

# **EMERGENCY CODE PLAN**

## **FOR ALL PROGRAMS FUNCTIONING IN AREAS ASSOCIATED WITH MEMORIAL UNIVERSITY**

### **LOCATED AT THE**

### **HEALTH SCIENCES COMPLEX\***

### **ST. JOHN'S**

\*(The Health Sciences Complex includes all functional areas on the HSC footprint, including the General and Janeway Hospitals, Cancer Centre, Hostels and Radiopharmacology)



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Health Science Complex Site Lead	<i>Joanne Collins</i>	<i>September 28, 2018</i>
Memorial University Authority	<i>Barbara Battcock</i>	<i>September 6, 2018</i>
Regional Protection Services Coordinator	<i>Nix George</i>	<i>September 28, 2018</i>
Issuing Authority	<i>Joseph Sobol</i>	<i>September 25, 2018</i>
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# **INTRODUCTION**

Due to the shared relationship between Memorial University's programs housed on the Health Sciences site and the unique needs of that acute care entity, **for this facility only**, Memorial University has adopted the Emergency Codes system of Eastern Health. They consist of twelve color descriptors as outlined below. These codes will normally be activated by overhead announcement. It is important to know and follow all prescribed procedures outlined in this plan, if safe to do so, to ensure the safest possible response is achieved.

## **THE EMERGENCY CODES**

These codes have a corresponding section in The Plan, which outlines response procedures to follow until the event is declared over. Prolonged events will prompt activation of relevant Business Continuity Plans (BCP) at the discretion of the Incident Commander.

### **Red - Fire**

This Code indicates that there is a fire or fire/smoke related occurrence at the facility/site.

### **Orange - External Disaster**

This Code indicates that an external disaster has occurred, which may send a higher than normal number of casualties to the site.

### **Green - Evacuation**

This Code indicates that an evacuation is required due to a non-fire emergency.

### **Grey - Loss of Utility**

This Code indicates that there is a Loss of a Utility at the site, such as electricity, water, telecommunications, or heat. It will also refer to a shutdown of air intake/circulation system(s) to prevent a noxious/toxic/unknown substance from entering or circulating within the site.

### **Black - Bomb Threat/Suspicious Package**

This Code is used to refer to a bomb threat or the discovery of a suspicious package on site.

### **Silver - Active Shooter**

This Code indicates that an active shooter is on or near the site.

### **White - Violent Situation**

This Code indicates that a violent situation is taking place or is pending within the facility

### **Brown - Internal Hazardous Material Spill/Leak**

This Code is used to indicate that a hazardous material has spilled/leaked within the building.

**Blue - Cardio-pulmonary Arrest**

This clinical Code is used to indicate that a patient/resident is experiencing a cardio-pulmonary arrest somewhere in the building.

**Yellow - Missing Patient/Resident**

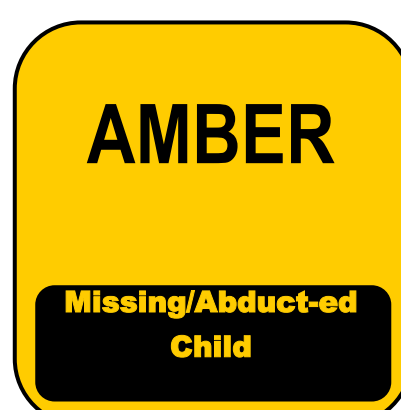
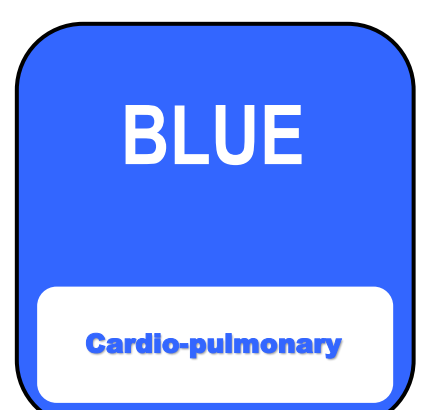
This Code refers to a missing adult patient/resident event.

**Amber – Missing/Abducted Child**

This Code is used when the whereabouts of a child inpatient/visitor is missing or has been abducted from the site.

**Purple - Hostage Taking/Abduction**

This Code refers to a situation whereby an adult is being taken hostage or is otherwise being abducted at the site.



## **EVENT AUTHORITY STRUCTURES AND NOTIFICATION**

Except where indicated in the following plans, normal lines of authority will remain in place. During emergency events normal authority structures may change, especially if an Emergency Operations Centre (EOC) is activated. Most emergency events are small and short lived. Thus they do not require such activation.

For every event, know who is in charge and follow that individual's/agency's direction at all times. For Memorial University the authority during emergency events is normally Campus Enforcement and Patrol (CEP). This order of authority is shown below:

- External Agencies (Police or Fire) if on site
- Memorial University - Campus Enforcement and Patrol (CEP)
- Eastern Health - highest level of Management/Supervision/Delegate on site(HSC only)
- Memorial University – Office of the Chief Risk Officer (FOM Bldg. only)

Notification of the site/affected areas is a priority as soon as is safely possible during an event, using whatever means are available at the moment on site. However, highest priority is given to handling the immediate safety concerns of those involved.

### **COMMUNICATIONS**

All communications concerning emergency events are to be referred to those in authority only. At the onset of any emergency event, CEP will contact Eastern Health Security and provide relevant details of the situation and vice versa.

Memorial University employees can refer to the MUN Safe app for information and updates on the emergency.

# **EMERGENCY CODE PLAN**

# **CODE RED**

## **FIRE**



### **UPON DISCOVERING FIRE OR SMOKE**

#### **R - RESCUE**

Rescue people in immediate danger if it is safe to do so.

#### **A - ALARM**

(1) Sound the alarm by activating pull station  
(2) **Call CEP, 864-4100**, and indicate exact location and severity of the fire.

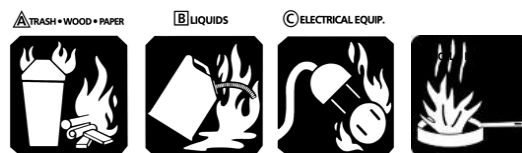
#### **C - CONTAIN FIRE**

Close all doors, windows and chutes to contain fire and reduce the spread of smoke.

#### **E - EVACUATE IMMEDIATELY** to the nearest, safe exit to an external safe area approximately 100 meters (300 feet) away from the building (Parking Lot 30)

**EXTINGUISH** a small fire ONLY if you are trained and it is safe to do so

Obtain appropriate extinguisher:



- P - Pull** the pin  
**A - Aim** the nozzle at the base of the fire  
**S - Squeeze** or press the handle  
**S - Sweep** rapidly from side to side at the base of the fire and discharge the contents of the extinguisher.

**The Fire Alarm in all areas of the HSC Complex EXCEPT the Hostels is a TWO stage alarm:**

#### **UPON HEARING THE FIRE ALARM**

**Listen for overhead page announcing location of fire alert**

**First Stage (Get Ready)** - Memorial University's Schools of Nursing and Pharmacy, Faculty of Medicine and Animal Care are required to remain on alert at the sounding of the first stage of the alarm for these areas until the All Clear is given.

- Stop work, scan the immediate area and listen for announcements or changes in the alarm
- Prepare to evacuate upon the stage two alarm, if directed to do so or if smoke/fire is discovered
- Turn off any gases, burners and equipment as you leave if safe to do so
- Obey all instructions of the Emergency Wardens and CEP
- Comply with all Fire Department orders

Evacuate if any **ONE** of the following occurs:

- Smoke or fire is present in the area
- Alarm begins to sound second stage
- Directed by those in authority

**IF YOU ARE in the hospital area** of the site when the alarm sounds, evacuate externally to the assigned Muster Station or any other safe distance of about 100 meters (300 feet) through the nearest, safe exit.

**Second Stage (Get Moving)** – at the sounding of the second stage of the alarm, immediately evacuate the building to the outside Muster Station or other safe space away from the building.

- DO NOT ENTER THE HOSPITAL SECTION OF THE BUILDING WHILE THE ALARM IS SOUNDING THERE UNLESS IT IS THE ONLY REMAINING EVACUATION ROUTE TO THE OUTSIDE
- DO NOT RETURN TO THE BUILDING UNTIL THE 'ALL CLEAR' ANNOUNCEMENT IS GIVEN BY THOSE IN AUTHORITY

**In either of these instances immediately evacuate externally to a safe distance of about 100 meters (300 feet) through the nearest safe exit.**

- Close all doors, windows and chutes on the way out of your study/work area
- Turn off any gases, burners and equipment as you leave if safe to do so
- Do not attempt to remove any vehicle from the parking lot/garage
- Obey all instructions of the Emergency Wardens and CEP
- Comply with all Fire Department orders

**INDIVIDUALS REQUIRING ASSISTANCE TO EVACUATE:**

- Take shelter in a safe location
- Inform someone of your location and ask them to notify CEP (864-4100) or Fire Department (911) of your location

**- DO NOT USE THE ELEVATOR TO EVACUATE DURING A CODE RED -**

\*\*\*\*\*

**JANEWAY HOSTEL/DEPARTMENT OF RESEARCH**

(follow Eastern Health procedures and obey instructions of Paladin Security)

The hostel alarm is a single stage, evacuation alarm. Upon hearing the alarm:

- Immediately evacuate to the outside to a safe distance of about 100 meters (300 feet)
- Obey all instructions of the Eastern Health Fire Marshal (Security) and the Fire Department
- Do not re-enter the building until the all clear is given

**IF YOU REQUIRE ASSISTANCE TO EVACUATE:**

- Take shelter in a safe location
- Inform someone of your location and ask them to notify Paladin Security/Fire Department by calling 9-911 from any phone and indicate your location and circumstances

# **CODE GREEN**

## **EVACUATION**

## **CODE GREEN EVACUATION**

**An event is occurring that may require partial/complete evacuation of the building.**

**Notification will occur either:**

- **Directly from the even authority (Incident Commander)**  
**or**
- **Via Overhead page**

***The fire alarm system is not to be used  
to signify anything other than a Code Red event***

- Stop all work and remain calm
- Obey all instructions of those in authority
- Secure all confidential materials and lock/shut down computers/machinery if time permits
- Only use elevators under the supervision of those in authority
- Evacuate orderly and quietly as directed through the nearest, safe exit to a safe distance of about 100 meters (300 feet) away from the building (Parking Lot 30)
- Direct all visitors to follow staff to safe areas
- Close all doors, windows and chutes on the way out of your study/work area
- Turn off any gases and burners as you leave
- Evacuate to the safest assigned evacuation zone or muster station as directed/required
- Do not attempt to remove any vehicle from the parking lot/garage

**Do not enter the hospital section of the building for any reason during a code green.  
unless this is your only safe way to exit to the outside of the building**

### **INDIVIDUALS REQUIRING ASSISTANCE TO EVACUATE:**

- Take shelter in a safe location
- Inform someone of your location and ask them to notify CEP (863-4100) or Fire Department (911) of your location
- Return to normal operations only occurs upon announcement of end to/deactivation of Code Green

# **CODE GREY**

## **LOSS OF UTILITY**

## CODE GREY – LOSS OF UTILITY

Code Grey refers to any infrastructure related event that compromises the ability to provide service at normal levels, and/or that compromises life safety of site occupants and/or violates provisions under the Provincial Occupational Health and Safety Act or Regulations. These events include, but are not limited to the following:

- Loss of Water
- Loss of Heat
- Loss of Ventilation
- Loss of Power
- Loss of Telecommunications
- Loss of Computer Connectivity
- Loss of Building Integrity (in whole or in part)
- Loss of Medical or Laboratory Gases
- Air Exclusion due to external conditions or concurrent emergency event
- Severe Weather Event
- Other

### LEVELS OF CODE GREY ACTIVATION:

- **Code Grey- Level I:** Code Grey event occurring in a limited section of the site or is having limited impacts on a given service (e.g. Telephones). The nature and scope of the event will determine specific actions taken.
- **Code Grey- Level II:** Code Grey event that is affecting the entire site or an entire service. The nature and scope of the event will determine specific actions taken.

Normal authority structure within the site could be superseded by the response command structure.

## AUTHORITY AND ACTIVATION OF THE CODE GREY PLAN

### AUTHORITY

Except where police or fire authorities have been engaged, authority for a Code Grey event will normally rest with **Eastern Health's Infrastructure Support (IS) management/designate** in the Health Sciences Centre. This individual will engage Memorial resources as quickly as possible and maintain a ready line of communication throughout the event. If a Code Grey is occurring within the Faculty of Medicine Building (Medical Education Centre and Craig L Dobbin Research Centre), the authority will normally rest with **Memorial University's Department of Facilities Management**.

## Emergency Code Plans

In larger events, or those affecting larger services, an Emergency Operations Centre (EOC) may be activated and staffed using the Incident Command (ICS) structure. This EOC will be staffed by individuals capable of addressing developing needs, while maintaining contact and making decisions in conjunction with the Incident Commander, the IS management/designate.

### **ACTIVATION AND NOTIFICATION**

When a Code Grey event occurs, the Code Grey plan can be activated at an appropriate level as required. This will depend upon the nature and scope of the occurrence. Area/Site notification is given using whatever site means are available at the time (except the fire alarm). As well, periodic notification will be provided until the all clear is given by those in authority.

### **GENERAL GUIDELINES FOR BUILDING OCCUPANTS**

During operation under the Code Grey plan all building occupants not specifically assigned to deal with the event will:

- Follow instructions from those in authority
- Conduct business as usual unless otherwise instructed and if safe to do so
- Adhere to any restrictions on the use of elevators, telephones, computers etc.
- Refer media inquiries to the appropriate individuals assigned to that role
- Unless authorized to do so, refrain from posting any information about the event via social media

### **CODE GREY DEACTIVATION AND RECOVERY**

#### **DEACTIVATION**

Code Grey deactivation – standing down from a Code Grey event – can only be authorized by specific individuals. Notification is made to the site/affected areas by available site means. Authorization to deactivate can only be given by the individual in authority in consultation with the site leadership team as appropriate.

#### **RECOVERY**

Recovery from a Code Grey emergency depends upon the nature and outcome of the event. Measures will be taken, however, to recover as quickly as possible. Protracted occurrences may require the activation of the site and/or departmental/program Business Continuity Plans.

# **APPENDIX A**

## **IM/IT EQUIPMENT SYSTEMS FAILURE PROCEDURE**



## **IM/IT EQUIPMENT SYSTEMS FAILURE PROCEDURE**

IT equipment systems failures can include, but is not limited to, the following critical systems:

- Banner
- The portal, websites
- D2L
- Telephone and Cellular
- Network

If you experience issues with any of the above mentioned systems or other IM/IT equipment please contact the Information Technology Service's Service Desk.

The Service Desk is the first point of contact for students, staff, postdocs and faculty with computing problems or queries.

### **School of Nursing, School of Pharmacy & Animal Care Research Centre**

Clients can access the Service Desk by:

- visiting our counter service (Henrietta Harvey - HH2012)
- submitting an Online Help Request form  
<http://www.mun.ca/ITS/services/onlinehelpform.php>
- e-mailing [help@mun.ca](mailto:help@mun.ca)
- calling our Client Support Centre: 864-4595

The Service Desk is open from 8:30 to 5:00 (8:30 to 4:30 during summer hours).

### **Faculty of Medicine**

Clients can access the Service Desk by:

- visiting our counter service (HSIMS H-1614)
- submitting an Online Help Request form
- e-mailing [support@med.mun.ca](mailto:support@med.mun.ca)
- calling our Client Support Centre: 864-6000

The Service Desk at HSIMS is open from 8:30 to 5:00 (8:30 to 4:30 during summer hours).

### **Communication of IM/IT Equipment Systems Disruptions**

Disruptions to services provided by Computing and Communications will be communicated through the ITS Website, the Service Desk answering message, news line and Twitter within fifteen (15) minutes of being notified of the disruption. Regular updates will be provided until the issue is resolved.

### **Frequently Asked Questions**

For answers to commonly asked questions and problems please visit the Computing and Communications FAQ <http://www.mun.ca/ITS/faq/>

## **APPENDIX B**

# **COMPUTER VIRUS (IT SECURITY) RESPONSE PROCEDURE**

## **COMPUTER VIRUS (IT SECURITY)**

### **RESPONSE PROCEDURE**

IT security issues can arise from a number of different sources, these can include, but are not limited to, the following:

- Malware
- Hacking
- Phishing
- Virus
- Identity theft
- Data theft

The Service Desk is the first point of contact for students, staff, postdocs and faculty with computing problems or queries. If you experience issues related to any of the above or other related problems please contact the Information Technology Services, Service Desk.

#### **School of Nursing, School of Pharmacy & Animal Care Research Centre**

Clients can access the Service Desk by:

- visiting our counter service (Henrietta Harvey - HH2012)
- submitting an Online Help Request form  
<http://www.mun.ca/ITS/services/onlinehelpform.php>
- e-mailing [help@mun.ca](mailto:help@mun.ca)
- calling our Client Support Centre: 864-4595

The Service Desk is open from 8:30 to 5:00 (8:30 to 4:30 during summer hours).

#### **Faculty of Medicine**

Clients can access the Service Desk by:

- visiting our counter service (HSIMS H-1614)
- submitting an Online Help Request form
- e-mailing [support@med.mun.ca](mailto:support@med.mun.ca)
- calling our Client Support Centre: 864-6000

The Service Desk at HSIMS is open from 8:30 to 5:00 (8:30 to 4:30 during summer hours).

#### **Communication of IT Security Issues**

Disruptions to services provided by Information Technology Services will be communicated through the ITS Website, the Service Desk answering message, Newline and Twitter within fifteen (15) minutes of being notified of the disruption. Regular updates will be provided until the issue is resolved.

### **Protect your Computer from Harmful Malware**

Obtain and install an antivirus software available from Memorial University and the Department of Information Technology Services. In order to download your free antivirus software you will be required to log into the my.mun.ca Portal. This will require all clients to have a MUN Login ID and password. If you have any problems or questions about logging into my.mun.ca please contact the ITS Service Desk at 864-4595 or [help@mun.ca](mailto:help@mun.ca)

Please note the following:

- **MUN students** - once logged into my.mun.ca please click on Student Services to see the channel for antivirus downloads. Go to [my.mun.ca](http://my.mun.ca).
- **MUN faculty or staff members** - once logged into my.mun.ca you will find the antivirus software download under the Employee Services section. Go to [my.mun.ca](http://my.mun.ca).
- **MUN retirees** - once logged in (MUN webmail username and password) you will be presented with the option to begin the file download process. Please log in at <http://mdl.mun.ca/channels/retiree/>.

### **Frequently Asked Questions**

For answers to commonly asked questions and problems please visit the Information Technology Services FAQ <http://www.mun.ca/its/faq/>

## **APPENDIX C**

# **MAJOR POWER OUTAGE**

## **MAJOR POWER OUTAGE**

### **INTRODUCTION**

Planned as well as unplanned power outages may occur for brief periods of time. In Newfoundland, however, major power outages are often associated with severe weather. Memorial will implement the steps contained under Severe Weather Appendix (D) when these situations occur.

In the event of a power outage, the emergency lights in the corridors and stairwells will provide minimal lighting, lasting on average twenty (20) minutes to allow for safe evacuation of the building.

### **PROCEDURES**

- Remain calm.
- Report the power failure to CEP and/or Work Control (St. John's) providing specifics on location, number of occupants and the scope of the power outage if known (Work Control St. John's 864-7600, CEP St. John's 864-4100).
- If you are working in an area where you suspect a gas leak or that flooding caused the power outage, cease all operations immediately and notify CEP (864-4100) to initiate a building evacuation.
- If you are advised by emergency personnel, evacuate to your nearest assembly point and await further instructions from emergency personnel.
- Do not reenter the building unless advised to do so by emergency personnel.
- If in an elevator, use the telephone to notify CEP.
- If in a dark workspace, determine whether or not you can move cautiously to a lighted area. If you are not able to do so, stay where you are. A search of the building will be conducted and you will be assisted to ensure a safe evacuation.
- If in a residence, await instructions from your residence life advisor.
- Assist others if necessary.

### **REMEMBER**

- Emergency wardens have been appointed in all buildings on campus.
- If it is determined that the power outage will last for an extended period of time, an announcement may be made regarding closure.
- Place an uninterrupted power supply on all electronic devices or unplug all electrical equipment to avoid a power surge upon restoration.

## Emergency Code Plans

- It may take a few minutes before full power is restored to your building, and this will need to be considered before turning on all of your electrical equipment/devices at one time.
- Back-up power may only be a short term or temporary solution.
- Fume hoods do not operate during a power outage. Do not resume laboratory work until proper ventilation has been restored to the area. Health and Safety personnel should be consulted in all such cases.
- Keeping a flashlight, batteries, portable radio, and/or a small first aid kit in your work/study area is a good idea.

## **APPENDIX D**

# **SEVERE WEATHER**



## **SEVERE WEATHER**

### **INTRODUCTION**

Upon consultation with meteorologists and Metrobus officials, consideration will be given to the cancellation of classes or closure of the University when the local weather forecast and/or campus conditions warrant. Memorial's decision to close the university or cancel classes is based on the safety of students, staff and faculty.

The decision to delay opening or to close early is based on numerous factors including weather conditions, road conditions, bussing and conditions on campus. In particular, the university will rely on the threshold criteria for public alerts about weather hazards as defined by Environment Canada on its website (<http://www.ec.gc.ca/meteo-weather/default.asp?lang=En&n=D9553AB5-1>) in order to assess potential impact relating to specific weather warnings.

In all cases, employees and commuting students must use their best judgment in determining their personal safety when traveling between home and the campus.

Advisories for late openings and/or closures will normally be issued by Marketing and Communications by 7:00 a.m. Early closures will be announced at least one hour in advance whenever possible.

### **METHODS OF COMMUNICATION**

#### **Web**

Memorial's website alert system will be activated if there is an emergency, class cancellation or closure advisory. A message will be posted on the university's home page outlining the emergency announcement. Check the following websites:

- [www.mun.ca](http://www.mun.ca)
- [Cancellations http://www.mun.ca/main/cancellations.php](http://www.mun.ca/main/cancellations.php)
- News and events [today.mun.ca](http://today.mun.ca)

#### **Social Media**

Check the official University Twitter feed: @MemorialU

#### **Local Radio Stations**

- [CBC Radio One 640 AM](#)
- [VOCM 590 AM](#)
- [OZFM 94.7 FM](#)
- [Coast 101.1 FM](#)
- [CHMR 93.5 FM \(accepts only daytime advisories\)](#)

## Emergency Code Plans

### **Telephone**

Call the campus switch board for information: (709) 864-8000.

### **E-mail**

University email account holders on the St. John's campus will receive an email message if they are subscribed to MUN Newsline email service. If you are not receiving Newsline, email [help@mun.ca](mailto:help@mun.ca).

# CODE WHITE

## **VIOLENT SITUATION**

## CODE WHITE VIOLENT/AGGRESSIVE SITUATION

### **IN THE EVENT OF A VERBALLY ABUSIVE OR THREATENING SITUATION:**

- Increase distance or place barriers between you and the individual(s)
- Remove others from the area when possible, to isolate the aggressive individual
- Keep a clear path to the nearest exit
- Attempt to calm and defuse the situation by:
  - remaining calm and composed
  - allowing the individual(s) to be heard so as to demonstrate respect and patience
  - conveying a sense of empathy or understanding in a non-judgmental manner
  - pacing the conversation to ensure understanding
  - determining what the problem is and paraphrasing your understanding to the individual(s)
  - reasoning with the individual(s) and offering assistance.
- If the individual(s) does not calm down, inform them that you have no other option but to call Security (Campus Enforcement and Patrol) 864-4100
- If there is no change to the situation or if threat escalates, follow the procedures below

### **IN THE EVENT OF A VIOLENT SITUATION:**

- If in an area inaccessible to the individual(s) remain there, or move to a secure location with a telephone as quickly as possible. Constantly monitor the situation. If the individual(s) gains access to your location evacuate to another area of the building and seek assistance.

### **ALERT OTHERS**

- Alert Campus Enforcement and Patrol of the situation and your location
- Direct visitors and clients to leave the building via the nearest exit or to a secure area as required
- Escape or barricade yourself as applicable and able until help arrives

Be aware of your surroundings and report to CEP (864-4100) any suspicious activity that may lead to aggression, violent or otherwise intrusive behavior.

# **CODE PURPLE**

## **HOSTAGE TAKING/ABDUCTION**

## **CODE PURPLE – HOSTAGE TAKING/ABDUCTION**

The following guidelines are provided for each of those encountering, witnessing or otherwise involved in Code Purple event:

### **All Site Occupants:**

- Move as far from the immediate event as possible
- Close all doors while moving away from the hostage situation

### **Site Occupants on Scene:**

- Leave the immediate area
- Close all doors near the affected area and keep people away
- Report as much information as possible to Campus Enforcement and Patrol (864-4100)
- Make notes of specific threats/demands made in the captor in the exact words
- Defer all media inquiries to those in authority

### **Person in Authority (Prior to Police arrival)**

- Assess the situation
- Notify the police immediately even if the captor gives up early
- Make site notification of Code Purple through available means
- Direct site personnel as appropriate to the situation (e.g. evacuation?)
- Refrain from negotiations until police arrive if possible and make no deals with the captor
- Transfer all command to the police upon their arrival and take all instructions from that authority accordingly
- Relate all known information to the Police Incident Commander
- If possible, provide a photograph of the person(s) held hostage, as well as a description of the captor
- Defer all media communications to the appropriate spokesperson for Eastern Health/MUN

### **Employee Taken Hostage**

Following the actions below will help build a connection with the captor that may make it more difficult for him/her to carry through with threatened harm. This will allow time for police to arrive and begin negotiations and/or rescue.

- Trust that others are working on your behalf
- Remain calm and comply with the captor's demands
- Keep eye contact without staring
- Speak when spoken to, but give the captor your first name
- Use the name of the captor whenever possible if you know/obtain it
- Hide emotions/nervousness as much as possible and act relaxed
- Stay friendly with the captor as much as possible

## Emergency Code Plans

- Sit rather than stand if possible
- Hide all personal effects (documentation/photos/keys) from the captor
- Refrain from making suggestions/promises
- Do not assault or struggle with an armed captor
- Attempt an escape only if sure you can do so without increasing danger to yourself or others
- Go to the floor and keep hands visible with fingers outstretched or place them on your head if police enter the room
- Follow all directions of the police as they attempt a resolution to the situation

## Negotiations with the Captor

- Defer all negotiations to the police. Do not initiate the conversation
- Do not make deals with the captor at any time
- Instead of a “no” answer, defer with an “I’ll have to check with my manager etc.”
- Do not offer to trade oneself or others to take the place of the captive
- Remain calm
- Never charge or assault the captor
- Wait for the arrival of the police

## Deactivation

Authorization to deactivate from Code Purple can be only be given by the police (Incident Commander). Notification of site occupants will be made through available site means. Staff are to remain on site until the police have an opportunity to meet with any and all individuals who may have information regarding the event. The site, in whole or in part, will remain a crime scene until the police release it back for normal use. This may require the implementation of the EOC and Business Contingency plans(s).

# **CODE BLACK**

## **BOMB**

### **THREAT/SUSPICIOUS**

### **PACKAGE**



## **CODE BLACK** **BOMB THREAT/SUSPICIOUS PACKAGE**

The following plan outlines proven procedures for dealing with a bomb threat or the discovery of any suspicious package on the site. The police become the event authority upon their arrival. All staff are to follow police instructions at all times. Until they arrive, however, authority for the areas outlined in this plan belongs to Campus Enforcement and Patrol.

### **CODE BLACK GENERAL PROCEDURES**

- Notify Campus Enforcement and Patrol using the emergency number (864-4100)
- Notify the site using normal site means (Do not use the fire alarm)
- Evacuate the building quietly and quickly as directed or as situation deems necessary
- Do not touch or photograph any suspicious package but immediately notify CEP
- Follow directions of those in authority (CEP and Police)
- Return to the building only after the all clear has been given
- Complete all relevant documentation related to the event

### **RECEIPT OF A BOMB THREAT – GENERAL PROCEDURES**

#### **Bomb Threat by Letter/Note:**

Notify Campus Enforcement and Patrol using the emergency number (864-4100), who will notify Police and Eastern Health security immediately

*Preserve the note for investigators and handle it as little as possible*

#### **Bomb Threat by Telephone:**

- Remain calm and prolong the conversation for as long as possible to gain as much information as possible to aid Police in their work
- Obtain assistance from others, if possible, while keeping the caller on the line
- Immediately attempt the call trace procedure below if the caller disconnects

#### **Call Trace Procedure:**

Not all telephones may support the call trace procedure. This may not be immediately apparent to the user. However, following the procedure below will readily indicate if that feature is available on a particular phone.

## Emergency Code Plans

- Immediately lift the receiver and dial star 957 (\*957) on the same line on which the threat was received. A recording will inform you a trace has been initiated and to contact the police for follow up.
- Contact the police and provide all information available
- Follow Code Black procedures

## Deactivation

Authorization to deactivate from Code Black can be only be given by the police (Incident Commander). Notification of site occupants will be made through available site means. Staff are to remain on site until the police have an opportunity to meet with any and all individuals who may have information regarding the event. The site, in whole or in part, will remain a crime scene until the police release it back for normal use. This may require the implementation of the EOC and Business Contingency plans(s).

# **CODE BLUE**

## **CARDIO/PULMONARY ARREST**

## **CODE BLUE** **CARDIO/PULMONARY ARREST**

A Code Blue announcement refers to a cardio/pulmonary arrest event occurring in the hospital space only. A response team may be seen moving quickly through the building to address the individual. The following responses only are required of building occupants not involved in the Code Blue event directly.

- Stay out of the way of any medical response team
- Cooperate fully with those in authority
- Continue with business as usual unless told otherwise

### **IMPORTANT**

***For a cardio/pulmonary event in the MUN areas of the building, call 911 for an ambulance response. Eastern Health's Code Blue team will not respond to MUN areas.***

# **CODE ORANGE**

## **EXTERNAL DISASTER**

## **CODE ORANGE - EXTERNAL DISASTER**

Code Orange paged overhead refers to an occurrence of an external disaster that may indicate an influx of mass casualties to the hospital site. E.g. Bus or plane crash. There are two stages for Code Orange, the Alert stage and the full Code Orange activation. Either is serious business for a hospital and requires immediate and continued cooperation from all building occupants. For those occupying MUN spaces, as outlined in this plan, the following procedures are to be followed:

### **Alert Stage:**

- Continue with normal business unless otherwise directed or full Code Orange is announced overhead.

### **Code Orange Activation:**

- Continue with normal operations unless otherwise directed
- Stay away from hospital areas
- Obey all directions of those in authority

# **CODE AMBER**

## **MISSING/ABDUCTED CHILD**

## **CODE AMBER MISSING/ABDUCTED CHILD**

An announcement of Code Amber indicates that a child has been abducted or has otherwise gone missing. Response from MUN occupied areas is as follows:

- Listen to the announcement for details of the missing child
- Remain on alert for the child, who may have simply wandered into other building areas
- Report to Campus Enforcement and Patrol if the child is found in your work/study area (864-4100)

### **If you become aware of a missing child:**

If a child client is determined to have gone missing or to have been abducted follow the procedures below:

- Call Campus Enforcement and Patrol (864-4100), who will begin perimeter securement and search procedures immediately, as well as contact Eastern Health Security.
- Search for the child in the immediate and adjacent areas.
- Follow all directions of the Police and Security.



# **CODE YELLOW**

## **MISSING ADULT PATIENT/RESIDENT**

## **CODE YELLOW MISSING ADULT PATIENT/RESIDENT**

An announcement of Code Yellow indicates that a patient has gone missing. Response from MUN occupied areas is as follows:

- Listen to the announcement for details of the missing patient
- Remain on alert for the patient, who may have simply wandered into other building areas
- Report to Campus Enforcement and Patrol if the individual is found in your work/study area (864-4100)

### **If you become aware of a missing adult:**

If an adult client is determined to have gone missing follow the procedures below:

- Call Campus Enforcement and Patrol (864-4100), who will begin perimeter securement and search procedures immediately, as well as contact Eastern Health Security
- Search for the patient in the immediate and adjacent areas
- Follow all directions of the Police and Security

# **CODE BROWN**

## **INTERNAL HAZARDOUS MATERIAL SPILL/LEAK**

## **CODE BROWN**

### **INTERNAL HAZARDOUS MATERIAL SPILL/LEAK**

A notification of Code Brown indicates that there has been a spill or leak of a substance/gas being used on site. Depending on the kind and amount spilled, a partial or complete evacuation of the building may occur. See Code Green plan. In all cases, the immediate area is to be immediately evacuated by everyone except those trained and equipped to handle or clean up the spill.

**Under no circumstances is the Fire Alarm to be activated in a Code Brown.** Not only is this against the law, but it will set in motion a chain of unrelated events that places patients in adjacent hospital areas of the HSC/Janeway at risk.

#### **Prevention and Preparedness**

Always know what chemical/gas with which you are working and prepare for its safe handling by consulting the Materials Safety Data Sheet (MSDS) and wearing the appropriate Personal Protective Equipment (PPE). Also ensure anyone in the area is doing the same.

#### **General Procedures for All Chemical/Gas Spills/Leaks:**

- Take prompt action to prevent further release or harm to persons in the area
- Notify CEP immediately (864-4100), providing your name, location and nature of the spill/leak once safe to do so
- Attempt to contain/stop the spill/leak if safe to do so and you have proper training and PPE
- Remove everyone from the immediate area and secure it by closing doors
- Clean up the spill if trained to do so and properly equipped with PPE
- Evacuate the building as necessary and/or directed (100 meters away if possible)
- Activate external venting where available during the evacuation of the area
- Return to the building and/or evacuated area only upon direction of those in authority

**Campus Enforcement and Patrol** will notify the following parties immediately:

- Eastern Health Security
- MUN Environmental Health and Safety (864-3659)
- Any internal agency required to clean up the spill

## **CHEMICAL SPILLS**

Includes chemicals such as flammables, corrosives, oxidizers, toxics, cryogenics etc.

### **Section 1:**

#### **Clean Up a chemical spill only if:**

- You have the appropriate spill kit for the chemical
- You understand the potential hazards involved
- You are familiar with the MSDS
- You have appropriate PPE

Without the above proceed to Section 2.

#### **Clean Up Procedure:**

- Stop the source of the leak if possible or contain the spill
- Remove any sources of ignition
- Begin clean-up; using the appropriate chemical spill kit
- Use a scoop or dustpan to pick up the used absorbent and place it in an appropriate container
- Label the container. Complete the hazardous waste form from [www.mun.ca/health\\_safety/OSHMS/LSMS/HazMat\\_Waste\\_Request\\_Form.doc](http://www.mun.ca/health_safety/OSHMS/LSMS/HazMat_Waste_Request_Form.doc) and submit it to Department of Health and Safety for disposal
- Complete an incident report  
<https://mims.mun.ca:9443/D3VSOC/ealert/default.aspx>

### **Section 2:**

- Evacuate the area/building, closing the door behind you
- Complete an incident report  
<https://mims.mun.ca:9443/D3VSOC/ealert/default.aspx>

## **GAS LEAKS**

Includes leaks of flammable, combustible, corrosive or toxic gases, oxygen and spills of cryogenic liquids.

### **Response Procedures:**

- Attempt to find and stop the source of the leak by turning off valves or containment
- Leave the area immediately and close all doors on the way if the odor becomes strong or if you begin experiencing any physical symptoms such as coughing, wheezing, eye irritation etc.
- Complete an incident report  
<https://mims.mun.ca:9443/D3VSOC/ealert/default.aspx>

# **CODE SILVER**

## **ACTIVE SHOOTER**

### **(UNDER REVIEW)**

# **CRITICAL INCIDENT STRESS AND SELF CARE**



## **CRITICAL INCIDENT STRESS AND SELF CARE**

Everyone responds to stress in different ways. Due to the nature of the emergencies, there is a high possibility of a psychologically traumatic reaction by those involved in or witnessing such events. The practice of self-care in such situations is a key concern. In addition to returning to normal operational functioning special care should be taken to address the physical, psychosocial needs of site occupants involved via Critical Incident Stress Management, counseling, pastoral care, etc. Please refer to the support resources listed in the MUN Safe app for both students and faculty/staff. Eastern Health staff may avail of services provided by the Employee and Family Assistance Program