involved in or provide emergency services to BRHD.[ix]
    - The Loss of Essential services has been **subdivided into 3 components**, i.e.,
        - **Loss of Hydro or Natural Gas** *(EMERG-I-06a)*;
        - **Loss of Water*** *(EMERG-I-06b);* **and**
        - **Loss of Communication** *(EMERG-I-06c)*
        Note: The Loss of Potable Water and Boil Water Advisory component of EMERG-I-06b will be **tested annually.* [x]

    - As such, **each component of the Loss of Essential Services** *(EMERG-I-06a, 06b or 06c)* will be **tested once every three years on alternate years,** to ensure that a different component of "Loss of Essential Services" is tested annually.

- The **Code Grey *Plan ~" Loss of Communication"*** is *evaluated and updated*, including the updating of all emergency contact information of the entities:
    (a) at least **annually**, and
    (b) **within 30 days** of the **Loss of Communication** emergency being activated and declared over.[xi]

MOCK EMERGENCY TEST
- If conducting a **MOCK EMERGENCY TEST**, you **must notify the appropriate emergency external entities,** *particularly emergency service providers, e.g., police, fire or ambulance, if you anticipate that 911 will be called,* at least 24 hours **PRIOR** to conducting the Mock Test, as well as the communication entities, as per their non-emergency contact numbers. The entities/entity will inquire as to the details, e.g., date, time, type of test, and other external entities involved, as appropriate.

CONSULTATION
The following will be consulted when developing and/or updating the Code Grey Plan – Loss of Communication:
- BRHD's Director IT and staff, including managers and registered nursing staff, Residents' Council (RC) and the Family Council (FC), if any; [xii] and
- The relevant external entities, as appropriate. [xiii]
    - **Rogers:** *for WIFI / internet*
        - Technical Support 1-888-Rogers-1;
    - **Rogers:** *for Wireless-cell phones*
        - Customer Service 1-855-381-7834
    - **Telizon** *Service company for land-line phones*
        - 1-877-835-4966
    - *And other relevant services as needed and listed in the "Emergency Telephone Numbers" at the front of the Emergency Manual.*

Any **changes to the Code Grey "Plan"** (for Loss of Communication) will be identified and the following notified of the changes:
- The staff, volunteers and students
- The RC and FC if any, by providing an update at their respective meetings
- The entities, e.g., by providing a copy of the updated emergency plan for their review and feedback, or contacting/meeting with them directly.[xiv]

RECORD RETENTION: BRHD will keep a record of the testing of the Code Grey Plan ~ Loss of Communication that is activated in response to the emergency; of changes made to improve the plans;[xv] consultations, and the current **contact information** for relevant entities that may be involved in the emergency plans.[xvi]

EMERGENCY MANUAL LOCATION: A copy of the Code Grey Plan ~ Loss of Communication is available in the BRHD's Emergency Manual located in the front vestibule, and in each Care Centre (CC). In addition, BRHD's emergency plans are located in the Home's computer system on the "S"" drive, and on the BRHD website. Physical copies of the plan are made available upon request.[xvii]

HAZARDS AND RISKS [xviii]

The loss of communication, including internet, loss of digital wireless phones, and/or land lines may be caused by loss of hydro.

Systemic technical issues with the internet service may be caused by the provider, e.g., Rogers or Telizon, in which case they should be contacted as soon as possible to restore the service because loss of communication may lead to:
- Safety issues for residents and others in the Home, if urgent emergency services and information needs to be communicated and documented electronically;
- Business disruption, including loss of productivity and efficiency for staff, and equipment using WIFI connections at the Home, and
- Network security breaches and data loss

EMERGENCY SUPPLIES and EQUIPMENT [xix]
- Emergency Manual, located as identified above, includes:
    - Code Grey ~ Loss of Communication Plan; and
    - Emergency Contact numbers, kept current annually when each emergency plan reviewed [xx]
- A diesel operated back-up generator, located in the mechanical room.
  - ***Notes:***
    - *The back-up generator will activate in 3 seconds in the event of a power outage. It maintains all essential electrical equipment and can operate indefinitely **in the event of a power failure**. [xxi]* <mark>Sargent Fuels Ltd</mark>*. should be contacted to top up the diesel fuel after 12 hours of continuous running and every 12 hours thereafter until resumption of normal power. Fuel consumption will be monitored twice during an 8-hour shift to ensure adequate quantity of fuel.*

- o *The resident communication response system uses battery powered badges. All chargers are plugged into red receptacles at the nursing care centres.*
- o *The emergency red button (nurse call system) in common areas, e.g., washrooms, dining rooms, lounges, spas are battery operated. The emergency red buttons are tested through the computer system to ensure they are operating. Batteries are replaced as needed.*
- Land-line phones,
- Staff personal digital phones (with ability to receive and send calls, messages and emails), which may be serviced through a different provider, if Rogers service is compromised
- Several laptops to record information and save data, even if WIFI not working.
- A data network security system to prevent breaches and save data.

ACTIVATION OF THE PLAN [xxii] *

ROLES AND RESPONSIBILITIES [xxiii]

Person identifying the Loss of Communication *(i.e., systemic loss of WIFI service, digital phone communication, or phone land lines)*
- Anyone within the Home who identifies that there is a systemic loss of, should notify the Fire Incident Warden.

Fire Incident Warden (FIW)
The MNES if **on-site** at BRHD, is the FIW in charge of responding to a systemic loss of communication at the Home.
- o If the **MNES** is not on-site, the staff member in charge of the Home, i.e., Administrator, manager or senior RN in the building is the FIW.
  Note: The *Assistant Director of Nursing and Personal Care (ADONPC) may be use as an in-house resource for some IT issues. Issues requiring the expertise of the Director of IT, will be forwarded for resolution, as appropriate.*

The FIW will give direction as identified:
- **Determine the type and extent of the loss of communication** (WIFI, digital phones, land lines) in the Home, and the potential risk to residents and staff.
  Note:
  - o If the loss of communication service is related to a **power failure**, please refer to:
    "Code Grey – Loss of Hydro or Gas (EMERG-I-06a)"

- **FIW/designate** to **notify the Administrator** if on site, **or a manager** (or on-call manager as appropriate) **if the Administrator is not on site.** Explain the emergency and ask the manager to notify the Administrator about the emergency, if the Administrator is not on site.
  *Note: Account numbers for Telizon & Rogers (wireless phone and internet) are on the Fan out list, if required. In addition, all phone numbers for **BRHD i-phones are on Fan-Out List** and will be identified as such, in the event they are required because land-line phones are down.*

Loss of WIFI / Internet

The FIW will:	Comments/ assigned person(s) by the FIW
. If there are isolated concerns, notify the ADONPC/designate to contact internal technical support for repairs.	Contact Fred Cheng, Director of IT, for assistance with determining cause & resolution of problem.
. For a complete loss of internet service to BRHD: - Notify ADONPC **Reset the routers**. There are internet routers in the maintenance mechanical room and in the mechanical room on each of the resident wings, i.e., D1, D2, D3, and D4.	
. **If the routers do not reset the internet**, notify Rogers Technical Support 1-888-Rogers-1, report concern; determine length of service disruption.[xxiv] Request emergency service repairs.	
. **Notify Director of IT (Fred) by text / email** fcheng@bobrumball.org / IT-Support@bobrumball.org **of outage.** . Ask Fred to check the BRHD internet system to determine cause. If an internal system, Fred will be able to assist with repairs to the WIFI service.	
. **Inform staff** of loss of internet / WIFI (affects PCC, e-MARS, POC, and email messages, and any other major equipment requiring internet, as applicable, e.g., HVAC system. . As appropriate, make an **announcement:** Pick up the phone (land line). Push the button that is marked "Page" and clearly state: "Code Grey – Loss of Communication" and the location to meet, (e.g., Boardroom / Care Centre 2 [xxv]. Repeat the message three times to ensure that it is clearly heard.	
. If an announcement was made to meet, FIW to go to location to discuss.	
Give direction re how to effectively function without internet. . Use hard copy resident care plans, as required. . All staff would need to maintain a record of activities on paper, e.g., printed e-MARS, assessments, etc. Note: For hard copies of e-MARs: Download the e-MARs from the desktop. Print MARs using the main computer. Ask DONPC, ADONPC or Administrator for further instructions, if required. If POC system is not functioning: Use the blank POC sheets located at each CC.	

Loss of wireless cell phone communication *(to BRHD i-phones)*

The FIW will:	Comments/ assigned person(s) by the FIW
. Using a land-line phone, call Rogers Customer Service 1-855-381-7834, report concern; determine length of service disruption and request emergency repairs.[xxvi]	Rogers technical support is also available at 1-888-rogers-1 or 1-888-764-3771.
. **Notify Director of IT (Fred) by text / email** fcheng@bobrumball.org / IT-Support@bobrumball.org . Ask Fred to check the BRHD internet system to determine cause. If an internal system, Fred will be able to assist with repairs to the WIFI service.	
. Inform staff (by text or email) of loss of cell phone communication. Give instruction to use land line phones only until wireless cell phone communication is restored. If no announcement made, assign a staff member to inform staff with BRHD phones of service outage, e.g., managers, reception, supervisors, RNs & RPNs	

Loss of business land line phone communication

The FIW will:	Comments/ assigned person(s) by the FIW
. Call **Telizon** Service @ 1-877-835-4966, report concern; determine length of service disruption.[xxvii]	
. Directly inform staff of lack of service on land line phones. . Direct managers to send email/text message to their staff with BRHD i-phones re outage. . Remind staff that for urgent communication including 911 emergencies staff should use the BRHD i-phones (managers and program staff), or personal digital phones.	Note: Land-line phones require electricity & are connected to back-up generator.
. Depending on time of day, consider placing sticky notes on the land-line phones "Out of Order, Use cell phone."	Land-line phones location: reception, Care Centre (CC) 1 and CC2, all manager offices, dietary, programs, laundry and boardroom.
. If the fire system is linked to the land line phones call the Fire Department to inform them that the land line system is down; and any 911 emergency calls for fire will be made by wireless phones.	
. Post notice in front vestibule area that land line phones are out of service.	

Loss of Land-line phones *(Telizon)* **and Wireless phones** *(Rogers)*

The FIW will:	Comments/ assigned person(s) by the FIW
Notify Telizon (1-877-835-4966) and Rogers (1-855-381-7834) of loss of service, request emergency repairs by an alternate notification method, i.e.: • Ask staff if they have a cell phone, not serviced by Rogers or Telizon. If their phone has service, request that their phone(s) be used by the FIW for emergency purposes only. • If there is no phone/cell phone service, **use internet service**, if available. https://www.rogers.com/support/outage	

Loss of land-line phones *(Telizon),* **Wireless phones** *(Rogers)* and **Internet** *(Rogers)*

The FIW will:	Comments/ assigned person(s) by the FIW
Assign one person to drive to an alternate business location, until notification can be provided to Rogers (1-855-381-7834) and Telizon (1-877-835-4966). • Inform them that the BRHD communication system is non-functioning and repairs are required as soon as possible to facilitate assistance in the event of an emergency. • As a last resort call the emergency service (911) and advise them of the lack of phones and internet at the BRHD and the potential risk to the residents if emergency calls are needed and unable to be made. Request assistance in expediting the emergency service repairs.	

MNES, and/or **ADONPC** / designate
• Provide technical assistance / direction, including contacting the Director Information Technology (IT) for further assistance, as required by the FIW.

All other staff
• If the Code Grey- Loss of Communication is announced
  o At least one nursing staff member must stay on each Care Centre in the event a resident requires something
  o All other staff should go to the identified emergency location as announced, and take direction from the FIW.
  o Provide any assistance as directed by the FIW

Students
• Assist by staying with residents **in a safe area**, as directed by the FIW/designate

Visitors and Volunteers
• Have the choice to either:
  o leave the building, or
  o stay with the resident **in a safe area**, as directed.

POST EMERGENCY ACTIVITIES

FIW/designate will:
- After the communication network/system is restored, declare the emergency over.
- If a Code Grey was announced, ensure that "**Code Grey – Loss of Communication, All Clear**" is announced <u>three times</u> clearly, to communicate that the emergency is declared over.[xxviii][xxix] Resume normal duties.
  - o Ensure hearing staff inform staff who are deaf of the 'all clear' announcement using the appropriate communication, e.g., American Sign Language (ASL) / face-to-face, pager etc.
- Notify the **Administrator**/designate of the "All Clear", if not on site.
- Notify the Director IT if not on site when the applicable communication system is restored.
- Sent message / text or email to staff with BRHD i-phones to alert them that the communication service is restored.
- Remove any signage that was posted explaining the emergency.

The FIW will
- As soon as possible after the emergency is declared over:
  - o Invite the following persons, who were involved in the emergency, to participate in a post emergency evaluation meeting:
    - ▪ On site manager, representatives from the staff, students, volunteers, and any external entities involved in the emergency., e.g., Rogers, Telizon, Director IT as applicable and available.[xxx]

- Chair the meeting. The purpose of the post emergency meeting is to **complete the "Code Grey ~ Loss of Communication Test Report and Evaluation"** *(Appendix A),* **evaluate** the emergency and identify any **recommendations for improvement**.

- Ensure the Ministry Long-Term Care (MLTC) were notified by the **after-hours pager** of Code Grey – Loss of Communication, as applicable, and that a Critical Incident System (CIS) **report is completed and submitted**, as soon as possible, if not done already. [xxxi]

- Determine what equipment and supplies were used, and assign staff to replace /disinfect, and/or return, as appropriate, to their normal location, including the *Command Centre Bag.*[xxxii]

- Forward the completed "**Code Grey- Loss of Communication Test Report and Evaluation**" *(Appendix A)* to the Administrator if not conducting the meeting.

The Administrator will:
- Ensure the "**Code Grey – Loss of Communication Test Report and Evaluation**" is completed and follow-up on any outstanding issues, including completion of documentation, as required.

- **Debrief** the residents, their SDMs, if any, staff, volunteers, and students after the emergency, as appropriate, e.g., by memo, in person, at a meeting, etc., the fact that the Emergency Plan was

tested (planned or unplanned), and any approved recommendations for improvement to be implemented.[xxxiii] Maintain a written record of the debrief.

- Determine if anyone experienced **distress** during the emergency, and if so, ensure that the person is provided with an opportunity to discuss their concerns and/or given appropriate emotional support.[xxxiv] BRHD has an EAP, for eligible staff.

- Ensure notification of WSIB and MOL / MLITSD, if any staff injury, as applicable.

- If any external entities (e.g., Director IT, Rogers, Telizon, emergency personnel, etc.) were involved in an emergency response, ensure the entities, and the RC, and FC, if any, are provided an opportunity to offer feedback, [xxxv] if their representative was unable to attend the post emergency evaluation discussion.

- Review the Code Grey **Plan (**EMERG-I-06c), and add any recommendations for change to the Plan, to the written recommendations for improvement as outlined in the "**Code Grey – Loss of Communication Test Report and Evaluation**"

- Bring all **recommendations for improvement** of the Code Grey Plan to the Management Team meeting for discussion and determine with the team, which recommendations for improvement are approved or rejected. Record decisions about each recommendation on the Code Grey Test Report and Evaluation form.

- Forward a copy of all documentation/records related to the Code Grey ~ Loss of Communication to the Administrator. Retain records.

- Review the Code Grey **Plan**, and **update** as applicable, with any approved recommendations for improvement, **within 30 days** after the event was declared over.[xxxvi]
  Note: If any changes were made to improve the plan, maintain a written record of the changes made.[xxxvii]

- **Complete Appendix C** ~ "Checklist for Code Grey ~ Loss of Communication" at the end of **each calendar year.**

Administrator/designate will:
- Address the **recovery** from the Emergency: [xxxviii]
  o Ensure completion of all records and follow-through activities.
  o Arrange for staff **training/retraining** to be updated and conducted, as required. *(Refer to the sections below.)*

TRAINING – Emergency Plan [xxxix]
- BRHD **staff, volunteers, and students** will receive training on emergency plans during their orientation, and at least **annually** thereafter.[xl]
- The training will be based on that staff member's responsibilities, prior to that person performing his/her responsibilities.[xli]

Note: *In the event of an emergency or exceptional unforeseen circumstances, e.g., the new employee is being orientated on-site with another employee, the emergency training must be provided <u>within one week </u>of when the person begins performing their responsibilities.[xlii]*

RETRAINING [xliii]

- All staff will receive annual retraining / reassessment on the Emergency Plan through Surge Learning and related Qs and As. [xliv] [xlv] If staff at that time, or at any time are assessed as requiring further retraining, this will be done by the employee's supervisor in a manner considered appropriate, e.g., repeating the training, 1:1 etc..[xlvi]
- During the annual testing of the emergency procedure, any staff assessed as requiring further training will be retrained, based on his/her responsibilities during the emergency procedure.[xlvii]

RELATED PLAN

- *Code Grey – Loss of Hydro or Gas (EMERG-I-06a)*

APPENDICES

- **Appendix A - Code Grey ~ Loss of Communication Test Report and Evaluation**
- **Appendix B - Checklist for Code Grey ~ Loss of Communication**

* Please make 1 copy of "Activation of the Plan", pages 5-9 inclusive for the Command Centre Bag, Code Grey – Loss of Communication (EMERG-I-06c) folder.

Appendix A: Code Grey ~ Loss of Communication Test Report and Evaluation

Identify what system communication services were lost: Internet: (Y/N) _____ ; Wireless i-Phones: (Y/N) _____ ;
Land-line Phones (Y/N) _____ ; Other: _____
Actual Emergency (Y/N) _____ ; - OR - Mock Emergency (Y/N) _____
If mock, identify type (roll-play, table-top, etc.) _____
Code Grey – Loss of Essential Services is to be tested annually. BRHD will test Loss of Hydro or Natural Gas every 3 years; Loss of Water every 3 years, and Loss of Communication every three years. The testing of the 3 different types of loss of essential services will be altered each year to ensure one loss of an essential service type is tested each year.[xlviii]

Date of emergency activation: _____(MMM/DD/YYY)
Time emergency started: _____AM / PM   Time emergency declared over: _____ AM / PM

This report template is available for completion electronically. To be completed to the extent possible, by the onsite FIW (MNES/designate), as soon as possible after the emergency is declared over. The following additional persons if involved in the emergency, are encouraged to participate and provide feedback: representatives from involved managers & staff, resident, family, and involved external entities (e.g., Director IT, Rogers, Telizon),[xlix] as appropriate.

Attendees:

NAME	Position		NAME	Position

List external entities, e.g., Director IT, Rogers, Telizon, etc., as applicable, that were involved in the emergency but are NOT in attendance at the evaluation, so they can be given the opportunity for feedback:
_____

The following will provide a brief summary of the Code Grey emergency event: (who, when, where, what, action taken, observations made, and comments for improvement)

Who was the first person who reported a systemic loss of Communication service? _____
To whom did they report the lost of communication to? _____(Name).

Was Code Grey announced? Y/N _____

Name of FIW: _____ (MNES, CC1 or CC2 nurse, or another manager.)

Was the Administrator notified of the Code Grey? Y/N _____

Did the on-site MNES or designate manager take over as the FIW? Y/N _____
      If yes, name: _____

. **Was the emergency declared over by the FIW? Y/N** ____

. **If not, who declared the emergency over?** _____

. **If the Code Grey was declared at the beginning of the emergency, was the "All Clear" announced when Code Grey was declared over? Y/N** ____ (If not, please ensure that a staff member announces the All-Clear ASAP)

Describe the **action taken to** notify persons and restore the loss of communication service (include FIW direction, external entities contacted, their response, alternative measures used to continue urgent communication, and documentation).

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

Did anyone sustain one or more injuries during the emergency? Y/N ____ If yes, please complete chart below.

Name (First / Last)	Position - resident, staff, visitor, etc.	Describe Injury	Treatment Provided

What went well?

What didn't go well?	Recommendation for improvement?

To be Notified (If needed and not yet done, please assign if possible)

. **MLTC notified of the emergency?** Y/N _____ **Was a CIS report submitted?** Y/N _____

    If no, assigned to: _____

. **Resident's POA?** Y/N Not applicable (N/A)? _____ If required, assigned to: _____

. **Resident's Physician**? Y/N Not applicable (N/A)? _____ If required, assigned to: _____

. Do any **resident's** health records need to be updated? Y/N ____; If yes, assigned to: _____

. **WSIB, MLITSD?** Y/N Not applicable (N/A)? _____ If required, assigned to: _____

In the chart below, list the equipment and supplies that were used during the emergency and need to be replaced, cleaned and/or returned. Identify who will complete that task.

Supplies/Equipment Used	Replace or Disinfect & Return	Assigned to:
Emergency Manual Plan (EMERG-I-06c)?		
Command Centre Bag supplies? (templates)		

Did any person(s) experience distress as a result of the emergency? Y/N ___

If yes, list names of person(s) who experienced distress, and indicate whether emotional support was provided.

Person's name who experienced distress	Emotional Support Provided	Follow-through required

Signature of FIW completing the report _____

Print the name of any additional staff member who added information to complete the report:
_____ & their Signature: _____

Ensure this report and supporting documentation are forwarded to Administrator.

<mark>The remainder of the evaluation is to be completed by the Administrator / designate</mark>

- Review the CIS report related to the emergency, that was submitted to the MLTC.
  - Make any amendments as required.
- Does WSIB, MOL/ MLITSD, or any other government body or entity need to be notified? Y/N ___. If yes, identify who will notify which entity? _____
- Were the entities (e.g., Rogers, Telizon, Director IT) who were involved in emergency response provided with an opportunity to offer feedback.[l] Y/N ____. If no, who will ensure they are contacted and inquire if they have any feedback? _____

The **MNES** will ensure the review of the existing Code Grey Plan **annually** (for a Loss of Communication), and discuss any recommendations for improvement **with the Management Team**. (Refer to recommendations as listed above, and any additional recommendations that were received.)

The following are the Authorized Recommendations for Change

#	Authorized Recommendations for Change, including any changes to Code Grey Plan ~ Loss of Communication, if any:	Assigned to	Date of Implementation
1.			
2.			
3.			
4.			

Note: Authorized changes for improvement are to be promptly implemented and documented.[li]

The following are the Rejected Recommendations

#	Rejected Recommendations, if any:	Reason for Rejecting the Recommendation for Change
1.		
2.		
3.		

Code Grey Plan (EMERG–I–06c)

<mark>Within 30 days</mark> after the test is declared over, the emergency plan must be **reviewed and updated**, if necessary, based on the authorized recommendations.[lii]

If the Code Grey Plan (**EMERG–I–06c) requires** updating, assign to **MNES**: _____ .

If changes were made to the Code Grey Plan ~ Loss of Communication, **indicate how staff, volunteers, students, RC, FC if any, and external entities were involved / informed of** <mark>changes</mark>, **and will be given any** training/retraining, as required.

Retain all supporting documentation, e.g., completed templates, changes made to the Plan, training records, etc.

- _____ New staff / volunteers & students will review updated emergency Plan as part of their **orientation**
- _____ Existing staff **Surge Learning updated, or retraining** by alternate method e.g., memo _____
- _____ Volunteers, Students, RC, FC if any, and relevant external entities given an opportunity for feedback and **advised of changes to the emergency plan**, which is available on BRHD's website, & internally in Emergency Manual, as appropriate.
- _____ If changes were made to emergency Plan, the revised Plan was updated in the Home's Emergency Manuals, and the electronic emergency Plan was sent to Fred /IT Specialist, for posting on the BRHD website and the former version of the Plan removed.

After a review of this form, is any additional follow-through required? Y/N___

- If yes, identify what other tasks need to be completed, and the assigned person to complete the task.

Tasks Need to be Completed:	Assigned to:

Retain this record as part of the Home's quality management activities.

Name of person(s) completing report:

Administrator / designate: _____(Print); _____ (Signature)
Ensure the Administrator has a copy of the completed evaluation and all relevant documentation.
Date of completion: _____(within 30 days after the emergency was initiated).

Appendix B ~ Checklist for Code Grey ~ Loss of Communication

The **MNES** is responsible to ensure that:

- The **Code Grey Plan ~ Loss of Essential Services (EMERG-I-061, 06b** or **06c) was TESTED at least annually** Y/N ____; and
- The Code Grey Plan – **Loss of communication** component was **TESTED** at least **every three years** (Y/N) ____
- The **Code Grey "PLAN" EMERG-I-06c was reviewed,** and **updated** as necessary:
  (a) at least **annually**, including the updating of all **emergency contact information of the entities**, (Y/N) ____; and
  (b) within 30 days of the emergency being activated and declared over.[liii]
  Note: If the Code Grey Plan has changed, ensure the Emergency Manuals and the website have the most current version of the Plan.

- **The Code Grey – Loss of Communication may not be tested/activated every year. However, the Code Grey Plan is reviewed annually. Ensure to retain the following records of the annual Code Grey Plan review:**
  - Date of discussion _____
  - Persons in attendance for discussion: _____
  - Any recommendations for Improvement: _____
  _____
  _____
  _____

  - If recommendations are approved identify the changes; person to make the changes in the Plan; and save the changes made to the Plan (e.g., changes in red font)
  - If recommendations for changes to the Plan were **rejected**, ensure the rejected recommendations were recorded, and the reason why they were rejected. (Refer to Appendix A).
  _____

- Ensure the **related documentation** for **all activation(s) & review(s)** of the **Code Grey Plan – Loss of Communication,** that **occurred in the calendar year** (planned and unplanned) are completed, compiled, and retained as per the retention requirements, including but not limited to:
  - The **Code Grey Test Report and Evaluation** (Appendix A)
  - The **debriefing** of staff, and volunteers and students, if any; [liv]
  - Any **changes made to the Code Grey Plan – Loss of Communication,** (when reviewed at least annually and 30 days after the emergency is activated), and
  - **When the emergency plan is changed, consultation with the entities,** [lv] e.g., Rogers, Telizon, and the RC and FC, if any, as appropriate; and
  - Any related training/retraining records.

Number of **Code Grey - Loss of Communication** emergencies **activated** or **tested** in the calendar year? ____ (at minimum every 3 years)

Note*:* Ensure that the records of the last Code Grey test, are available on site.

MANUAL: Emergency	**APPROVED BY:** Administrator		**Emergency Plan: Code Grey**	**PLAN #:** EMERG - I - 06c
Orig: Apr 30/10	**Code Grey / Loss of Essential Services LOSS OF COMMUNICATION**			Page **16** of **17**
Revised: Aug/18; Mar/17; Sep/23				

Identify any recommendations for improvement that will be **carried over** to the **next year** for prompt implementation:

#	Recommendation(s) carried over to next year	Reason for implementation delay	Assigned to	Date to be Implemented
1.				
2.				

Signature of the Administrator/designate: _____ **Date:** _____

Ensure Administrator has a copy of completion form, if completed by a designate.

Endnotes

[i] Fixing Long-Term Care Act (FLTCA). ss.90 (1)(a); ss. 90(2).
[ii] O Reg. 246/22 ss.268(4) ix. under the FLTCA.
[iii] O Reg. 246/22 ss.268(2).
[iv] www.phonescoop.com
[v] O Reg. 246/22 ss.268(5).3.
[vi] O. Reg. 246/22 ss.268 (3).
[vii] O. Reg. 246/22. ss.268 (3)(b).
[viii] O. Reg. 246/22. ss.268 (5).1. and 4.
[ix] O. Reg. 246. ss.268 (10)(a).
[x] O. Reg. 246. ss.268 (4). ix.
[xi] O. Reg.246/22 ss.268 (8).
[xii] O. Reg. 246/22 ss.268 (3)(c).
[xiii] O. Reg. 246/22 ss.268 (3)(a).
[xiv] O. Reg.246/22. ss.268. (9).
[xv] O. Reg.246/22. s.268.(10)(d).
[xvi] O. Reg.246/22 s.268 (3)(4)4 and 5.
[xvii] O. Reg.246/22 s.268 (7).
[xviii] O. Reg. 246/22. s.268(3)(b)
[xix] O. Reg. 246. s.268(4)3.
[xx] O. Reg. 246. s.268(12).
[xxi] O. Reg. 246/22. s.22 (3).
[xxii] O. Reg. 246. s.268(5)1.
[xxiii] O. Reg. 246/22. s.268 (5).4.
[xxiv] O. Reg. 246/22 s.268(4)5.
[xxv] O. Reg.246/22. s.268.(6).
[xxvi] O. Reg. 246/22 s.268(4)5.
[xxvii] O. Reg. 246/22 s.268(4)5.
[xxviii] O. Reg.246/22. s.268.(6).
[xxix] O. Reg. 246. s.268(6).
[xxx] O. Reg.246/22. s.268.(9).
[xxxi] O. Reg. 246. s.115 (1)1.
[xxxii] O. Reg.246/22. s.268.(13) (b).
[xxxiii] O. Reg.246/22. s.268.(13)(a).
[xxxiv] O. Reg.246/22. s.268.(13) (c).

xxxv O. Reg.246/22. s.268.(9).

xxxvi O. Reg.246/22. s.268.(8)(b).

xxxvii O. Reg.246/22. s.268.(10) (d).

xxxviii O. Reg.246/22. s.268.(13).

xxxix O. Reg.246/22. s.268.(14) (a)(b).

xl FLTCA. s. 82(2)8; and s.82(4).

xli FLTCA s.82(6).

xlii FLTCA. s, 82(3).

xliii O. Reg.246/22. s.260.

xliv O. Reg.246/22. s.260.(1).

xlv O. Reg.246/22. s.268.(14) (a)(b).

xlvi O. Reg.246/22. s.260.(3).

xlvii O. Reg.246/22. s.260.(3)(b).

xlviii O. Reg.246/22. s.268.(10)(a).

xlix O. Reg. 246/22 s268(9).

l O. Reg.246/22. s.268.(9).

li O. Reg. 246/22. 168.(2) 6.ii.

lii O. Reg.246/22. s.268.(8).

liii O. Reg.246/22 s.268 (8).

liv O. Reg.246/22 s.268 (13).

lv O. Reg.246/22. s.268.(3).