

# Emergency Management & Business Continuity

## Department Responsibilities

1. Plans
  - a. Response
  - b. Business Continuity
2. Codes
3. Disaster Routes
4. Department Fan-Out
5. Staff awareness
6. Notification
7. Personal Preparedness

**1.a Response Plan:** your department maybe part of an overall plan or you may have your own departmental plan which outlines how you would initially respond to keep your patients, staff and visitors safe, gather information, report out, make decisions and request additional staff and or resources. This plan will identify where your EOC (Emergency Operation Centre) is located and how you interact within in it or with it.

**1.b Business Continuity Plan:** your department maybe part of an overall plan or have your own departmental plan which identifies critical services and dependencies (on you or of you) and outlines: the business impact analysis (BIA) which identifies the hazards/risk/vulnerabilities (HRV) which may impact your critical services, the analysis of the impact on your business functions/process those hazards/risk/vulnerabilities may result in, and the desired recovery time objectives (RTO) the length of time from the moment of interruption until the time the process must be functioning at a service level sufficient to limit operational impacts – yours or another departments.

**2. Codes:** Staff who work, or spend time in PHSA facilities where direct patient care is provided should be familiar with the Codes used to notify staff of a department, area and/or site situation requiring an action required by them to a specific threat. The code is utilized to inform staff and allow for a site response, without unduly worrying patients and or visitors. The following codes are used:

Please ensure your staff are aware of the actions required by them upon hearing a code called. For the majority of facilities a plasticized wallet size card, identify site specific responses, is provided to staff, to be worn in combination with their site ID

Code Red FIRE
Code Blue CARDIAC ARREST
Code Orange MASS CASUALTY
Code Green EVACUATION
Code Yellow MISSING PATIENT
Code Amber MISSING CHILD/ABDUCTION
Code Black BOMB THREAT
Code White AGGRESSION
Code Brown HAZARDOUS SPILL
Code Grey AIR EXCLUSION

**3. Disaster Routes:** Your agency ID will have a Disaster Response Route symbol that will enable you to access these restricted routes in a designated emergency or disaster. Make it a practice to take your ID home with you! Check out the Disaster Response Route Brochure on the POD for more information and a map of the Lower Mainland DRR



**4. Department Fan-Out:** Departments should have a process in place to call staff back into work, during off or unscheduled hours to assist in the department, Agency or Corporate Services response. This is referred to as a Fan-Out list. It should be accessible and be able to be activated from both on and off site.

Templates and samples are available on the POD

<http://pod/buildsecemerg/emergmanage/prepemerg/accreemergmanag/pages/Default.aspx?SortField=Editor&SortDir=Asc&View=%7bEA06D652-4019-4F7B-8C02-3D0B6BA48C1D%7d>

**5. Staff Awareness:** Staff in the department should be aware of the **1)** Departmental Plan, **2)** departments responsibilities, **3)** any specific duties assigned to them or that they maybe asked to assume **4)** where the department emergency supplies and equipment are located for their work area and the department expectation on staff returning to or being asked to stay, at work to support a response.

**6. Notification:** Major emergencies or outbreaks usually impact several departments beyond your own. In the event of a major emergency, you may need to notify any or all of the following departments. These departments may need to notify you.



### POTENTIAL NOTIFICATIONS AGENCY/CORPORATE SERVICES

#### TYPES OF INCIDENTS

- Work related death or serious injury of a health care worker
- A public health emergency such as a sudden outbreak of disease or widespread illness
- Accidents or incidents resulting in serious or multiple casualties
- Disruptive behavior (serious facility disturbance including the threat of violence, riot, hostage situation or bomb threat).
- A criminal or terrorist incident targeting a health facility
- Any situation which causes a major reduction in or stoppage of health services
- Damage to a health care facility caused by natural hazards, accidents or other causes.



#### Internal Agency &/or Corporate Services Response

- Assesses and evaluates situation
- Determines internal and external response level
- Activation of site/agency/corporate services emergency plan(s)
- Open physical or virtual EOC
- Contact effected or potentially effected corporate services
- Notification of appropriate on call Administrators
- Activate Fan-Out to call extra staff in if required

#### Corporate Services

- Alternate Service Delivery
- Communicaitons
- Emergency Mgmt & Business Continuity
- Employee Wellness & Safety
- Facilities
- Finance
- Human Resources
- IM/IT
- Other
- Protection Services
- Quality & Risk Management
- Supply Chain

**7. Personal Preparedness:** Ensure that you and your staff are personally prepared for an emergency or disaster and that you have taken steps to prepare your family for the eventuality of your return to work. See the POD for more information

<http://pod/BUILDSECEMERG/EMERGMANAGE/PREPEMERG/PERSNALPREPARE/pages/Default.aspx>