

EMERGENCY CODES

February 2019
Volunteer Guide

Contents

General procedures to follow for the following codes:

- ✓ Code Red
- ✓ Code Blue
- ✓ Code Yellow
- ✓ Code White
- ✓ Code Brown 
- ✓ Code Lockdown 





NEED TO KNOW



All codes have been included for your information, however as a volunteer you are only required to actively participate in **Code Red** and **Code Lockdown**.

- ❖ Reception has an emergency phone – **ext. 5555**
Call **5555** to contact reception **ONLY** in an **emergency**
- ❖ **Multiple Designated Meeting areas outside**
Become familiar with the identified signs. This is where you will proceed to in an emergency evacuation
- ❖ **Emergency Call Buttons (ECB) in all Washrooms**
Reception is notified immediately if the ECB button is activated and activates the Emergency Response Team to the location
- ❖ **We have new AEDs!** Locations: Staff Lounge, Coat Rooms, Respite (Brampton), Pool (Brampton)
- ❖ First Aid Kits – Locations: Reception, Staff Lounge

CODE RED – FIRE & EVACUATION

In the event that an evacuation is required, the following procedures are to be followed:

- **Duties of Person identifying fire** – Activate nearest fire alarm pull station, activate occupants from immediate area and evacuate building.
- **Duties of all personnel upon hearing/viewing the fire alarm** – Everyone must evacuate immediately in a safe and timely manner. Proceed to designated meeting area.
- **Fire Wardens** will ensure assigned areas are clear, direct staff and volunteers in evacuating and closing doors after room searched.
- **Remain at designated meeting area** until *authorized to return* to the building

CODE BLUE – ACCIDENT/ILLNESS

In the event of an accident/illness, the following should be carried out:

- If you are injured or ill, shout out for assistance or if able, **call reception** at **ext. 5555**
- Call reception immediately **(5555)** if you identify an injured or ill person and indicate location
- Reception will make emergency page stating **Code Blue** and **location** 3 times
- **Upon hearing Code Blue page**, All staff free of client supervision must respond
- First person on scene will take charge
- Staff responding are to identify themselves if they are trained in First Aid/CPR
- Person in charge will direct staff to get required material (first aid kit, AED, emergency blankets)
- If needed, person at scene will be directed to **call 911**
- **Provide first aid** and assist injured/ill person according to your training (Scene Survey, Primary Survey, Ongoing Care) and stay with the individual until Emergency Services have arrived or the person no longer requires assistance, or another trained first aider takes over.

Main First Aid Kits:

1st Floor – Reception
2nd Floor – Staff Lounge

AED Locations:

1st Floor – Coat Rooms
Brampton Pool Area
Brampton Respite Centre
2nd Floor – Staff Lounge

CODE YELLOW – MISSING CHILD

In the event of a missing child, the following procedure should be followed:

- Staff person **immediately notifies reception** by calling **ext. 5555** and reporting that a child is missing, providing the following information:
 - Child's name
 - Description (clothing worn, hair colour, glasses, etc.)
 - Age, gender, approximate height, weight
 - Location child was last seen (1st or 2nd floor / area)
- Reception will make an emergency page stating Code Yellow 3 times and providing a brief description and location last seen (if known). More detailed description will be provided at Reception.
- Search cards will be issued. When searching, staff are to ensure they are searching areas such as closets, behind doors, under tables, etc.

CODE WHITE – VIOLENT PERSON

The purpose of this policy is to minimize the risk of potential violence or harassment and to provide measures to respond and mitigate any situations involving a person acting in an aggressive way.

The objective is to:

- Regain control of an emergency situation in which an individual's escalating behaviour is beyond the staff member's ability to control,
- To provide an aggressive individual with most appropriate care,
- To reduce the threat to safety, security and well-being of the individual involved as well as all others in the immediate area.

To initiate a Code White,

- Remain calm
- **Call Reception** at **ext. 5555** or use the **Emergency Call Button (ECB)** and inform them to announce a Code White and provide them with location.
- When **announcing a Code White is not an option** (not wanting to alert other staff members to area) contact Reception to request COM, CSS or a member of the Emergency Response Team, advising them that you have an individual that is upset.

CODE BROWN – CHEMICAL SPILL



In the event of a chemical spill:

Person identifying spill:

- Contact Reception at **ext. 5555** and report spill & location
- Remove all occupants from immediate area
- **Reception will contact Facilities Dept.** If after hours, refer to Emergency Manual for Facilities contact numbers.
- **If needed, secure area** to prevent anyone from entering area until Facilities arrives.
- Once Facilities staff arrive, they will take on the leadership role.
- Facilities will **assess the spill** (product identity, obtain MSDS/SDS and determine severity – Minor or Major)
 - **Minor – Secure area. Facilities will clean as per training**
 - **Major – large in volume, spreading, presents fire and/or health risks**

If required, Facilities will activate the closest fire alarm pull station and evacuate the building as per our Code Red procedures.

CODE LOCKDOWN



new

ErinoakKids is **committed** to **providing a safe and healthy work environment** for all our staff, clients, volunteers and visitors. This includes the establishment of a standard procedure for Lockdowns which outlines the management of an actual or potential emergency situation.

The goal of a lockdown procedure is to **reduce** the threat to the safety, security and well-being of all occupants in our ErinoakKids facilities.

Definitions:

Lockdown – A “**lockdown**” is the temporary sheltering technique, used to limit exposure of clients, staff and visitors to an internal threat (violent situation within the facilities) resulting in all occupants securing themselves in a designated area. This is intended to prevent intruders from entering occupied areas of the building.

Hold & Secure – A “**hold & secure**” should be used when it is necessary to secure the sites due to an on-going situation outside of the facilities and is not related to ErinoakKids. This will be directed by Emergency Services (police). In this situation, the facilities continue to function normally, with the exterior doors being locked until such time as the situation is resolved and cleared.

CODE LOCKDOWN

Activating a Lockdown:

Lockdown should be activated in response to a situation where an individual(s) poses an immediate and serious threat to the occupants of ErinoakKids facilities including but not limited to:

- Threat of physical violence
- Domestic abuse or child abduction
- Presence of a weapon

Upon hearing the announcement Code Lockdown:

- **Remain calm** and encourage others to remain calm
- Immediately cease all activities
- If you are in an area that can be locked, remain where you are. Lock/barricade to secure door and turn out lights.
- If you are in a hallway or open area proceed to the closest room available to secure yourself.