

GOOD SAMARITAN SENIORS COMPLEX POLICY AND PROCEDURE

Manual: FIRE and DISASTER	Subject: CODE GREY – SEVERE WEATHER – AIR EXCLUSION - LOSS OF ESSENTIAL SERVICES
Section: C	Effective Date: JUNE 2022
Approved By: Deirdre Britton	Supersede: February 2004, May 2019, June 2020

APPENDICES:

- Appendix 1 – Code Grey Emergency Checklist
- Appendix 2 – Code Grey – Post-Emergency Checklist

POLICY

Good Samaritan Seniors' Complex is committed to providing a safe and healthy environment for everyone.

The response to severe weather and/or any unplanned loss of an essential service, which may result in a significant operational or safety impact (actual or potential) to one or more areas of the Home/Lodge must be conducted in a systematic and thorough manner to avoid unnecessary risk and harm.

“Code Grey” will be the designated page used to inform staff in all areas that a severe weather and/or loss of essential services emergency is presenting and action is required immediately.

DEFINITIONS

A Code Grey response is intended to be used for a situation in which severe weather (which could then lead to a loss of an essential service) has the potential to place the Home/Lodge and occupants at immediate risk for harm; it indicates that the emergency requires response and investigation immediately.

Severe Weather: may include any of the following,

- **Weather Watch:** watches are issued when there is the potential for severe weather.
- **Weather Warning:** warnings are issued when that severe weather is actually occurring or is imminent.
- **Heavy Rain:** large quantities of rain often resulting in flooding and risk of landslides.
- **Hail:** pellets of frozen rain which fall in showers from cumulonimbus clouds.
- **Lightning/Thunder:** natural electrical discharge of very short duration and high voltage between a cloud and the ground or within a cloud, accompanied by a bright flash; thunder is a loud rumbling or crashing noise heard after a lightning flash due to the expansion of rapidly heated air.
- **Wind:** perceptible natural movement of the air, especially in the form of a current of

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air blowing from a particular direction;

- High Wind: 40-50 km/h
- Gale Wind: 63-75 km/h
- Storm Wind: 88-102 km/h
- **Tornado:** a violent destructive whirling wind accompanied by a funnel-shaped cloud that progresses in a narrow path over the land.
- **Cyclone:** a storm or system of winds that rotates about a center of low atmospheric pressure, advances at a speed of 20 to 30 miles (about 30 to 50 kilometers) an hour, and often brings heavy rain.
- **Hurricane:** a tropical cyclone with winds of 118 km/h or greater that is usually accompanied by rain, thunder, and lightning, and that sometimes moves into temperate latitudes.

GUIDELINES

Good Samaritan Seniors' Complex has an emergency generator that will provide back up support to all essential hydro and electrical services in the Home/Lodge.

If the building or location within the building has sustained damage, this may necessitate immediate relocation or evacuation to achieve a safe and secure environment for everyone.

PROCEDURE

There are 3 main procedures to follow:

- A: SEVERE WEATHER
- B: AIR EXCLUSION
- C: LOSS OF ESSENTIAL SERVICES (Power Failure, Water Supply Disruption, Boil Water Advisory, Natural Gas Disruption)

A: SEVERE WEATHER

1. The Administrator/Designate shall monitor the environment for any potential weather disturbances;
 - a. This may be done visually, and by accessing Environment Canada; other sources include internet and media sources such as local television news, local radio, or notification through the Emergency Broadcast System;
2. In the event of actual or potential severe weather, the Administrator/Designate shall page

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- “Code Grey – Severe Weather” x3;
3. Upon hearing the page, all staff are to report to the nearest nursing station to receive direction from the charge nurse;
 - a. Staff are to be cognizant of not creating fear or panic for the Residents; if a Resident is aware of the weather, provide them with reassurance and that the situation is under control.
 4. Administrator/Designate and/or charge nurse will direct care staff to designated areas to close windows, remove Residents from rooms to the hallways, and close doors of Residents rooms;
 - a. When a room is emptied staff are to activate the “vacant” evacutag on the door.
 5. Staff will remain with Residents until such time as it is safe for Residents to return to their room and for staff to resume work;
 - a. Residents confined to beds that cannot be removed from the room, will need to have the bed’s position changed to have the head of the bed raised to its highest position and point the foot of the bed away from the windows; this will provide a shield against flying debris if the windows break.
 - b. Give Residents, visitors, and other staff members items, like blankets, pillows or books to help guard their faces and heads against possible debris if needed.
 - c. Any Resident receiving oxygen will be moved to the hall with the oxygen concentrator plugged into an outlet with a red dot located in the hallways;
 6. Staff in housekeeping, laundry and dietary will shut off or store away equipment in use in their area, and report to the charge nurse for direction;
 7. All telephones are plugged into generator power for backup service in hydro outage;
 8. For hydro outage, generator will automatically start up and provide power source;
 9. All moveable equipment outside the building (e.g., lawn chairs, etc.), if possible, shall be moved to the shed to prevent damage to windows, property, cars etc.
 10. If severe weather results in damages to Home/Lodge, call 911 if appropriate and activate “Code Green”.

B: AIR EXCLUSION

During any Code Grey Air Exclusion emergency situation, action must be taken to ensure all contaminated air from outside the building is restricted from entering the Home/Lodge.

All air exchange systems must be shut down to ensure the air inside the building remains uncontaminated. External air exclusion is only initiated where evacuation into the open air would be more hazardous to the health and safety of Residents and staff (e.g., external chemical cloud, considerable smoke from a local fire).

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ADMINISTRATOR OR DESIGNATE

1. Assess the need for Code Grey activation. Call 911 to inform the Fire Department.
2. employee to announce (repeat three times): “CODE GREY – AIR EXCLUSION - PLEASE CLOSE ALL OPEN WINDOWS AND EXTERIOR DOORS”
3. Delegate an employee to shut down the air exchange system; refer to Emergency Plan binder for shutdown procedure.
4. Have Residents who are outside return inside. Account for all Residents and visitors. Refer to visitor’s sign-in sheet and Resident absence/outings log.
5. Assign staff to each entrance to restrict the exit of Residents, staff and visitors from within the Home/Lodge to reduce harmful effects from outside air. Ensure each door closes completely before opening the next door in the vestibules. Although you cannot legally prevent a person from exiting the building, you can explain the potential hazards of the outdoor air quality.
6. Monitor Residents, staff and volunteers for abnormal breathing difficulties.

ENVIRONMENTAL SERVICES

1. Shut down HVAC (heating, ventilation, air conditioning) systems to avoid drawing in externally contaminated air; refer to Emergency Plan binder for shutdown procedure.
2. Shut down air system exhaust fans to avoid creating negative pressure within the building; refer to Emergency Plan binder for shutdown procedure.
3. Ensure all doors and windows are closed.

REGISTERED STAFF

1. Monitor Residents for respiratory symptoms and treat accordingly.

CARE STAFF

1. Assist with Resident assessment and interventions.
2. Assist in turning off local air exchange systems, including individual air conditioning units in Residents’ rooms, and Activity room (Lodge only), if required.

ONCE THE AIR OUTSIDE IS NO LONGER CONTAMINATED

1. Once receiving official word that the Code Grey emergency is over, you must:
2. Call an end to the Code Grey emergency by announcing or delegating an employee to

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announce (repeat three times):

“CODE GREY – ALL CLEAR”

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3. Have maintenance personnel turn on air exchange systems.
4. Notify appropriate stakeholders (family, staff, senior management, etc.).

C: LOSS OF ESSENTIAL SERVICES

Loss of essential services can result from an external disruption such as a municipal problem, severe weather or could be internal to the Home/Lodge itself. Within the Home/Lodge, if the problem is internal, it could affect the entire Home/Lodge or it could be area-specific.

POWER FAILURE

In the event of a power failure Good Samaritan Seniors Complex is equipped with a stand-by generator to provide electrical power to critical points within the Home/Lodge during a power failure.

EMERGENCY POWER – The building electrical system has an emergency generator located at the back of the building near the garbage room (big green box). It is powered by natural gas and will start and stop automatically.

GENERATOR OPERATION – The emergency power system consists for the natural gas generator and automatic transfer switch. When the electrical power fails, the generator waits approximately 15 seconds and then starts automatically and switches some equipment to be run from the generator. When the building main electrical power returns to normal, the system switches back to normal, runs the generator for a few minutes to cool it down, and then turns it off. Normal operation does not require any user activity – the system will start and stop automatically.

The generator should be tested as part of regular maintenance to ensure that it is ready to operate. This testing will cause the generator to run and transfer the loads to check the system operation. During this testing, some emergency power lights will flicker, the door hold open devices will release, and the fire alarm panel will indicate trouble.

Equipment on Emergency Power Generator

- Fire Alarm System (also has a battery – 24 hours)
- Nurse Call System (also has a battery – 5 minutes)

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- Door Locks/Keypads (also has a battery – 5 minutes)
- Phone System (also has a battery – 5 minutes)
- Data Network (also has a battery – 5 minutes)
- Some 2' x 4' Corridor Fluorescent Lights (light switches identified with red dot)
- Some kitchen and drug prep room lights (light switches identified with red dot)
- Some corridor washroom lights (light switches identified with red dot)
- Some receptacles (identified by red colour)
 - One receptacle at each Nurse's Desk and reception
 - Servery, Drug Prep, and Staff Room fridges
 - Kitchen freezer and cooler
 - A few kitchen receptacles
 - One furnace per wing (to provide some heat – leave bedroom door open)

NOTES:

1. There are additional emergency lighting heads on battery units that will provide some corridor lighting for approximately 60 minutes.
2. Some corridor overhead 2' x 4' fluorescent lights are connected to the emergency power generator (identified by red dot on light switch). If these are turned off (for night), the staff may need to turn them back on to provide general lighting.
3. The fire alarm system will indicate a "TROUBLE" when the electrical power is interrupted, and if the generator has a problem, or if the generator is running.

EMERGENCY HYDRO INTERRUPTION

If the hydro goes off, the RED trouble light will come on in the panel box on the wall by the nursing station. The emergency lighting will come on in the building and fire doors in the corridors will close automatically.

Flashlights are kept in the main desk drawer or the medication room. Batteries are kept in the medication room. Kitchen staff have keys for cooler. After 8:00 pm, the kitchen keys are kept by the Registered Nurse. When the hydro goes off, the gas equipment in the kitchen is shut off automatically. The kitchen stove cannot be used until the Environmental Services Supervisor or Designate has been called to come and light the equipment.

ADMINISTRATOR OR DESIGNATE DURING A POWER FAILURE

1. Upon discovery or notification of a power failure within the Home/Lodge, the Environmental Services Supervisor shall will work in conjunction with the Administrator

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or Designate for emergency response; emergency response shall also include the following where available:

- a. Director of Resident Care
- b. Charge Nurse
2. Delegate staff to check/reset the mag-locks when the generator starts and assign staff to monitor all mag-lock doors that may be deactivated.
3. Determine if the power failure is limited to within the Home/Lodge individually, collectively, and/or involves the immediate community.
4. Evaluate what areas have power within the Home/Lodge and what areas do not.
5. If the power failure involves the immediate community contact the local utility to determine:
 - a. Extent of the power failure; and
 - b. Approximate time frame for power outage.
6. Communicate with staff to maintain essential Resident care and dietary services and instruct staff to turn off any non-essential operating equipment.
7. Ensure that life safety systems are operating.

DIETARY STAFF

1. Refer to Menus for Emergency Situations Policy when planning alternate meals in emergency situations that may include:
 - a. No gas;
 - b. No electricity; and/or
 - c. No water.
2. Monitor/record the fridge/freezer temperatures during power failures.
 - Refrigerated food must be discarded if the power failure causes any food to exceed 5°C (40°F).
 - Note: Without electrical power, a full upright or chest freezer may keep food frozen for up to 2 days if the doors are kept closed. A half-full freezer may keep food frozen for up to 1 day. However, if the food has thawed it must be disposed of. Never re-freeze thawed food. If in doubt, dispose of the food.

ENVIRONMENTAL SERVICES SUPERVISOR

1. Determine the:
 - a. Cause of the power failure;
 - b. Extent of the power failure; and,

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- c. Approximate time frame for power outage.
2. Report back to the Administrator or Designate.
3. Ensure that the generator is operating and providing emergency electrical power to all life safety and other systems on emergency back-up, where applicable.

CARE STAFF

1. If call bells are not working, Resident checks must be completed and documented every 15 minutes.
2. Use designated cell phone to notify families.

When the Code Grey is deemed to be over by the Administrator or Designate the Administrator/Manager/Charge Nurse shall page “Code Grey all clear” x3 overhead.

WATER SUPPLY DISRUPTION

In the event of a water supply disruption, appropriate action will be taken to ensure adequate drinking water as well as address the accompanying hygiene issues.

A water system failure creates sanitary and hygiene issues, such as inability to flush toilets, bathe, etc. Water for cooking and drinking should be available or accessible in adequate amounts through bottled water.

In the event of a city water supply disruption, it is vital to provide an alternate supply of water and initiate a plan of water conservation within the Home/Lodge.

ADMINISTRATOR OR DESIGNATE

DISCOVERING A WATER SUPPLY DISRUPTION

1. Contact the local Public Works Department for information regarding the severity and duration of the disruption.
2. Communicate all important information gathered to the Environmental Services Supervisor, floor nursing staff, Director of Care and all department leads.

DISRUPTION LASTING LESS THAN 4 HOURS

1. If the water disruption is expected to be less than four (4) hours, current reserves of

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bottled water will be distributed to each of the Resident areas.

2. Consider canceling non-essential programs/events/services, especially those involving outside visitors.

DISRUPTION LASTING MORE THAN 4 HOURS

1. Consider initiating the staff call back list to provide additional staff.
2. If it is anticipated there will be a long term water outage, may want to consider alternate arrangements for Residents (stay with family or arrange for non-emergency relocation) for the duration of the water disruption, where practical.
3. Consideration will be given to providing staff extended breaks to use washroom facilities with running water (e.g., contacting a local school, community centre, business, mall, etc. to request permission to use their facilities).

DISRUPTION MORE THAN 24 HOURS

1. If the water disruption is expected to exceed twenty-four (24) hours, consider a non-emergency relocation of Residents.

ADVANCED NOTICE

1. In the event the water disruption has advanced notice (e.g. during water line construction), all departments will be notified in advance.
2. Plans should anticipate a water outage of up to double the anticipated time (e.g. if public works advises water will be out for 2 hours, plan for 4 hours).
3. Consider canceling all non-essential programming when there is advanced notice of a water disruption.

ENVIRONMENTAL SERVICES SUPERVISOR

DISRUPTION LASTING MORE THAN 4 HOURS

1. Under the direction of the Administrator or Designate, make arrangements for additional supplies of bottled water to ensure on-site supplies are equivalent to four (4) liters per person per twelve (12) hours, for cooking and drinking water.
2. Portable toilets may be considered for rental. Some models are self-contained trailers that are wheelchair accessible with heating and air conditioning.
3. A water tanker can be used to provide water for flushing toilets using a pump/hoses or

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trolleys/pails to transport the water. This is a labour intensive effort and has the added risk of wet floors causing a slip and fall hazard; therefore, caution needs to be exercised.

DIETARY STAFF

1. Refer to Menus for Emergency Situations when planning for alternate meals in the event of a water supply disruption.

BOIL WATER ADVISORY

Water shortages as identified by the Municipal/Town officials and may affect the services provided to our Residents. It is important that we minimize the effects to our Residents while adhering to the restrictions as mandated by the local authorities.

ADMINISTRATOR OR DESIGNATE

- Contact Municipal/Town officials to receive instructions on the water restrictions for the Home/Lodge.
- Communicate with staff/Residents the expectations of the Municipal/Town officials.
- Communicate to cease all outdoor watering immediately.
- Dry mop floors only.
- Cease laundry.
- Lock Resident laundry room doors until advisory is over.
- Assign staff to fill buckets full of water for flushing of toilets. If able, fill all Resident tubs in tub room.
- Ensure “NON-POTABLE” water signs are posted at all water taps including:
 - Common Washrooms
 - Resident Washrooms
 - Dining Area’s
 - Utility Rooms
 - Laundry Room
 - Water taps in kitchen used for food preparation, handling, pot washing
 - Change/wash bed linens on an as needed basis (do not compromise infection control practices).
- Maintain communication with the Municipal/Town officials to update status on water shortage.
- Ensure once shortage is lifted, communicate to staff and Residents.

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- Resume normal operations unless otherwise indicated by Municipal/Town officials.

DIETARY STAFF

- Fill pots in the kitchen for dishes, and cooking in order to prepare meals.
 - Do not use dishwasher.
- Post ‘non-potable’ water signs throughout food preparation and delivery areas including the main kitchen, ice machine, and juice machine
- Purchase bottled water as required for food preparation purposes
- Educate those preparing and/or serving meals or nourishments to Residents of the precautions that are taken under a boil water advisory so that they are prepared to answer any questions
- Ensure that prepared food does not become cross contaminated with “non-potable” water
- Wear gloves when handling food and dispose of gloves after touching any contaminated utensils or surfaces
- Assess and confine ALL food items that may have come in contact with “non-potable” water prior to the alert.
- Consider the preparation of hot and cold food and nourishments that can be made without “potable drinking water”.
- Purchase water and store for consumption - 3-day supply.
- Provide Residents with bottled water for their consumption.

HOUSEKEEPING STAFF

- Eliminate typical auto scrubbing and wet mopping procedures.
- Dry mop floors only.
- Disinfect toileting areas frequently.
- Use common disinfectants as available.

NURSING STAFF

- Ensure water substitutes are used for cleansing hands such as hand sanitizers, rubbing alcohol, lotions containing alcohol, shaving lotion and face creams.
- Tape flush handles on all toilets (DO NOT FLUSH), close doors to Resident washrooms and tape shut.
- Use damp wash cloth to wash Resident face, and body. Use mouthwash to clean teeth.

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NATURAL GAS DISRUPTION

The main issues with the loss of natural gas will be for heating in the colder months and cooking meals.

ADMINISTRATOR OR DESIGNATE

1. In the event of a natural gas disruption, contact the Environmental Services Supervisor.
2. Monitor conditions to ensure the safety of Residents and staff when a heating failure is extended. In the event that a heating failure will be extended, monitor conditions to ensure the safety of Residents and staff.
3. Ensure there are adequate blankets for Residents.
4. Discuss alternate heating options with the ESS.
5. Discharge appropriate Residents to family until the heat is restored.
6. Initiate non-emergency evacuation in situations where the temperature becomes a health or safety risk.

DIETARY STAFF

1. Refer to Menus for Emergency Situations when planning for alternate meals in the event of a natural gas disruption.

ALL STAFF

1. Provide extra blankets to Residents.
2. Ensure all curtains and blinds are closed.
3. Limit exterior door use.
4. Move Residents into a lounge or other room where multiple people will provide warmth.
5. Use supplemental heating units (e.g., electric heaters) in closely supervised situations.
6. Serve warm beverages and encourage Residents to drink them.

POST EVENT DEBRIEFING

The staff, led by the Administrator or Designate, will have an informal debrief as soon as possible within the shift that the Code Grey occurred to review and assess:

- The effectiveness of the response
- Requirement for additional documentation
- Opportunities for improvement

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POST EVENT DOCUMENTATION

All persons involved in the Code Grey will provide information to the Manager/RN/RPN immediately in order for incident documentation and follow up, where appropriate can be completed;

- If a Resident and/or visitor is injured a Critical Incident report may be required to be sent to the Ministry of Long-Term Care or Retirement Homes Regulatory Authority;
- In the event that a staff is injured, an “employee incident report” must be completed, and a report to the Workplace Safety and Insurance Board may be required if the staff sought medical attention outside of the workplace;
 - In the event of a critical injury to a staff, a Ministry of Labour report is required;

N.B. The following policies were used to create this new “CODE GREY – SEVERE WEATHER – AIR EXCLUSION - LOSS OF ESSENTIAL SERVICES” policy:

- Hydro Outage Requiring Generator Service

References:

- MERRIAM WEBSTER DICTIONARY
 - <https://www.merriam-webster.com/>
- PEMBROKE REGIONAL HOSPITAL
 - https://www.pemreghos.org/uploads/Common/Emergency_Preparedness_Presentation_modified_2.pdf
- SAVE-A-LIFE.COM: EMERGENCY CODES
 - <https://nhcps.com/emergency-preparedness-response-health-care-guide-emergency-codes/>
- Extencicare: Emergency Preparedness and Response Manual, accessed June 13, 2022
 - <http://scoc.ca/wp-content/uploads/2021/06/2021-01-25-emergency-preparedness-and-response-manual-2021.pdf>