



**North Lambton
Community
Health Centre**

Emergency & Disaster Guidelines and Business Continuity

Emergency Colour Code List	
Code Yellow	Missing Person
Code Orange	Disaster
Code Red	Fire
Code White	Violent / Behavioural Situation
Code Blue	Cardiac Arrest / Medical Emergency
Code Green	Evacuation
Code Brown	Hazardous Spill
Code Purple	Hostage Taking
Code Silver	Gun Threat / Shooter
Code Black	Bomb Threat / Suspicious Object
Code Grey	Infrastructure Loss or Failures

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Introduction

Federal legislation requires employers with 50 or more workers in the building at any time to prepare an emergency evacuation plan (Canada OHS Regs., Sec. 17.4). It also requires all employers to prepare emergency procedures that include the emergency evacuation plan (Sec. 17.5). The North Lambton Community Health Centre's Emergency & Disaster Guidelines is designed to address these regulatory requirements and to ultimately ensure a safe and effective response to emergencies.

The North Lambton Community Health Centre Emergency & Disaster Guidelines and Business Continuity is an agency-specific, all-hazards disaster response plan which provides overarching principles and operational guidelines used to coordinate an effective response to all types of emergencies that may affect staff, clients, volunteers, visitors, and facilities. It is intended to address all emergencies that are not normally managed by staff, requiring the coordinated effort and resources of multiple teams, agencies, and organizations.

A business continuity plan refers to an organization's system of procedures to restore critical business functions in the event of an unplanned disaster. These disasters could include natural disasters, cyberattacks, service outages, or other potential threats. Business continuity planning enables organizations to resume business operations with minimal downtime.

Purpose & Scope

The purpose and scope of the Emergency & Disaster Guidelines and Business Continuity is to ensure the North Lambton Community Health Centre:

- Maintains a continuous state of readiness to manage a disaster response.
- Minimizes the actual or potential danger to clients, staff, volunteers, and visitors.
- Ensures the continuity of operations to the highest degree possible

Objectives

- Provide direction and outline processes for the management of personnel, equipment, facilities, and resources during an emergency.
- Minimize the impacts of an emergency by maintaining a standard of operational readiness, awareness, and preparedness.
- Ensure, as much as possible, the well-being of clients, staff, volunteers, and all others on site in the event of an emergency or disaster.
- Provide a bases on which training and exercises relating to emergency management may be developed.

SITE DESCRIPTIONS

The North Lambton CHC provides services out of five main locations. The Forest site is owned by North Lambton CHC, while the remaining four sites are leased.

Facility Location

Forest Site	Location
Street Address	#3 – 59 King Street West, Forest, Ontario
General Directions	Highway 402 Exit 35, South on Highway 21 (Forest Road), Left (SW) on King Street
Site Ownership	North Lambton Community Health Centre

Kettle Point Site	Location
Street Address	6275 Indian Lane, Forest, Ontario
General Directions	NE on Highway 7 (Lakeshore Road), Left (N) on Ipperwash Road, Left (W) on Indian Lane
Site Ownership	Kettle & Stony Point Health Services

Sarnia Site	Location
Street Address	Suite 100, 429 Exmouth Street, Sarnia, Ontario
General Directions	Highway 402, Indian Road Exit South, Right (W) on Exmouth Street, between East Street and Colborne Road
Site Ownership	Longo Management

Watford Site	Location
Street Address	536 Simcoe Street, Watford, Ontario
General Directions	Highway 402 Exit 44, South on Highway 79 (Nauvoo Road), Left (E) on Simcoe Street
Site Ownership	Watford Community Improvements Inc.

Cardio Pulmonary Rehabilitation Site	Location
Street Address	#10 – 460 Christina Street North, Sarnia, Ontario
General Directions	Highway 402, Christina Street Exit South, Left (E) on Maxwell Street, Left into parking lot behind building
Site Ownership	Longo Management

Facility Utilities & Services

Utility	Forest	Kettle Point	Sarnia	Watford	Cardio Pulmonary
Natural Gas	Union Gas		Union Gas		
Gas Valve Location (leave on unless told by officials to turn off)					
Electrical	Goertz Electric	Landlord or Goertz Electric	Ogilvie Electric	Landlord uses Zavitz	Landlord
Water	Ontario Clean Water Agency	Ontario Clean Water Agency	Ontario Clean Water Agency	Ontario Clean Water Agency	Ontario Clean Water Agency
Water Valve Location					
Alternative Water Source		Culligan Bottled Water		Culligan Bottled Water	
Medical Gases	Oxygen in Treatment Room Liquid Nitrogen in Lab	Oxygen in Treatment Room	Oxygen in Treatment Room Liquid Nitrogen in Treatment Room	Oxygen in Treatment Room	Oxygen
Back-up Generator	West Side Lawn For Vaccine Fridge only	None	None	None	None
Boiler			Bradford White Magnum Series Model D75T1253N Serial # CK8408187 75 Gallon		
Air Conditioning	Rooftop Ainsworth Technical		West Wall Outside Ainsworth Technical		
Mechanical Rooms	Lower Level Northwest corner by elevator		South hall East end West hall middle	Lower Level	
Elevator	King Street Entrance to Lower Level Reception Thyssen Krupp				Building has open, half-elevator, need key to access for use
IT Systems	Serviced by Leadwave PS Suites for Medical Records	Serviced by Leadwave PS Suites for Medical Records	Serviced by Leadwave PS Suites for Medical Records	Serviced by Leadwave PS Suites for Medical Records	Serviced by Leadwave PS Suites for Medical Records
Phones	Eastlink Serviced by Interlink	Serviced by Interlink	Cogeco Serviced by Interlink	Execulink Serviced by Execulink	Cogeco Serviced by Interlink
Laundry	Provided by Cintas	Provided by Cintas	Provided by Cintas	Provided by Cintas	None

Laboratory	Use Life Labs	Use Life Labs	Use Life Labs	Use Life Labs	Use Life Labs
Sterile Processing	Cleaning Chemicals & Autoclave	Cleaning Chemicals & Autoclave	Cleaning Chemicals & Autoclave	Cleaning Chemicals & Autoclave	None
Housekeeping Chemicals	Provided by Cintas Stored in Janitor's closet upper level & back Wellness Area	Provided by Landlord	Provided by Cintas Stored in Janitor's Closet	Provided by Cintas Stored in Janitor's Closet	Provided by Cintas Stored in Janitor's Closet
Client Transport	Canadian Red Cross	Canadian Red Cross	Public Transit	Canadian Red Cross	Public Transit

Communications

In an emergency, it is imperative that communication happens. When connecting with others, ensure you communicate with a person who can act on the information – do not leave messages on machines. Effective communication during either an internal or a community-wide emergency or crises will help everyone involved cope better going through the actions needed during the time of the situation.

To ensure alternative modes of communications are deployable should one system fail during an emergency, the following equipment or communications systems can be used:

All Sites

- Team Lead Cell Phones
- Staff Cell Phones
- Electronic – Email, Text, Intranet, Facebook, Website
- Public Broadcasting – 1070 AM Radio, 99.9 FM Radio
- Battery operated radio

Forest

- Overhead Paging System – via phones
- Cell Phones from Vans & Health Promotion Program Staff

Kettle Point

- Land line (519-786-2700)

Sarnia

- Overhead Paging System – via phones
- Cell Phones from Van & Health Promotion Program Staff

Watford

- Land line (519-333-2747)

There is no phone, text or email without access to the internet.

Staff can use their personal vehicles to charge cell phones if electricity is not available.

Internal Situations:

Most emergency situations will be more easily handled if there is an atmosphere or general perception of “Keep Calm and Carry On.” The fastest way to lose calm control of an audience is through the rapid spread of **mis**information. Word of mouth and social media are primary tools used to share information quickly. It is imperative that accurate, consistent information is shared quickly, helping to ensure everyone is working together to achieve the most positive outcome possible for the situation.

Below is the Internal Communication Plan of the North Lambton CHC, showing the Management Team as the source of information. In an emergency/crisis situation, the Management Team, led by the Executive Director, will be responsible for disseminating the accurate, consistent information needed.

Internal Communication Plan

Order of Communication – if 1st Contact not available, move to 2nd Contact, etc.

Staff	First Contact	Second Contact	Third Contact	Fourth Contact
Executive Director	Board of Directors			
Team Leads	Executive Director	Board of Directors		
Finance Team	Finance Team Lead	Executive Director	Quality & Chronic Disease Team Lead	
Human Resources Team	Finance Team Lead	Executive Director	Quality & Chronic Disease Team Lead	
Data Management Team	Data Management Team Lead	Primary Care Team Leads	Executive Director	
Building Maintenance Team	Finance Team Lead	Risk Management & Admin Team Lead	Primary Care Team Leads	Executive Director
Clinical Teams	Primary Care Team Leads	Executive Director		
Health Links	Quality & Chronic Disease Team Lead	Executive Director	Finance Team Lead	
Administration Team	Risk Management & Admin Team Lead	Finance Team Lead	Quality & Chronic Disease Team Lead	Executive Director
Health Promotion & Transportation	Health Promotion Team Lead	Quality & Chronic Disease Team Lead	Primary Care Team Leads	Executive Director
COPD & Cardiac & Diabetes Teams	Quality & Chronic Disease Team Lead	Health Promotion Team Lead	Primary Care Team Leads	Executive Director
Navigator & Homelessness	Quality & Chronic Disease Team Lead	Health Promotion Team Lead	Executive Director	
Harm Reduction	Primary Care Team Leads	Executive Director	Quality & Chronic Disease Team Lead	
Media	Executive Director	Finance Team Lead	Health Promotion Team Lead	
Government	Executive Director	Finance Team Lead	Quality & Chronic Disease Team Lead	

Business Continuity Communications – Phone Tree

Who	Internal Staff	External Contacts
Executive Director	<ul style="list-style-type: none"> Executive Assistant Team Leads 	<ul style="list-style-type: none"> Ministry of Health Ontario Health / Sarnia-Lambton OHT Primary Care Provider Partners Public Relations / Media
Executive Assistant	<ul style="list-style-type: none"> Board of Directors 	<ul style="list-style-type: none"> Lambton County
Finance Team Lead	<ul style="list-style-type: none"> Bookkeeper Human Resources Assistant Scheduler Building Maintenance Workers 	<ul style="list-style-type: none"> Banking / Financial Institutions Payroll Accounts Payable & Receivable HIROC Insurance
Data Management Team Lead	<ul style="list-style-type: none"> Data Management Assistant 	<ul style="list-style-type: none"> Leadwave Technologies Data Management Partners Internet Providers Phone Service Providers
Risk Management & Admin Team Lead	<ul style="list-style-type: none"> Handyman Administration Team 	<ul style="list-style-type: none"> Landlords External Cleaners Tenants Utilities Providers External Contractors
Primary Care Team Lead – North	<ul style="list-style-type: none"> Harm Reduction Team North Physicians North Nurse Practitioners North Nursing North Social Workers Physiotherapist 	<ul style="list-style-type: none"> Medical Equipment Suppliers Pharmacies Public Health
Primary Care Team Lead – West	<ul style="list-style-type: none"> West Physicians West Nurse Practitioners West Nursing West Social Worker 	<ul style="list-style-type: none"> Privacy Officer Infection Control Life Labs Hospitals
Quality & Chronic Disease Team Lead	<ul style="list-style-type: none"> Diabetes Education Program Team C.O.P.D. Team Cardiac Rehabilitation Team Homelessness Initiative Connectors Health Links Team 	<ul style="list-style-type: none"> Medical Oxygen Suppliers
Health Promotion Team Lead	<ul style="list-style-type: none"> Community Developers <ul style="list-style-type: none"> Volunteers Community Navigator Community Dietitians Opening Doors Peer Nutrition Worker Transportation Coordinator After School Program Team 	<ul style="list-style-type: none"> Social Service Agency Partners Canadian Red Cross Transportation

NOTE: This is not an all-inclusive list of contacts.

External Situations

The North Lambton CHC is a resource its communities can rely on for assistance in a community emergency/crises situation. Through the Centre's continuous community engagement, it is aware of the weaknesses and strengths of the communities it services. The Centre also maintains connections with other communication service groups, at different levels of government.

The North Lambton CHC recognizes the value of groups who are more specialized and experienced to lead in an emergency situation. The Centre will take direction and will work with these recognized leads before, during, and after a situation to help best care for its communities. The Executive Director will be the Centre's communication link with external leads.

Communications Directory

The Communications Directories provides the contact information of key staff, agencies, and vendors. The directory is updated once a year by the West Lambton Executive Assistant.

NLCHC Emergency Communications Directory

Internal Contacts	Cell Phone	Home Phone	Email
Kathy Bresett	519-464-8622	519-786-3778	kbresett@nlchc.com
Robin Page	519-466-0982		rpage@nlchc.com
Bel Jamieson	519-330-2630	519-899-2467	bjamieson@nlhc.com
Konnie Maxfield	519-384-8445	519-786-6216	kmaxfield@nlchc.com
Leah Willemse	519-381-0913	519-786-8430	lwillemse@nlchc.com
Lisa Ash	226-989-9028	226-520-0156	lash@nlchc.com
Belinda Belle	226-932-0391		bbelle@nlchc.com
Ashish Rawat	519-381-6425		arawat@nlchc.com
Christie Baron	519-381-4807		cbaron@nlchc.com

Tenant Emergency Contacts

Tenant Contacts	Cell Phone	Work Phone	Name or Alternate
Lambton Public Health	519-381-8888	519-383-8331	Lori Lucas / Switchboard
Rebound	519-466-3396	519-344-2841	Michelle Holbrook, ED
CMHA		519-337-5411	Rhonny Doxtator
Ultrasound – Accurate Imaging Diagnostics		905-763-0009	
Chatham Kent CHC – Eating Disorders NP		519-397-5455	Hali.Sitarz@ckchc.ca
LHIN Home & Community Care – Medical Supply Depot		866-231-5446	After Hours #519-784-0773
Women's Interval Home		519-336-5200 x230	Jennifer VanSteenkiste

Emergency Communications Directory

External Services	Contact	Phone
Fire, Police, Ambulance	Emergency Services	911
Police – Kettle Point	Anishinabek Police Service	519-786-5445
County of Lambton Emergency Mgmt	Jay VanKlinken, 24-hour cell	519-381-9901
Information for Emergencies	211 Ontario	211
Emergency Management Ontario	1-877-314-3723 www.ontario.ca/emo	416-314-3723
Electricity – Sarnia, Watford	Bluewater Power	519-337-8201
Electricity – Forest	Hydro One	800-434-1235
Water & Sewer - Sarnia	Bluewater Power	519-337-8201
Water & Sewer – Forest	Municipality of Lambton Shores	888-399-1643
Water & Sewer – Watford	Ontario Clean Water Agency	888-522-0117
Natural Gas	Union Gas	877-969-0999
Landlord – Sarnia, CP Rehab	Longo Management Inc.	519-339-6782
Landlord – Kettle Point	Kettle & Stony Point Health Services	519-786-5647
Landlord – Watford	Ivan Bryce	519-466-5995
Security Alarms – Forest & Watford	Damar Security	519-336-7111
Security Alarms– Sarnia, CP Rehab	A1 Security	519-542-2100
Security Cameras – Sarnia, Forest	A1 Security	519-542-2100
Security Attendants – Forest, Watford, CP, West	Paladin Security	519-336-6171
Security Doors – Sarnia, Forest, KP, Watford	Damar Security	519-336-7111
Keys & Locks	A&W Locksmith IRS Locks	519-332-4001 519-381-3172
Telephones – Forest, KP, Sarnia, CP Rehab	Interlink Telecommunications	519-336-1034
Telephones – Watford	Execulink	877-393-2854
Elevator - Forest	Thyssen Krupp	519-652-0800
IT Equipment & Systems	Leadwave Technologies	519-704-1463
Radio	Blackburn Radio	519-542-5500
Drinking Water	Lambton Public Health	519-383-8331
Bottled Water	Culligan	226-776-9016
Insurance – Equipment, Liability, Vans	HIROC Insurance	800-465-7357
Transportation	Canadian Red Cross	519-332-6380
Electrician – Forest	Goertz Electric	519-828-3668

Electrician - Sarnia	Ogilvie Electric	519-337-3231
Electrician – Watford	Zavitz	519-786-2325
Plumber – Forest	Reliance Home Care	888-328-7901
Plumber – Sarnia	Reliance Home Care	1-866-735-4262
Heating, Ventilation & Air Conditioning	Ainsworth Technical	519-337-3331
Construction Contractor	Hoekstra Construction	519-344-4855
Construction Contractor	Wellington Bros.	519-786-2934
Snow & Ice Removal - Forest	D&S Lawn Maintenance	519-466-2322
Oxygen Supply	Lambton ProResp Inc.	519-332-3325
Liquid Nitrogen	+N two Medical Inc.	416-594-6896
Biomedical Waste	Stericycle	1-866-783-7422
Shredding	Shred-It	519-521-5566
Cleaning Chemicals - Building	Cintas	519-453-5010
Cleaning Chemicals - Medical	Medical Mart	905-624-6200
Building Maintenance Consumables	Cintas	519-453-5010
Building Maintenance – North	Adrian VandenBoer	519-328-5457
Building Cleaner – West	Kastle Klean	226-932-1167

Organize & Equip

In a major emergency or disaster, you may be on your own for a minimum of 72 hours without outside resources, electricity, or the use of other utilities. To minimize these impacts and to support staff in carrying out response roles, each site should store enough supplies to sustain all staff for a minimum of three days.

Facility Emergency Supplies

Forest	Kettle Point	Sarnia	Watford	Cardiac
Cupboard above staff pictures	Cupboard in physiotherapy area	Basket on shelf in Nursing Station	Cupboard in Lab	
Mechanical Rooms		Cleaners Closet		

Emergency Supplies:

Item	Forest	Kettle Point	Watford	Sarnia	C.P. Rehab.
Water 2 litres / person / day					
Crank or Battery AM/FM Radio					
Landline Phone					
Batteries					
Flashlights	Emergency Light Centre				
Blankets					
Dust Masks					
N95 Masks					
Safety Gloves					
Pocket Knife					
Basic Tools (hammer, pliers, screwdrivers, crowbar)					
Duct Tape					
Tarps					
Gas Wrench					
Adjustable Wrench					
Shovel					
Water Purification Tablets					
Bleach					
Canned Food, Energy Bars, Dried Fruit					

(replace once per year)					
Manual Can Opener					
Garbage Bags					
Site Keys					
Paper, Pencil, Markers					
Whistle					
First Aid Kit					
AED					
Solar Charger					
Candles / Matches / Lighter					
10/30 Weight oil for Forest Generator					

RECOVERY

- Identify critical supplies, equipment, and key suppliers to determine strategies to protect key resources or to identify alternatives. See table below or use Emergency Communications List at beginning of this document.
- Determine critical operations and make plans to ensure the continuity of those operations or to bring those systems back online. Use alternate CHC site or work from home.
- Identify and make arrangements for an alternate location where you can continue to provide care, if you cannot re-occupy your site. Use alternate CHC site or work from home.
- Conduct a thorough damage assessment of your facility following the disaster. Done with HIROC Insurance Adjustor.
- Consider plans for supporting staff – cash advances, salary continuation, flexible work hours, reduced work hours, crisis counseling, car packages, day care. Work at Home.
- Identify restoration companies that can assist with the clean-up of the site. HIROC uses Belfor.
- Have information ready for public media. (phone message, website, facebook, radio)

Document Storage / Access

All networks of the North Lambton CHC are backed-up every 24 hours by Leadwave Technologies, therefore all electronic copies of these documents can be accessed through a working internet. As the North Lambton CHC has five sites, a file containing hard copies of documents not available through other agencies should be kept at each site, in the event one site becomes inaccessible.

Document	Off Site Access
Banking Records	Finance & Facility Folder on File server and Libro Credit Union online access – Finance Team
Incorporation Records	Kept in Administration area
Emergency & Disaster Guidelines and Business Continuity	Hard copies at all sites
Staff Contact #s	Hard copies at all sites, Available through ESS and or Easypay on file server
Volunteer Contact #s	Community Developers
Key Vendor Contact #s	GP Software – Online access – Finance team
Electronic Medical Records	Telus
Human Resources Records	HR Info; Kept in Administration area in locked cabinets
Building Leases	With the landlord – Finance & Facility Folder on File server
Tenant Agreements	With the tenant
Service Agreements	With the service agency
Equipment Leases	With the equipment provider
Insurance Policies	With HIROC – Finance & Facility folder on File server
Capital Inventory Record	Hard copies at all sites; Asset Tiger

Payroll Records	Finance & facility Folder - File server & Easypay Payroll
Legal Records	Mathews Dinsdale & Clark
Property Deeds	Robin???
Software Licenses and Product Keys	Leadwave
Vehicle Registration Information	Hard copies at all sites, HIROC Auto Insurance-Christie & Nicole
Tax Returns	File server – Finance & Facility-Audits – Charitable Returns

INCIDENT COMMAND SYSTEM

Basic Principles:

The basic principles of an “Incident Command System” include:

- Appointment of an Incident Commander who has overall responsibility for the facility’s response. (Executive Director, Team Lead)
- All functions remain with the Incident Commander until delegated to other positions.
- A pre-defined, clear reporting channel (chain of command) is to be followed in order to maintain a manageable span of control. (Executive Director, Team Lead)
- Management by Objectives – incidents are best managed when issues are identified and prioritized. Achievable management objectives are then developed and detailed strategies and tactics for implementation. Strategies should be SMART (specific, measurable, action-oriented, realistic, and time-specific).

Response Goals (Priority Order)

1. Provide for safety and health of responders.
2. Save lives.
3. Reduce suffering.
4. Protect public health.
5. Protect government infrastructure.
6. Protect property.
7. Protect the environment.
8. Reduce economic & social losses.

Incident Command

Responsibilities of the Incident Commander include:

- Exercise overall management responsibility for the site emergency operations, including establishing priorities for response efforts.
- Ensure all actions are accomplished within priorities established.
- Liaise with management.
- Determine if “Command Post” activation is required, establish appropriate staffing level for the Command Post, and monitor effectiveness of the response.
- Ensure interagency coordination is accomplished effectively.

- Assure employee safety and risk management principles / procedures are applied for all activities.
- Direct appropriate emergency public and internal information actions using the best methods of dissemination to ensure effective communication with staff, residents, volunteers, families, the public, and other key stakeholders.

Incident Command Post

The Incident Command Post (ICP) is a centralized location for NLCHC staff to convene to coordinate activities, resources, and the flow of information. After the immediate life safety response, the Incident Command Post should be activated to manage ongoing activities in a sustained response.

The Incident Command Post should support and coordinate activities relating to:

- Policy direction and support
- Information management (collection, evaluation, and display)
- Establishment of priorities
- Resource management
- Communications (internal and external)

The primary and alternate locations of the NLCHC Incident Command Post are:

Forest Site:	(1) Executive Director's Office	(2) Resource Room
Kettle Point Site:	(1) Office behind Reception	(2) Physiotherapy Room
Sarnia Site:	(1) Risk Management Team Lead Office	(2) Resource Room
Watford Site:	(1) Community Dietitian Office	(2) Social Worker Office
CP Rehab Site:	(1) Meeting Room	(2) Dietitian Consult Office

To set up the Incident Command Post:

1. Ensure Incident Commander is appointed (Executive Director, Team Lead); determine which location to use.
2. Ensure others (Executive Director, Team Leads) have communication with the Incident Command Post.
3. Gather materials and stationery as needed.
4. Begin assessment and action planning – identify priority actions, delegate to appropriate leads, set objectives to meet priority actions for next operational period.
5. Share response plan with staff and other partner agencies if on site.

RESPONSE PROCEDURES

Emergency Colour Codes

OHA Colour Codes (2022): The Emergency Colour Codes and recommended language have been standardized by the Ontario Hospital Association. The recommended list reflects the required responses to internal and external emergencies that result from the hazards and risks a hospital faces. While the colour codes are the same, the response will be unique to each organization, allowing for procedural flexibility to address unique needs.

General Response Procedures

This section provides general planning considerations and response procedures with regard to emergency colour codes as developed by the Ontario Hospital Association.

Emergency Colour Code List	
Code Yellow	Missing Person
Code Orange	Disaster
Code Red	Fire
Code White	Violent / Behavioural Situation
Code Blue	Cardiac Arrest / Medical Emergency
Code Green	Evacuation
Code Brown	Hazardous Spill
Code Purple	Hostage Taking
Code Silver	Gun Threat / Shooter
Code Black	Bomb Threat / Suspicious Object
Code Grey	Infrastructure Loss or Failures

Code Yellow: Missing Person

Action: All available staff search area

Definition & Overview: A person shall be considered to be missing when his/her whereabouts and the reason for his/her absence are unknown. A systematic environment search will be done if the missing person meets the following criteria:

- Danger to self or others
- Cognitive impairment
- Serious physical limitations
- Needs treatment

Response Guidelines:

1. Maintain confidentiality of all information regarding the missing person at all times.
2. All available staff in the immediate area will search the immediate area.
3. If necessary, other staff will be notified of the need to search the whole building and grounds by announcing “Code Yellow” over intercom system (3x)
4. Team Leads will direct staff to search specific areas of the building and grounds.
5. The last person to see the missing person and the Clinical Team Lead will prepare a description:
 - Physical description – photo if available
 - Distinguishing features
 - Clothing person was wearing
 - Emotional / Mental state
 - Time and place last seen
6. If the search is unsuccessful, the Primary Care Team Lead will ensure announcement of “Code Yellow All Clear” and will connect with the missing person’s identified emergency contact.
7. If warranted, the police will be contacted for assistance. Police are called if the missing person is at risk of elopement or abduction.

When the missing person has been found:

- Approach the missing person in a friendly, non-threatening manner, and ensure their safety.
- Contact Primary Care Team Lead to advise that person has been found.
- Primary Care Team Lead will ensure announcement of “Code Yellow All Clear” to have staff stop searching.
- Primary Care Team Lead to advise any other persons contacted in response to the missing person situation to let them know the person has been found.

Code Orange: External Disaster

Action: Tell a Team Lead. Listen for Instructions

Definition & Overview:

Code Orange signifies a disaster in the community and includes tornado, flood, fire, motor vehicle accidents, plane crash, explosion, toxic spill, acts of terrorism, etc.

Influenza viruses periodically cause worldwide epidemics, or pandemics, with high rates of illness and death. The North Lambton Community Health Centre has a separate procedure in the event a site becomes a Flu Assessment Centre.

Response Guidelines:

Tornado

- Listen to the radio (CHOK 1070 AM). A **Tornado WATCH** is issued if conditions exist for tornadoes to develop – a tornado has not been sighted. A **Tornado WARNING** is issued if one has been sighted, or if radar detects a tornado-like disturbance.
- Do not activate the fire alarm system, we want people inside the building.
- Evacuate all people in the building to the Tornado Room (basement or a small room on the ground floor, or underneath a heavy table)
 - North Lambton Forest – Civic Room
 - West Lambton – Resource Room
 - East Lambton – Basement Level
 - North Lambton Kettle Point – Lower-Level Laundry Area
 - Cardiac – Training Kitchen
- Take the First Aid Kit and the AED with you.
- Avoid being near windows.
- Do not use the elevator.
- Ensure gas and water has been shut off.

After a Tornado

- Do an initial assessment for injuries and provide first aid as needed.
- Do an initial assessment of the facilities:
 - Unsafe building structures – evacuate, isolate, prevent entry.
 - Check for live power lines, electrical damage, gas leaks, broken water mains.
 - Watch for smoldering debris for potential fires.

If you are out in the open, seek shelter in a sturdy building. If a sturdy building is not available be prepared to lie flat in a depression or ditch, and to hang onto something on the ground – a culvert, large rock, shrub, etc.

If you are in a vehicle, get away from it and seek shelter as above. You are safer in a ditch than in a car.

Flood

- Listen to the radio for updated emergency information.
- Ensure a Team Lead or the Executive Director is aware of the situation.
- Ensure utilities are shut down in the flooded areas.
- If possible, from dry rooms, move any chemical substances and/or electrical equipment off the floor, up to a higher level.
- Do not wade through deep or fast flowing water – if you are in flowing water above your ankles, stop, turn around, and go the other way.
- Keep watch over young children at all times.
- Assist in preventing further areas from being flooded.

After a Flood

- Do not use flooded appliances, electrical outlets, switch boxes, or fuse breaker panels until they have been checked by local authorities.
- Make sure the building is structurally safe. Look carefully for buckled walls or floors and watch out for broken glass and debris.
- Water could be contaminated with sewage or other pollutants. Listen for instructions from Lambton Public Health as to what to do.
- Items that have sustained flood damage will have to be bagged, tagged, and discarded according to local regulations. Special garbage pick-up might be arranged by your municipality.
- Food items that have come into contact with floodwaters should be disposed of, except for sealed canned goods. The outside of sealed canned goods must be thoroughly washed and disinfected.

Thunderstorms (fewer than 5 seconds between lightning and thunder)

- Stay inside, but away from windows, doors, radiators, stoves, sinks, appliances, metal pipes, telephones and other materials which conduct electricity.
- Unplug radios and televisions.

A **Severe Thunderstorm WATCH** is issued if conditions exist for thunderstorms to develop. A Watch is usually issued early in the day, so monitor weather conditions and listen for weather reports.

A **Severe Thunderstorm WARNING** is issued for areas in the path of a storm that has intensified to the severe stage. Warnings imply the risk of tornadoes, so be prepared to take shelter if threatening conditions are present.

Snow/Ice Storm

- Listen to local radio (CHOK 1070 AM) to remain informed and to hear instructions.
- Everyone is to stay indoors.
- If you must go outside, dress for the weather – tightly woven, water repellent outer clothing, hat, and mittens.
- After an ice storm, pay attention to branches or wires that could break due to the weight of the ice. Do not touch a hanging power line.

Gas Leak

If you do not detect the rotten egg smell, hear the hissing of escaping gas, or see a broken gas line, consider leaving the gas on. What a broken gas line may look like:

- Vapour and ground frosting at high pressures
- Bubbles if the ground is wet.
- Patches of dead vegetation or dust blowing from a hole in the ground
- Flames, if the leak has ignited.

If a gas odour or sound of escaping gas is detected:

- Do not smoke, light matches, operate electrical switches, use either cell or telephones, or create any other source of ignition.
- Immediately evacuate all people to the assembly point.
- Leave doors open and any windows that may already be open.
- Turn off the gas at the meter outside of the building.
- Turn off the shut-off valve – gas is off when the valve is perpendicular to the pipe (1/4 turn)
- Do not turn the gas back on, only a certified gas technician can do it safely.
- Call Union Gas at **1-877-969-0999**

Power Outage

- Do not call 911 unless there is need for assistance from Police, Fire, or Ambulance
- Listen to local radio (CHOK 1070 AM) on battery powered radio for information and instructions.
- Do not use telephones unless necessary.
- Turn off any unessential equipment that runs on electricity.
- Do not open any fridges or freezers unless necessary.
- Do not use BBQs or fuel heaters indoors unless they are specifically designed for indoor use.

After a Power Outage

- Discard any thawed food that has been above 4°C for more than two hours. A closed fridge should keep food safe for up to six hours and a fully stocked freezer will keep food safe for up to two days.
- Wait at least 15 to 20 minutes after power has returned before turning on computers, TVs, and other appliances.

Unsafe Water

Boil Water Advisory

Tap water must be brought to a rolling boil for at least one minute to render the water safe to drink – or use bottled water. Do not use non-boiled water to drink, gargle, brush teeth, rinse dentures, wash fruits & vegetables, nor make ice, juice, or other food.

Drinking Water Advisory

Residents are advised that the water is unsafe to drink. Drinking water cannot be achieved by boiling it. Do not use tap water for consumption or for any household purpose.

To report a drinking water problem, contact:

- Lambton Public Health: 519-383-8331
- Ontario Clean Water Agency: 519-344-7429

Code Red: Fire

Action: Remove, Activate, Close, Extinguish, Evacuate

Definition & Overview: Fire hazards are the most significant in health care facilities. Other associated hazards such as flooding, and smoke spread can force evacuation for periods of time.

Response Guidelines:

- Spread of smoke is the greatest threat to health and safety of persons in the building.
- All Code Red alarms should be taken seriously and assumed to be real fire events until verified otherwise.
- **R.A.C.E.** procedures must always be followed in the event of a fire:
 - **Remove** anyone in immediate danger through at least one set of closed doors.
 - **Activate** the alarm by pulling the nearest pull station, call Reception to report “Code Red Confirmed at (location)”
 - **Close** all doors and windows, if possible, to do so safely, to prevent fire/smoke from spreading.
 - **Extinguish/Evacuate.** Only use the extinguisher if
 - You know how to use one and the fire is manageable.
 - You have your back to the exit route.
- To use the **fire extinguisher**, **P.A.S.S.**
 - **Pull** the pin.
 - **Aim** the nozzle at the base of the fire.
 - **Squeeze** the lever.
 - **Sweep** from side to side.
- If the fire is not extinguished or is unsafe to do so, **EVACUATE:**
 - Evacuate staff, clients, and visitors through the nearest building exit and meet at designated muster area:
 - Forest – Far side of parking lot, near water park
 - Sarnia – Far side of parking lot, near Bank of Montreal
 - Watford – Far side of parking lot, on grass between parking lot and sidewalk
 - Kettle Point – Far side of parking lot, near stairs to school parking lot
 - Cardiac Rehab – Other side of Essex Street, old hospital parking lot
 - Items to be taken out of the building:
 - Automatic External Defibrillator (AED)
 - First Aid Kit
 - Visitor Sign-In/Out Binder

Code White: Violent / Behavioural Situation

Action: All staff to attend scene when “Code White” is heard

Definition & Overview: Aggression is the emergency response situation where:

- There is an encounter with a violent or aggressively behaving person(s)
- A threatening situation
- A situation that has the potential to escalate into a violent situation.

Response Guidelines:

Role	Who it is	What they do
Identifier	First person encountering the situation	<p>Assess the situation:</p> <ul style="list-style-type: none"> • How many people involved? • Verbal and/or physical aggression? • Any dangerous objects involved? • Other staff or clients at risk? <p>Get further assistance – tell Clinical Team Lead – if not immediately available, advise Reception</p>
Communicator	Receptionist	When advised to do so – by Clinical Team Lead, or Identifier – Announce “Code White and Location” three times over intercom system
Lead	<p>First person the aggressive person is focused on – usually the staff member the person was on site to see</p> <p>May pass role of Lead to another staff member who is most familiar with the aggressive person</p>	<p>Maintains connection with aggressive person through CALM conversation.</p> <ul style="list-style-type: none"> • Listen, acknowledge troubles. • Work towards being calm, getting to a safe place. <p>If aggression escalates – becomes louder and/or more physically disruptive – SET LIMITS</p> <ul style="list-style-type: none"> • Advise person that behaviour needs to improve, or they will be asked to leave <p>If aggression escalates to possible violence, threats of violence, or safety is jeopardized – advise Receptionist or another staff member to CALL 911</p>
Support	All other staff	<p>Attend location when Code White is heard over intercom system.</p> <p>Show CALM, quiet support of Lead – follow any instructions given by Lead.</p> <p>Remove non-staff from area to a safe location.</p> <p>Remove objects in the area that can be used as weapons.</p> <p>Lower external stimuli (lower TV volume, avoid overhead announcements, etc.)</p> <p>Provide aggressive person time and space to calm down – do not the block way out of the building</p>
Emergency Response	Police if 911 is called	Assume control of the situation, directing staff and others as needed

Note: A request for “**DR. BLACK**” from Lambton Public Health indicates their need for assistance for a Violent/Behavioural situation

Code Blue: Cardio-Respiratory Arrest

Action: All staff to attend scene when “Code Blue” is heard

Role	Who it is	What they do
Identifier	First person on scene who identifies the cardio-respiratory arrest and the need for help	<ul style="list-style-type: none"> • Call out “Code Blue” • If a Provider – Start Care, take role of Lead • If not a Provider – Start First Aid (Check the scene for safety, Check the person for Airway, Breathing, Circulation, Care with CPR/AED)
Lead	First Provider on scene	<ul style="list-style-type: none"> • Provides direct care • Directs care team as needed • May pass the role of Lead to another Provider who is more familiar with the client
Witness	First staff on scene who is not the Provider taking the role of Lead Can be a provider, nurse, or any other staff	<ul style="list-style-type: none"> • Advises Reception (phone/overhead page/in person) of need to announce “Code Blue” over intercom system • Waits for Emergency Medical Service (ambulance) to arrive • Directs EMS to site of incident
Communicator	Receptionist	<ul style="list-style-type: none"> • Announces “Code Blue” over intercom system – include location if known • Calls 911 for Emergency Medical Service
Co-Lead	After the Witness, the next Provider or Nurse on scene Can be any staff if another Provider or Nurse is not available – or until another Provider or Nurse becomes available	<ul style="list-style-type: none"> • Assists Lead provide direct care
Runner	After the Witness and Co-Lead, the next staff on scene	<ul style="list-style-type: none"> • Obtains and brings the AED, CPR Spine Board if available, and Recording Sheets from the Treatment Room to the scene • Obtains any other items identified by the Lead as needed to provide care
Recorder	After the Witness, Co-Lead, and Runner, the next staff on scene	<ul style="list-style-type: none"> • Using Recording Sheets from Runner, records all events that have happened thus far, current care, and leaving status
Remaining Staff	All other staff arriving at the scene after above roles have been filled	<ul style="list-style-type: none"> • Clear the area of onlookers and themselves • If “Code Blue” client has someone with them, assist that person to a safe observation position, out of the way of the actual scene

Code Blue Recording Sheet

Date: _____ Start Time: _____

Recorder: _____ Lead: _____

Order / Time of Action	Action	Who

Code Green: Evacuation

Action: Green means “Go” away from the hazard

Definition & Overview:

Evacuation is the immediate and rapid movement of people away from the threat or actual occurrence of a hazard.

Immediate or Crisis Evacuations – occur when there is an immediate threat to the health and safety of occupants. Any staff member can initiate an Immediate or Crisis Evacuation from an affected area. (Example: Fire, Bomb Threat, Aggressive Person, Weapon on site)

Preventative Evacuations – occur when there is a credible, potential threat. The Executive Director or a Team Lead decides to carry out a Preventative Evacuation, often in consultation with local authorities. (Example: Gas leak, Chemical Spill, Community Hazard)

Response Guidelines:

The scale or level of an evacuation can vary, depending on the threat.

- Horizontal Evacuation – movement of people away from the threat, but remaining in an area of refuge on the same floor, i.e. the other side of a swipe card door from the hazard.
- Vertical Evacuation – movement of people to different floor within a building
- Building Evacuation – movement of people out of the building to an assembly point outside or possibly to a relocation site.
 - Evacuate staff, clients, and visitors through the nearest building exit and meet at designated muster area:
 - Forest – Far side of parking lot, near water park
 - Sarnia – Far side of parking lot, near Bank of Montreal
 - Watford – Far side of parking lot, on grass between parking lot and sidewalk
 - Kettle Point – Far side of parking lot, near stairs to school parking lot
 - Cardiac Rehab – Go to the park on Maxwell Street
 - Items to be taken out of the building:
 - Automatic External Defibrillator (AED)
 - First Aid Kit
 - Visitor Sign-In/Out Binder

Code Brown: Hazardous Materials Spill

Action: Keep Everyone Safe, Clean it up

Definition & Overview:

A minor hazardous material spill is defined as a spill of a known substance in a manageable quantity that does not cause a chemical reaction. Code Brown will not be called for a minor spill.

A major hazardous material spill can be defined as:

- A known substance that cannot be contained or cleaned up.
- A substance of significant quantity that poses an immediate risk to staff, clients, and visitors.
- The material is unknown.
- A chemical reaction is present, or incident could escalate and increase in risk.

A major hazardous material spill may result in a Code Brown being called.

Response Guidelines:

Minor Spill:

- Protect yourself – avoid contact with skin, eyes, and inhalation.
- Notify staff of spill – secure area, stopping others from coming across the spill area.
- Use absorbent materials to clean up spill.
- Dispose of contaminated materials per MSDS instructions.

Major Spill:

- Protect yourself – avoid contact with skin, eyes, and inhalation.
- Notify staff of spill – Advise Reception of need to call Code Brown and where the spill is located.
- Remove anyone in immediate danger.
- Secure the area to prevent re-entry – close doors, use “floor is wet” signs, post a staff member at points of entry.
- Call 911 immediately if there is a risk of explosion, chemical reaction, or to staff. Advise first responders of details – location, type of spill, and provide MSDS sheet if possible.

Code Purple: Hostage Taking

Action: Restrict Access to Area, Evacuate

Definition & Overview: Hostage or barricaded subject situations often take place over a period of time, and usually there is not ongoing injury or loss of life. These situations are often managed through the deployment of specialized units, as time allows. Both hostage and barricaded subject situations can rapidly shift to Active Shooter situations or vice versa.

Response Guidelines

Hostage Taking

- Call 911 or use panic button to notify emergency services of need for external assistance.
- Secure perimeters of immediate area to restrict entrance of non-essential personnel.
- Lockdown site and monitor who is coming in and leaving the building.
- If possible, meet the police outside the building to let them know what is happening.
- Take directions from external responders (Police).
- Have floor plans of building ready for use by police.

Code Silver: Gun Threat / Shooter

Action: Restrict Access to Area, Evacuate

Active Shooter

If you recognize the sound of gunshots and/or when shooting is witnessed, react quickly. Determine the most reasonable way to protect your own life – Evacuate the area, Hide out, Act against the shooter as a last resort. Clients and visitors are likely to follow the lead of staff during an active shooter situation.

Evacuate

- Leave your belongings behind
- Help others escape, if possible, but evacuate regardless of whether others agree to follow
- Prevent others from entering the area.
- Do not attempt to move wounded people.
- Call 911 when you are safe.

Hide Out

- If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:
- Be out of the active shooter's view.
- Provide protection if shots are fired in your direction (office with closed & locked doors).
- Not trap you or restrict your options for movement
- Lock the door and blockade the door with heavy furniture. Turn lights off.
- Silence your cell phone and/or pager.
- Turn off all other sources of noise (radios, televisions).
- Hide behind large items – cabinets, desks, etc.

- Remain quiet – Remain Calm
- Call 911 if possible – if you cannot speak, leave the line open for the dispatcher to listen.

Take Action

- **As a last resort, and only when your life is in imminent danger**, attempt to disrupt and/or incapacitate the active shooter by:
 - Acting as aggressively as possible against him/her
 - Throwing items and improvising weapons
 - Yelling
 - Committing to your actions

How to React When Law Enforcement Arrives:

- Remain calm and follow their instructions.
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid making quick movement towards officers, such as holding on to them for safety.
- Avoid pointing, screaming, and/or yelling.
- Do not stop to ask them for help or directions when evacuating, just proceed in the direction from which they entered the premises.

Information to Provide to Law Enforcement or 911 Operator:

- Location of the active shooter.
- Number of shooters, if more than one.
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s.
- Number of potential victims at the location.

Code Black: Bomb Threat

Action: Give “Code Black” note to co-worker

Definition & Overview: Bomb threats can be received by telephone, note, or by suspicious package. Generally, bomb threats are made to create anxiety, panic, and to disrupt operations; however, all threats should be taken seriously.

Response Guidelines:

Bomb Threat by Telephone or Note:

- Stay calm – do not respond with anxiety or panic.
- Listen carefully, be calm and courteous. **DO NOT INTERRUPT** the caller/note passer. **DO NOT PUT DOWN NOTE** received from a note passer.
- Keep the caller on the line as long as possible. **DO NOT PUT CALLER ON HOLD or ASK TO WAIT.** Keep the note passer engaged in conversation as long as possible.
- Person receiving the threat needs to make a staff member know about the threat – usually by passing a note with the words “Code Black” on it. Trigger panic button if possible.
- Staff member receiving the “Code Black” note calls 911 first, using a phone away from the situation, and then a member of the Management Team
- **DO NOT USE RADIOS OR CELL PHONES** unless cleared by Police (could accidentally detonate the device)
- Record specific details and characteristics of the call on “**Bomb Threat Telephone Questionnaire / Report**” (Keep this close by for immediate use when needed.)
- If the caller hangs up, keep your receiver off the hook to allow tracing of the call.

Bomb Threat by Suspicious Package

- DO NOT TOUCH the package.
- Call 911 immediately.
- Announce “Code Black” on overhead intercom system.

Hearing “Code Black”

- All staff to secure the area they are working in and do a quick visual check for a suspicious package or person.
- Restrict movement of people until further instructions are provided. Do not evacuate right away – wait for instructions.
- Conduct a systematic search of area – looking for unusual and unidentified objects. DO NOT TOUCH or remove anything.
- Mark room as being searched by putting up the “Room Checked” marker on the door frame.
- Restrict access to the building.
- Follow instructions received from police.

What is a suspicious package?

- No return address.
- Restrictive markings such as personal, confidential, special delivery, etc.
- Mailed from a foreign country.
- Excessive postage
- Misspelled words
- Addressed by title only, or wrong title with name.
- Bulky or lopsided package
- Oily or other stains on package
- Traces of powder-like substance or other foreign matter including discolorations, crystallization on the packaging material or box
- Strange odour
- Any detectable noise
- Return address that does not match the postmark stamp.
- Letter or packages that seem unusually heavy for the size.
- Excessive tape, string, paper wrapping, or other packaging materials.



BOMB THREAT TELEPHONE QUESTIONNAIRE / REPORT

Number / Words on Call Display _____

Date Call Received _____

Time Call Received _____ Time Caller Hung Up _____

Telephone Number/Ext. where the call was received _____

Exact words of the person placing the call:

Questions to Ask:

When is the bomb going to explode? _____

Where is the bomb right now? _____

What time did you set the bomb? _____

What kind of bomb is it? _____

What does the bomb look like? _____

Why did you place the bomb? _____

Who and where are you? _____

Description of Caller:

Male Female Accent Young Old Middle-Aged

Conversational tone of caller? _____

Background noise/s? _____

Noises familiar? _____

Who did the voice sound like if it was familiar? _____

Other caller characteristics, usual or unusual circumstances or observations? _____

Actions taken:

Completed by: _____

Code Grey: Infrastructure Loss or Failure

Action: Go to secure location or Shelter-In-Place

Definition & Overview: Code Grey is designed to alert staff to an infrastructure loss or failure of substantial significance (i.e. flood inside, emergency generator failure), or of the need to exclude external air from entering the building (shelter-in-place).

Response Guidelines:

Emergency Generator Failure – Forest Site Only

The emergency generator at the Forest site was installed to keep the Vaccine Fridge functioning in the event of a power outage.

- After 20 seconds without power, the generator automatically turns itself on
- Generator will turn off automatically after 2 minutes, unless power outage continues longer.
- During a power outage, generator will only turn off for two reasons – lack of gas supply or generator's oil levels are too low.
- **Key #22** in light grey key box – located near photocopier/printer.
- Oil to be changed after 25 hours of run-time. Screwdriver needed to access dip stick, oil container, etc. located under top lid. Use 10/30 weight oil.

Run-time: If display is continuous, it is showing run-time.

Fault/Trouble: if display is flashing, not continuous, it is showing a fault/trouble code.

June 2011 - Purchased and Installed by Woodward's Service Centre, **(519) 786-4435**

Internal Flood:

- Protect yourself – Notify a Team Lead
- Notify staff of area affected – secure area, stopping others from coming across the flood area.
- Use wet/dry vac and/or absorbent materials to clean up water.
- Dispose of contaminated materials

Lambton County – Shelter-In-Place

If you are advised the Shelter-in-place it is expected that you remain inside your home or office and protect yourself there. Your home or office contains enough safe air to last several hours. Taking the following steps will help further reduce your exposure:

- Close and lock all windows & exterior doors.
- Turn off all fans, heating & air conditioning systems.
- Using wide tape, seal all cracks around the door and any vents into the room.
- Close the fireplace damper if applicable.
- Get your emergency supplies kit and turn on the radio (CHOK 1070 AM)
- Go to an interior room that's above ground level, one without windows if possible – CHC Tornado Shelter Room
- Continue to monitor your radio or call CAER Industry Update Line (1-855-472-7642) until you are told all is safe or are advised to evacuate.

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