

GOOD SAMARITAN SENIORS COMPLEX POLICY AND PROCEDURE

Manual: FIRE and DISASTER	Subject: CODE ORANGE – Community Intake due to External Disaster
Section: C	Effective Date: JUNE 2022
Approved By: Deirdre Britton	Supersede: NEW

APPENDICES:

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

POLICY

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

The Home/Lodge must be prepared to receive and treat a sudden influx of people requiring emergency care due to an external or natural disaster such as a tornado, earthquake, flood, hurricane or severe storm, while ensuring the safety and care of existing Residents, staff, volunteers and visitors.

The Home/Lodge will enact appropriate emergency responses to natural/external disasters as directed by the Administrator or designate. Emergency officials will declare when a Code Orange is declared over.

“**Code Orange**” will be the designated page used to inform staff in all areas that an emergency is presenting external to the Home/Lodge and to expect to receive persons in from the community.

BACKGROUND

Code Orange alerts staff to the potential of a large volume of incoming Residents due to external or natural disasters. Its primary use is to accept Residents from another evacuated long-term care or retirement home.

Code Orange could also be used if the local municipality has requested the home as a reception centre for community members being evacuated from a major event, hospital evacuation, etc. While homes are not the primary destination or home of choice for emergency planners, they have commercial kitchen facilities, larger spaces to accommodate people and alternative electricity sources that make them a viable option.

The evacuation and relocation of the elderly and people requiring special care is a traumatic event. These people cannot be treated as other incoming Residents. Many will have increased complications (medical, psychological, behaviours, social and dietary). In addition, incoming people may not have medical charts, medications, accompanying staff or family members. For

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these reasons, we refer to incoming people as Residents in this policy.

PROCEDURES

CALL RECIPIENT

1. Direct calls received by the Home/Lodge for incoming Residents to the Administrator or Designate.

ADMINISTRATOR / DESIGNATE

1. Upon receipt of a phone call advising of the potential for incoming Residents, gather the following information:
 - a. Name, full contact information and official capacity of the caller
 - b. Nature of the disaster;
 - c. Location of the disaster;
 - d. Time frame to anticipate Residents;
 - e. Where the Residents are coming from;
 - f. Demographics of the incoming Residents (Long Term Care, Retirement, Group Home, Community, etc.);
 - g. Anticipated number of Residents;
 - h. Resources accompanying the Residents (e.g. nursing staff, volunteers);
 - i. Anticipated duration of the stay; and
 - j. Physical / medical / emotional condition of the Residents;
 - k. Time of call.
2. Use the Code Orange Checklist
3. Notify the Administrator. If not available notify the Manager on call.
 - a. The Administrator / Manager on call shall notify ownership group.
4. With the Administrator evaluate the capacity of the Home/Lodge to assist in the incident.
5. Communicate with the originating organization to advise how many Residents can be accepted and the restrictions on their presenting conditions based on the resources available.
6. If Residents are expected to arrive in less than 3 hours, announce or delegate an employee to announce (repeat 3 times), to alert staff of the potential incident:

“CODE ORANGE”
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7. If Residents are expected to arrive in three hours or more, a Code Orange is not required,

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but you will be expected to bring together the Leadership Team. The Leadership will consist of the following as available:

- Administrator
 - Director of Resident Care
 - Director of RAI and IPAC Lead
 - Activity Director
 - Environmental Services Supervisor
 - Nutrition Manager
 - Clinical Nurse Lead
 - Clinical Nurse
8. Mobilize the Leadership Team in the Emergency Command post.
 9. Leadership Team to Review Code Orange Emergency Checklist and begin actions.
 10. Delegate staff to complete other tasks as required.
 11. Implement the staff call-back list procedure to call in the staff required for receiving the Residents.
 12. Establish a receiving area where Residents can be triaged and assessed, utilizing incoming Resident documentation forms.
 13. Provide Resident identification tags.
 14. Establish an area(s) for housing the incoming Residents (e.g., multi-purpose room / lounge).
 15. Establish a plan for the associated influx of family members and friends of the incoming Residents.
 16. Arrange for a nurse, dietitian and support staff to be available (where possible) to provide assessments on the incoming Residents.
 17. Assign a staff member to direct incoming Residents, families, etc. and ensure that the arriving Residents access designated areas only.
 18. Establish washrooms for incoming Residents.
 19. Set up Family Information Support contact.

DEPARTMENT MANAGERS AND SUPERVISORS

1. Proceed to the Emergency Command Post for instructions within 10 minutes of the Code Orange announcement.

ALL STAFF

1. Once Code Orange is announced, return to your assigned stations and report to your supervisor.

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2. Await further instruction by the Administrator or designate.

EQUIPMENT NEEDED

- Mattresses, along with additional linen, pillows, etc.
- Chairs and tables
- Safety cones or other forms of indicators identifying where people are to go or be restricted from
- Disposable utensils

N.B. The following policies were used to create this new “CODE ORANGE” policy:

- Receiving Residents from Another Facility

References:

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>