

**CORPORATE POLICY & PROCEDURE**  
**CODE GREY:**  
**System/Infrastructure Failure**  
**ROHCG**  
**CORP IX-ii – 110**

<b>CODE GREY:</b> <b>System/Infrastructure Failure</b>	
<b>SECTION: IX-ii EMERGENCY PREPAREDNESS &amp; MANAGEMENT – Environmental Codes</b>	<b>NO: 110</b>
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**1. PURPOSE:**

To provide direction to Royal Ottawa Health Care Group (ROHCG) staff in the management of System/Infrastructure failure.

**2. POLICY STATEMENT:**

The ROHCG is committed to providing a safe environment for all staff, patients and visitors. Code Grey response will be dependent on the nature, location and suspected duration of the problem.

**3. SCOPE:**

This policy applies to the ROHCG.

**4. GUIDING PRINCIPLES:**

Hospital Code response procedures will incorporate the HIMS framework to support rapid decision-making and ensure the availability of appropriate resources to effectively and efficiently respond to the incident.

**5. DEFINITIONS:**

**Code Grey:** Code Grey is the Emergency Colour Code designation used to alert staff of a system or infrastructure failure, and these would include the following:

**Code Grey – Loss of Commercial Power:** The main electrical power system is not functioning, due to an internal or an external problem. Emergency power, supplied to the red plugs is on the back-up generator and functioning normally.

**Code Grey – Loss of Total Electrical Power:** The main and emergency power systems are not functioning.

**Code Grey – Water System Failure:** The main water system is currently offline. This may be due to a loss of external water pressure (e.g. broken water main), to a plumbing problem in the facility (e.g. a broken pipe), or contamination of the water supply (e.g. boil water advisory). Patients and staff should be using bottled water for

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drinking. While some pressure may remain in the pipes, this should be reserved for flushing toilets.

**Code Grey – Flood:** This maybe a leak, spill or major flood, it may be due to a burst pipe or an external source such as rain water run-off or sewer back up.

**Code Grey - HVAC Shutdown:** This may be the result of an internal issue (e.g. vapours from Code Brown) or external (e.g. excluding gases from a hazardous materials spill). The ventilation system will not function until further notice.

**Code Grey – Telephone System Failure:** Code Grey – Telephone System Failure: The facility main telephone system is no longer functioning. The Power Fail Phone (Red Phones) should be used.

**Code Grey – Information Technology Failure:** The facility's computer network is currently down. Depending on the nature of the issue desktop units may still function as ordinary workstations (e.g. typing memos). The outage may be in any area of the system from telecommunications (e.g. e-mail, desktop paging and messaging applications), access to the Intranet and Internet and online patient

**Emergency Command Manager:** This role is responsible for providing overall leadership and management of emergency activities through response, recovery, resumption and post emergency phases.

## **6. PROCEDURE:**

**6.1 Activation of a Code Grey:** Any staff member with specific responsibility for a particular system upon receipt of a warning of a real or potential emergency will immediately contact the Executive Vice President and CFO/delegate and discuss the need for Code Grey activation. Other staff members suspecting a problem should refer the situation to their immediate supervisor for action. **(Appendix 1)**

**6.2 Authority to Declare:** The Emergency Command Manager/delegate (e.g. After Hours Manager Patient Care Services (AHM-PCS)) is authorized to declare a Code Grey emergency.

**6.2 Management of a Code Grey:** The Executive Vice President and CFO/delegate will assume the role of the Emergency Command Manager during a Code Grey. If a Code Grey occurs after hours, the AHM-PCS will assume the role of Emergency Command Manager until a senior administrator arrives on site. The Emergency Command Manager is in charge of managing the incident and activating Hospital Command Center and Emergency Operations Center as required. The Emergency Command Manager is also responsible for organizing an appropriate response to the event including escalation and activating other Emergency Colour Codes as dictated by the circumstances of the event (for e.g. Code Green). The response to the Code Grey will be determined by the nature of the event. Many types of Code Grey will be somewhat specialized and will be determined to some degree by the type and expected duration of the event. If at any time there is the potential or actual risk of endangerment to staff, patient, family or visitor safety then escalation to a Code Green should be initiated. General Guidelines for management of Code Grey can be found in **Appendix 2.**

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**6.3 Departmental Responsibilities:** All Departments should develop department-specific Business Continuity plans outlining steps and considerations relevant to their responsibilities in the event of any Code Grey occurrence. Department-specific Business Continuity plans should be reviewed on an annual basis. Upon announcement of a Code Grey, designated staff members will assume the role of Emergency Code Coordinator for their Area. The Emergency Code Coordinator will follow direction provided by Hospital Command Center (through the appropriate chain of command).

**6.4 Deactivation of a Code Grey:** The Emergency Command Manager is responsible for the decision of when to proceed to deactivation of the Code Grey. The “All Clear” indicates that there is no longer a threat to staff, patients, families and visitors and that no further action is required.

**6.5 Code Grey Review and Follow Up:** Following the “All Clear” announcement, the Senior Management team will ensure:

- Appropriate archiving of incident documentation.
- Completion of after-action report and corrective action plan
  - Summary of actions taken
  - Summary of the incident
  - Actions that went well
  - Area for improvement
  - Recommendations for future response actions
  - Recommendations for correction actions

**7. RELATED PRACTICES AND/OR LEGISLATIONS:**

**8. REFERENCES:**

Sick Kids Hospital. (2015). Code Grey - System/Infrastructure Failure  
Headwaters Health Care Centre. (Draft). Code Grey

**9. APPENDICES:**

<http://oreo.rohcg.on.ca/emergency-planning/index.cfm>

***Appendix 1 – Process for Activation of Code Grey***

***Appendix 2 – Guidelines for Management of a Code Grey***