MEMO

To: All Staff & Professional Staff

From: Ryan Sears, Code Grey Executive Sponsor

Date: May 13, 2024

RE: Code Grey - Infrastructure Policy Update

The Hospital's Code Grey – Infrastructure (EMER-10B) policy has been revised. Two new sub-category response plan policies have also been developed, Network and Phone System failure (EMER-10B-1) and Overhead Paging and Fire System failure (EMER-10B-2), to directly support the overarching Code Grey policy.

Actions required:
1. Read this memo and review the updated Code Grey – Infrastructure Disruption or Failure (EMER-10B) policy package to familiarize yourself with important process changes.
2. Managers to ensure that the updated policy, and new sub-category response plan policies are added to their area's emergency binder and that all workers review the attached safety huddle and policies.

Policy changes:
* New infrastructure failure consideration - Access Control Systems.
* Acknowledgement that a disruption or loss of mobile phone networks does not automatically necessitate a Code Grey response but may require an Incident Management Team to be activated.
* Acknowledgement that departments should maintain downtime plans and procedures to mitigate impacts.

Process Reminders:
* Applies to incidents where the Hospital experiences a significant unplanned disruption or loss of essential services, such as any utility or the use of hospital facilities.
  o Stage 1 - Localized Impact: incident is contained and/or minor in nature and can be anticipated that it can be handled over a short period with limited impact on Hospital operations.
  o Stage 2 - Site-wide Impact: incident will have broader and/or longer impact on hospital operations.
* Upon discovery of a significant infrastructure disruption or failure:
  o Report failure to your Supervisor.
  o Supervisor will confirm and will notify Switchboard "55."
  o Switchboard will announce: "Code Grey - Infrastructure – Alert (Stage 1 or 2) – [Type and Location]".
  o Incident Manager or designate will advise Switchboard when to announce it is Confirmed.

New Sub-Category Response Plan Policies
* Provide key information regarding roles and responsibilities related to hazard specific disruptions.
* Code Grey - Network & Phone System (EMER-10B-1): loss of network or VOIP phones rendering a variety of equipment and systems non-operational including all internet access and internal phones.
* Code Grey - Overhead Paging & Fire System (EMER-10B-2): loss of the overhead paging and fire protection system resulting in monitoring and alarming impairment and the inability to complete overhead announcements.

Please note that additional sub-category response plan policies are currently in development to address each of the failure types recognized in the Code Grey – Infrastructure scope definition (see Sec. 3 of EMER-10B).

If you have any questions, please reach out to Mēsha Richard, Lead, Emergency Preparedness (ext. 6552 or mesha.richard@tbh.net)

Thank you,
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Exceptional **care** for every patient, every time.

STRATEGIC PLAN 2026