



## **Emergency Response Handbook**

## Table of Contents

|  |           |
|--|-----------|
| <b>EMERGENCY RESPONSE .....</b>                                  | <b>3</b>  |
| <i>Code Blue: Medical Emergency.....</i>                         | <i>4</i>  |
| <i>Code Red: Fire.....</i>                                       | <i>6</i>  |
| <i>Code Brown: Hazardous Material .....</i>                      | <i>9</i>  |
| <i>Code Black: Bomb Threat .....</i>                             | <i>11</i> |
| <i>Code White: Assistance Required (Violent Situation) .....</i> | <i>13</i> |
| <i>Code Orange: Internal Disaster.....</i>                       | <i>18</i> |
| <i>Code Gray: Police Requested Lockdown.....</i>                 | <i>19</i> |
| <i>Code Amber: Missing Child .....</i>                           | <i>20</i> |
| <i>Code Yellow: Missing Person.....</i>                          | <i>20</i> |
| <i>Code Cyber: Cybersecurity Threat .....</i>                    | <i>22</i> |
| <i>Appendix 1: Bomb Threat Checklist .....</i>                   | <i>25</i> |
| <i>Appendix 2: Phishing Cyber Incident Response .....</i>        | <i>27</i> |
| <i>.....</i>   | <i>27</i> |

# Emergency Response

In order to respond to emergency situations at Langs, clear procedures have been developed to assist staff in reacting safely to difficult situations. Training will be provided during orientation for new employees and recorded on their Orientation Checklist that is kept in their employee personnel file. Refresher training will take place annually along with WHMIS, fire drills and security refresher at all employee meetings. In the event of an emergency, the CHC is equipped with panic buttons in the reception areas, examination, and counselling rooms as well as with portable panic buttons at main reception. Portable panic buttons are also available at all sites upon request. If employees have any doubt about their safety with an individual or group, they are encouraged to wear a portable panic button. Employees must acquaint themselves with the use of the intercom system and panic buttons to be used to respond to emergencies.

This handbook provides a mechanism to enable Langs' employees to respond immediately and effectively to acts of threatening or violent behaviour and emergency situations of varying magnitudes that can impact the health and safety of Langs' employees and community. In an emergency involving violence or threatening behaviour, the first priority is the safety of the individuals who are at risk. Personal safety takes precedence over property. Wherever possible, individuals at risk should get to a safe location, warning others who are in the vicinity.

The scope of this policy is limited to those emergencies that require the assistance of internal employees and/or emergency responders (e.g., police).

## Emergency Response Codes

|                          |   |
|--------------------------|---|
| <b>Code Blue</b>         | Medical Emergency                       |
| <b>Code Red</b>          | Fire                                    |
| <b>Code Brown</b>        | Hazardous Material                      |
| <b>Code Black</b>        | Bomb Threat                             |
| <b>Code White</b>        | Assistance Required (Violent Situation) |
| <b>Code Orange</b>       | Internal Disaster                       |
| <b>Code Gray</b>         | Police Requested Lockdown               |
| <b>Code Yellow/Amber</b> | Missing Person/Child                    |
| <b>Code Cyber</b>        | Cybersecurity Threat                    |

Each employee will be given a code card to post at their workstation.

## Code Blue: Medical Emergency

At Langs, a medical emergency is defined as a situation in which there is an injury or illness that is acute and poses an immediate risk to a person's life or long-term health. These emergencies may require assistance from another person(s), who should ideally be suitably qualified to do so. Dependent on the severity of the emergency, the treatment required may include the involvement of multiple levels of care, from an on-site first aid provider, to a clinical provider (RN, NP, MD) to the regional emergency medical system (EMS) and hospital care.

### Initiating a Code Blue

The employee member who requires medical assistance either for themselves or a patient/participant will call reception (main floor extension 224 or second floor extension 285) or notify them of a "Code Blue," the location of the individual requiring care, and the nature of the emergency (e.g., shortness of breath, cardiac arrest, chest pain, seizure, laceration, fall). If the employee member cannot access the telephone, they may choose to push the panic button if there is one inside the room. Reception will recognize Code Blue as an acute medical emergency and ask the caller if 911 needs to be called.

If the response is **yes**, the receptionist will immediately page "Code Blue" over the intercom system and state the location of the emergency (e.g., exam room 4, multi-purpose room).

- The receptionist would then call 911 from a land line phone and inform the dispatcher of the type of emergency and the site location (e.g., main site, Youth Teen Centre, North Dumfries CHC satellite).
- Land line phones are the white phones at the front desk in the clinical area at Langs' main site, and the fax phone at the North Dumfries CHC satellite or Youth and Teen Centre.

If the response is **no**, the receptionist will page over the intercom system immediately "Code Blue" to the specified area.

### Employee Responsibilities

**Caller:** Initiate an incident report form

#### Front Desk Employees at Hub 1145 Clinical Area:

- Proceed to the clinical area to notify and ensure providers have heard the code call;
- will make sure either an NP/MD or both respond immediately;
- direct either an employee or volunteer to the front doors to await EMS if 911 has been called;
- if the emergency is on the second floor will direct a volunteer or employee member to go and hold the elevator; and
- program assistant or nurse will bring the crash cart with oxygen to the code location.

**The first MD or NP** to arrive to the scene of the emergency will take the lead in delivery of medical care. They will assign someone to be the recorder of events at the code site. The individual completing the Code Blue form will do so as events unfold so that the necessary documentation can be copied and sent to the hospital with the patient if required. This form will be copied and provided to the on-site supervisor who will include it with the incident report. It will also be scanned into the patient's medical record if the patient is a patient of the CHC.

- **Employee 1** will respond to the area with the appropriate medical equipment, i.e., oxygen, defibrillator, and crash cart.
- **Employee 2** will direct/redirect traffic away from the affected area.
- **Employee 3** will remove other patients and participants from the area.
- **Employee 4** will remove any family members to a quiet private space.

- **Receptionist** will wait at the door to direct EMS and incoming patients/participants.
- **Leadership Team member** will notify other employees as needed and the CEO or designate. The first Leadership Team member to arrive on site will assume responsibility for insuring the necessary paperwork is completed in a timely manner or will redirect that responsibility to the appropriate supervisor. It may sometimes be necessary for two supervisors to sign off on an incident report.

#### **For Satellite Sites without Clinical Employees**

- **Employee 1:** Calls 911
- **Employee 2:** Provides support for participant

#### **Documentation**

- An incident report is to be completed and given to the on-site Leadership Team member within 24 hours. If this is an incident of major significance, the incident report should be completed immediately and passed on to the Leadership Team member who attended the code. The person responsible for creating the incident report is determined by the Leadership Team member.
- The Code Blue form is to be completed at the time of the code with date, and time of treatment initiated (e.g., *compressions started at 0913 hr*). This form will be copied and:
  - One copy sent to the hospital with the patient if required;
  - one copy provided to the on-site supervisor who will include it with the incident report; and
  - it will be scanned into the patient's medical record if the patient is a patient of the CHC.

#### **Medical Emergencies at the Langs' site**

If a visitor or client of either the William E. Pautler Centre (WEPC) or a partner agency should suddenly fall ill and require immediate medical attention, a employee member from any organization can call 911 and then call the clinical front Desk at ext. 221 to request help. The employee member should be prepared to inform the medical receptionist of the following information:

- Nature of the emergency, i.e., chest pain, shortness of breath;
- whether 911 has been called; and
- location of patient, e.g., dining area WEPC.

The medical receptionist will direct an MD/NP to take a portable oxygen tank and the crash cart to the site of the medical emergency.

The agency will send an employee or volunteer to each entrance door to meet and direct EMS personnel to the patient to avoid confusion and prevent delays. If the agency calling EMS does not have this capacity, they must inform the receptionist.

The agency calling the emergency should also notify the main reception desk via extension 224 of the incident. If the medical emergency is on the second floor, the second-floor receptionist should also be informed of the emergency at extension 285.

## Code Red: Fire

Langs has a coordinated fire plan that has been developed for each of its sites:

- 1145 Concession Road, Cambridge, ON.
- 2958 Greenfield Road, Ayr, ON (North Dumfries satellite).
- 6-150 Pinebush Road, Cambridge, ON (Regional Coordination Centre (RCC)).
- 1 Groh Avenue, Cambridge, ON (Grow Community Centre).
- 123 Pioneer Drive, Suite 204, Kitchener, ON (Diabetes Education, Doon Site).

The purpose of a fire plan is to coordinate, in the most efficient manner, all human and equipment resources available to fight the fire and perform an effective evacuation of participants, volunteers and employees. It is mandatory that all employees and volunteers participate in Langs' fire safety program and are knowledgeable with the fire plan and Langs' facilities.

- Each employee will have specific instructions to follow when discovering a fire or when a fire alarm sounds.
- The fire plan including a map with the location of all rooms, offices, exits, and fire exits is posted in each corridor.
- A specific fire plan is posted in each office.
- Fire drills must be conducted at a minimum of once per year.
- Occupational Health and Safety Committee (OH&S) co-chairs are responsible to conduct a review of the fire drill plan yearly and for ensuring fire drills are completed at each site.
- A fire drill report will be completed by a member of the OH&S after each fire drill and a report will be sent to employees electronically to provide feedback on the success of the drill and any opportunities for learning that arise from the drill. This will be done in a timely manner to maximize learning opportunities.
- Each employee is responsible for reading the fire safety plan, understanding the content, and knowing who the fire warden is in their area.
- All organizational partners who have on-site offices and employees will be informed of the fire safety plan and will be made aware of their closest emergency exits.

### Assembly Points

| Building                          | Outdoor Location                                    | Indoor Location         |
|-----------------------------------|---|-------------------------|
| <b>Langs Sites</b>                |   |                         |
| 1145 Concession Road              | St. Michael's School grounds                        | St. Michael's School    |
| Regional Coordination Centre      | Front or back parking lots                          | Plaza behind RCC        |
| North Dumfries Satellite          | Centre pathway in the Community complex parking lot | Community complex       |
| Youth and Teen Centre             | William G. Davis School                             | William G. Davis School |
| Grow Community Centre             | Masonic Temple                                      | Sail                    |
| <b>Off-site Program Locations</b> |   |                         |
|                                   |   |                         |
| Diabetes Education Doon Site      | Zehrs parking lot                                   | Zehrs grocery store     |

At the start of each program session, employees running programs will review the Code Red process with participants and suggest they use a buddy attendance system in the event of a Code Red (two participants account verbally for each other's attendance in the event of a fire or fire drill, i.e., Sally is not here today).

### In Case of Fire

- If employees discover a fire, they must pull the fire alarm or tell someone else to do so.
- Attempt to control the fire with an extinguisher (only if the employee person is facing a small fire and feels it is safe to extinguish).
- The receptionist on duty will call 911 when the fire alarm is activated.

- All employees, patients and participants must leave the building
  - Instruct and/or assist patient/participants to leave the building as needed by using the nearest safe exit.
- See Evacuation Procedure**
- The receptionist on duty will take the communication log, emergency binder, keys and the emergency numbers when evacuating the building and will provide these to the emergency coordinator or a manager on duty.
  - As employees exit the building they should check the rooms that they pass to ensure that there are no participants remaining inside, but only if safe to do so.
  - Contact the CEO if not present.
  - Count the number of employees and participants outside.
  - Wait for firefighters to arrive and facilitate access to the building.
  - Inform firefighters if anyone is left in the building.
  - Await instruction from firefighters.
  - No one is to return to the building until clearance is received from firefighters. Upon clearance, coordinate return to building. Complete an incident report.

#### **Employees are Unable to Exit the Building:**

- In the event that the alarm has sounded, and an employee cannot leave the area because of fire or heavy smoke, they must remain calm in their area.
- Employees must close all doors leading to the area and ensure all doors are unlocked, if possible, to allow entry by the fire department. Employees should attempt to seal all cracks in the room, prohibiting smoke from entering the room.
- Employees should use the nearest telephone to call 911 and advise the fire department of their location in the building.
- If smoke begins to enter the area, employees should crouch low to the floor and wait to be rescued.
- Note that breaking windows may result in acceleration of the fire

#### **Fire Extinguishers**

- The fire extinguisher is referred to as the first line of attack against fire, as it can be very effective on a small, contained fire, but useless on a large, out-of-control fire.
- There are a variety of types of fire extinguishers, but only one type is present in Langs' facilities (the Multi-Purpose Dry Chemical Extinguisher ABC).

#### **How to Use a Fire Extinguisher**

1. Break tamper-proof tag.
2. Pull the safety pin.
3. Remove discharge hose (if applicable).
4. Aim at base of fire.
5. Squeeze handle.
6. Use sweeping action to the base of the fire.
7. Lay extinguisher on side after being used.

**Note:** This extinguisher can be used on a person with no ill effects.

#### **Rules to Observe When Using a Fire Extinguisher**

- Always try to have someone to back you up with a full extinguisher.
- Always keep your back to the exit to prevent you getting trapped in an area.
- Always be ready for a fire flash-back.

- Never turn your back on an extinguished fire.
- If you find any of the following wrong with a fire extinguisher, remove it from its holder and take it to your supervisor immediately:
  - Tamper-proof tag is missing or broken;
  - A pressure gauge with a low reading; or
  - Any foreign matter in the nozzle.

### **Fire Drill**

- A fire drill is an effort to develop control, discipline and teamwork for a real fire situation.
- A fire drill will be initiated through the intercom system by announcing “Code Red - Fire in the \_\_\_\_\_ location.”
- Employees and volunteers shall respond to this action as being in the presence of a real fire and the procedure for fire plan shall be followed absolutely.
- After the ‘ALL CLEAR’ announcement is made, employees and volunteers may return to their workstation.

### **Responsibilities of OH&S Committee Members during the Fire Drill Procedure**

- A member of the Occupational Health and Safety Committee shall plan and supervise fire drills at all Langs’ sites.
- An evaluation of each fire drill shall be completed using the Fire Drill Checklist.
- Employees working will respond as if there is a real fire, **see procedures “In Case of Fire”**.
- Members of the Occupational Health and Safety Committee must observe the development of drill, record all problems, and ensure that procedures are followed.
- A member of the committee shall measure the time taken for evacuation.
- After the building has been evacuated, the committee member in charge will announce **"ALL CLEAR"** (the sign for conclusion of the drill and return to the building).
- The Occupational Health and Safety Committee member will document the drill in the health and safety binder, including any follow-up actions and recommendations.

*For additional information please see the posted fire plans.*



## Code Brown: Hazardous Material

The employee member who received the call will initiate the completion of an incident report. Langs recognizes that some items may be a hazard if spilled or handled incorrectly.

To prevent chemical spills, the following is recommended:

- Keep chemical products neat and stored in a stable manner;
- Do not overload shelves, and watch for chemical products in public areas; and
- Be prepared. All employees will know where spill clean-up supplies are kept.

If a substance suspected to be hazardous is spilled, the following events will happen:

- The area will be secured and traffic to the area will stop. Someone will stand guard over the area to ensure no one walks through the spill.
- Determine the identity of the spilled product. Never touch, taste or smell a suspected hazardous material spill to try to identify it.
- The MSDS sheet for the substance will be reviewed and the proper process will be followed to clean up the spill in the safest way.
- Notify a member of the Leadership team who will decide if the fire department needs to be called.
- Personal protective equipment (PPE) will be utilized as necessary; this may include:
  - Eye protection;
  - Gloves that are compatible with the substance that was spilled;
  - Apron/coveralls;
  - Shoe covers; and
  - Other equipment as necessary (e. g., respirator/mask).
- Doors and windows could be opened, if appropriate, to improve ventilation.
- Properly store the spilled chemical and contaminated materials in a labelled container or doubled plastic bag for disposal – use good quality bags.
- Persons who have been contaminated will inform the responsible party that medical attention is needed and identify their location. Avoid physical contact with others.
- The fire alarm will be pulled if the building needs to be evacuated.
- Hands will be washed, and contaminated clothing will be removed after the spill cleanup is completed.

### **Be Prepared for a Spill**

- Preparing for a spill be familiar with any chemicals you are working with and their associated hazards.
- Consult MSDS and product literature.
- Know toxicities of substances you are dealing with.
- Know the routes of exposure.
- Know first aid procedures in the event of exposure.
- Know disposal procedures.

### **Minimize the Number of Potential Ignition Sources that will Cause a Flammable Spill:**

- Keep ovens elevated off the floor.
- Be aware of the location of hot surfaces.

### **Know the Location of Safety Equipment**

- Fire extinguishers.
- Eye wash stations.
- Safety showers.
- Spill kits.

There are several essential spill clean-up items that will be available near any location where chemicals are being used or could potentially spill. These items will be pre-organized within a spill kit container or duffel bag that can be transported to the immediate vicinity of the spill.

Contents of a spill kit may include:

- Personal Protective Equipment, see list on first page;
- Scoop;
- Absorbent pads;
- Dustpan and brush;
- Hazardous waste containers, bucket, wide-mouth bottle, polyethylene bag;
- Hazardous waste tags; and
- A multi-purpose product that absorbs oils, grease, water, and most chemicals, e.g., Dri-Zorb.

A spill kit will be located at each site as follows:

| <b>Site</b>  | <b>Spill Kit Location</b>                      |
|--|--|
| Main site (1145 Concession Road)                   | Gym storage room and second floor janitor room |
| Regional Coordination Centre (6-150 Pinebush Road) | N/A  |
| Grow Community Centre (1 Groh Avenue)              | Server room                                    |
| North Dumfries (2948 Greenfield Road, Ayr)         | Utility room                                   |
| Doon Site (123 Pioneer Drive, Unit 101, Kitchener) | Nurse Practitioner Clinic                      |

## Code Black: Bomb Threat

A bomb threat or bomb scare is a threat, usually verbal or written, to detonate an explosive or incendiary device to cause property damage, death, injury, and fear, whether or not such a device actually exists. Making a bomb threat is a criminal offence. Do not try to guess whether the threat is real or a hoax.

Bomb threats can come in a variety of ways, including:

- Texts / SMS
- Phone calls
- Social media postings
- Unidentified packages left or received at a worksite
- A suspicious object left in a public area
- Handwritten note, memo, or letter

A bomb threat must be considered serious unless it is proven otherwise, and action must be taken to ensure the safety of all. Failing to act appropriately could lead to the loss of lives; **DO NOT HANG UP**. The actual removal or diffusing of a bomb is the responsibility of the police. These procedures are a resource tool and provide principals and guidance as each incident will be unique and unpredictable in nature. The following procedures should be taken in the event of a bomb threat:

- When a bomb threat is received via telephone, remain calm, listen, do not interrupt the caller
- Record the exact wording of the threat by pressing the record/call record button on your phone, or by taking detailed notes. (Hitting the record button will send an email transcript after the call is ended to the email associated with the phone extension. The caller will not know that the call is being recorded)
- Notify a co-worker with hand gestures and writing a note that says “**Bomb Threat**” or send an email to the panic button distribution list. Attempt to keep the caller on the line. If the caller hangs up immediately, call 911 and notify the CEO or an on-site Manager yourself.
- If able to remain on the line, the notified co-worker will call 911 and alert the police and will contact the CEO or an on-site Manager immediately.
- Record as much information as possible in the Bomb Threat Checklist located at main reception desks. (Appendix A) If you do not have access to the checklist, record as many details as possible including: Time, where the bomb is located, what does it look like, what will make it go off, when will it explode, if the speaker is male or female, if the speaker has a distinctive accent, if the voice is disguised, muffled, or strange sounding, or any background noises (e.g., traffic, bus passing, bell ringing, printer sounds)
- If you are able to talk to the caller, ask questions to gather information such as: where the bomb is, when it will explode, what it will do, what it looks like, what kind of bomb it is, where the caller is calling from, how the caller can be contacted; if they would like to speak to a manager, etc.
- The CEO or a Leadership Team member will become the emergency coordinator and begin an evacuation of the building by paging “Code Black” twice. Staff are not to pull the fire alarm.
- The emergency coordinator will designate several employees to inform other employees in the building or neighbours of the need to evacuate.
- Do not tell visitors that there is a bomb threat, conduct the evacuation as per the Evacuation Procedures policy. [OHS Manual Policy 3.01](#)

### **If you suspect a bomb on site or find a suspicious package**

- Do not touch any suspicious package.
- If a suspicious package is found, leave the area, and notify the police immediately.
- If you have been evacuated from a building, avoid standing in front of windows or other potentially hazardous areas. Do not block the sidewalk or street. It will need to be kept clear for emergency officials.

- In the case of an explosion, get out of the building as quickly and calmly as possible. If items fall off bookshelves or from the ceiling, get under a sturdy table or desk until the situation stabilizes enough for your safe passage. Ensure your own safety before trying to help others.

#### **When the police arrive**

- They will be responsible for searching for the bomb, however if you find a suspected bomb unintentionally, do not touch it; notify the police of its whereabouts.
- The emergency coordinator and recipient of the call shall brief the police on the situation and give them a copy of the floor plan.
- If a specific location is named, it will be searched first, followed by the areas that are always accessible to the public.
- Only when the police have given all clear signal, escort people back to the building.
- Follow the incident report procedure as required. The CEO or delegate will direct who should complete the IR.

## Code White: Assistance Required (Violent Situation)

A situation in which a patient/participant is behaving in a potentially dangerous manner towards himself or others, and indicates a potential for escalating, or is escalating beyond the abilities of the present employees to control the situation.

The team response represents a non-violent crisis intervention strategy that regains control of the situation by either using verbal techniques to defuse the situation or, if necessary, physical techniques that employ the least restrictive measures possible for the shortest period of time.

### Purpose

1. To regain control of an emergency in which a patient/participant's behaviours are escalating beyond the unit/employee's abilities to control.
2. To provide the aggressive patient/participant with the best and safest care until person(s) regains control of their behaviours.
3. To prevent injury to the aggressive patient/participant, other patients/participants, employees and others.
4. To prevent property damage.

### Principles

- Physical intervention is used as a last resort to safely control a physically acting-out patient/participant until participant regains control of his/her behaviour.
- The verbally aggressive patient/participant is managed using verbal defusing techniques.
- The patient/participant involved is always treated with utmost respect and professionalism.
- Intervention respects the rights of employees and others to a safe work environment.
- Safety priority occurs in the following order at all times: self-safety, other employees' safety, patient/participant/visitor safety, environment safety.
- The team does not intervene in any situation that may pose a risk beyond their resources to intervene safely.
- Debriefing (informal) is to be conducted by the Code White team leader immediately following all Code White team responses.
- Additional follow up and referral to existing support systems are made available to employees. (For more information, refer to the EAP)
- Documentation is an important part of Code White protocols. Learning based upon recommendations following a Code White response is incorporated into policy review, employee training opportunities, etc.

### When Should a Code White be Called?

A Code White should be called in any situation in which there is a real or perceived risk of physical harm to a patient/participant, employee member or to property. Assistance should be sought sooner rather than later. Employees calling for help should not be challenged about their call for assistance as the decision to call for assistance is a subjective one.

### Assistance should be sought when:

- Employees perceive themselves or others to be in danger of physical harm from an aggressive patient/participant.
- A patient/participant is acting in a manner that is dangerous to self, others or the environment.
- There is an imminent risk of acting out.
- The situation is rapidly escalating out of control.
- Other, as seen as needed by employees.

## **Advanced Planning**

- If it is known in advance that a patient or participant is prone to displaying threatening behaviour, the employees that may meet the person should be alerted to be prepared for any potential situation that may arise.
- Leave doors open whenever/wherever possible.
- Ensure that the patient/participant is not between the employee member and the exit.
- Alert another employee member of the meeting with the patient/participant and have a plan formulated should a situation arise.
- If the concerned individual is a patient of the CHC, they should only be booked for appointments during daytime hours, when more employees are available on site.

## **In the Event of Threatening or Violent Behaviour**

- If the participant refuses to leave or is threatening, the employees' member shall leave the room immediately.
- If the situation occurs in a group setting, the employees' member shall firmly instruct all other participants to leave the room before leaving themselves.
- If the employee member is unable to leave the room, they are to use the phone or press the panic button to summon assistance (requesting police assistance if needed).
- Upon leaving the room, the employee member is to contact the reception desk by phone or in person and request assistance using Code White and request police assistance if needed.
- The reception desk will page Code White to alert other employee they are needed.

Reception desk employee will contact the police if required and will provide the following information:

- Police needed;
- Threatening person on premises;
- Address of site location;
- Closest intersection;
- Location within building;
- Telephone number and extension; and
- Contact person.

The police may also require a caller to provide the following information:

- What is the nature of the incident? (e.g., person out of control, person with a knife, etc.).
- Where exactly is the incident occurring?
- What exactly is the person doing?
- Does the person have a weapon? Describe what it is. What is the person doing with the weapon?
- Has anyone been injured?
- How many people besides the person are in the room?
- Can they safely leave?
- Describe the person (name if known, race, sex, age, height, weight, color/style of hair).
- If the person leaves, what is the direction of travel? How long ago did the person leave?
- Who is the witness/contact person and where? (Police will want to talk to someone as soon as possible when they arrive)
- It is suggested that if employee is unable to stay on the line and answer questions they should leave the phone off the hook (e.g., if employee need to return to situation to assist, etc.).
- When police arrive on the scene they assume control of the situation, directing employee and others as necessary.

## Response Teams

**Main Site** (Employee will be assigned to one of two response teams as noted below who fulfill the following roles)

| Membership  | Role/Responsibilities   |
|---|---|
| <b>Team 1</b> <ul style="list-style-type: none"> <li>All managers</li> <li>Clinical employee</li> <li>Community Services employee providing organizational coverage on that day</li> <li>Available members of the Occupational Health and Safety Committee</li> </ul> | <ul style="list-style-type: none"> <li>Provide intervention and escort patients/participants away from the area</li> <li>When an alarm is sounded, available employee on the response teams will respond as follows:               <ul style="list-style-type: none"> <li>Report to room where alarm was sounded</li> </ul> </li> </ul>   |
| <b>Team 2</b> <ul style="list-style-type: none"> <li>Support/administrative employee</li> </ul>   | <ul style="list-style-type: none"> <li>Monitor the entranceway, greet police</li> <li>Assign a recorder to record the event. An incident form will be completed.</li> <li>When an alarm is sounded, available employee on the response teams will respond as follows:               <ul style="list-style-type: none"> <li>Report to entranceway/reception</li> <li>Assigned recorder goes to site of incident</li> </ul> </li> </ul> |
| <b>Other Employee</b>   | <ul style="list-style-type: none"> <li>If there is an employee who knows the threatening visitor, they shall also be paged to the area of the incident.</li> </ul>  |

After the event is over, the reception employee will page 'all clear' twice on the overhead intercom system.

## Youth and Teen Centre

| Membership  | Role/Responsibilities  |
|---|--|
| <b>Team 1</b> <ul style="list-style-type: none"> <li>Supervisor</li> <li>Most senior youth worker</li> <li>Available members of the Occupational Health and Safety Committee</li> </ul> | <ul style="list-style-type: none"> <li>Provide intervention and escort patients/participants away from the area</li> <li>When an alarm is sounded, available employee on the response teams will respond as follows:               <ul style="list-style-type: none"> <li>Report to room where alarm was sounded.</li> </ul> </li> </ul>   |
| <b>Team 2</b> <ul style="list-style-type: none"> <li>Other YTC employee</li> </ul>  | <ul style="list-style-type: none"> <li>Monitor the entranceway, greet police.</li> <li>Assign a recorder to record the event. An incident form will be completed.</li> <li>When an alarm is sounded, available employee on the response teams will respond as follows:               <ul style="list-style-type: none"> <li>Report to entranceway/reception</li> <li>Assigned recorder goes to site of incident</li> <li>Contact the main site</li> <li>Request additional support/employee as required</li> </ul> </li> </ul> |
| <b>Other Employee</b>   | <ul style="list-style-type: none"> <li>If there is a employee person who knows the threatening visitor, they shall also be paged to the area of the incident.</li> </ul>   |

After the event is over the reception employee will page 'all clear' twice.

### North Dumfries Satellite Site

| Membership   | Role/Responsibilities  |
|--|--|
| <b>Team 1</b> <ul style="list-style-type: none"> <li>• Director of Clinical Services</li> <li>• Physician/NP/nurse</li> <li>• Available members of the Occupational Health and Safety Committee</li> </ul> | <ul style="list-style-type: none"> <li>• Provide intervention and escort patients/participants away from the area</li> <li>• When an alarm is sounded, available employee on the response teams will respond as follows:               <ul style="list-style-type: none"> <li>○ Report to room where alarm was sounded</li> </ul> </li> </ul>  |
| <b>Team 2</b> <ul style="list-style-type: none"> <li>• Support/administrative employee</li> </ul>  | <ul style="list-style-type: none"> <li>• Monitor the entranceway, greet police</li> <li>• Assign a recorder to record the event</li> <li>• When an alarm is sounded, available employee will respond as follows:               <ul style="list-style-type: none"> <li>○ Report to entranceway/reception</li> <li>○ Assigned recorder goes to site of incident</li> </ul> </li> </ul> |
| <b>Other Employee</b>  | <ul style="list-style-type: none"> <li>• If there is a employee person who knows the threatening visitor, they shall also be paged to the area of the incident.</li> </ul>   |

After the event is over the reception employee will page 'all clear' twice on the overhead intercom system.

### Grow Community Centre Satellite Site

| Membership  | Role/Responsibilities  |
|---|--|
| <b>Team 1</b> <ul style="list-style-type: none"> <li>• Supervisor</li> <li>• Available members of the Occupational Health and Safety Committee</li> </ul> | <ul style="list-style-type: none"> <li>• Provide intervention and escort patients/participants away from the area</li> <li>• When an alarm is sounded, available employee on the response teams will respond as follows:               <ul style="list-style-type: none"> <li>○ Report to room where alarm was sounded</li> </ul> </li> </ul>  |
| <b>Team 2</b> <ul style="list-style-type: none"> <li>• Support/administrative employee</li> </ul>   | <ul style="list-style-type: none"> <li>• Monitor the entranceway, greet police</li> <li>• Assign a recorder to record the event</li> <li>• When an alarm is sounded, available employee will respond as follows:               <ul style="list-style-type: none"> <li>○ Report to entranceway/reception</li> <li>○ Assigned recorder goes to site of incident</li> </ul> </li> </ul> |
| <b>Other Employee</b>   | <ul style="list-style-type: none"> <li>• If there is a employee person who knows the threatening visitor, they shall also be paged to the area of the incident.</li> </ul>   |

After the event is over the reception employee will page 'all clear' twice on the overhead intercom system.

### Regional Coordination Centre

| Membership   | Role/Responsibilities  |
|--|--|
| <b>Team 1</b> <ul style="list-style-type: none"> <li>• Regional Director, Regional Coordination Centre</li> <li>• Available members of the Occupational Health and Safety Committee</li> </ul> | <ul style="list-style-type: none"> <li>• Provide intervention and escort patients/participants away from the area</li> <li>• When an alarm is sounded, available employee on the response teams will respond as follows:               <ul style="list-style-type: none"> <li>○ Report to room where alarm was sounded</li> </ul> </li> </ul>  |
| <b>Team 2</b> <ul style="list-style-type: none"> <li>• Support/administrative employee</li> </ul>  | <ul style="list-style-type: none"> <li>• Monitor the entranceway, greet police</li> <li>• Assign a recorder to record the event</li> <li>• When an alarm is sounded, available employee will respond as follows:               <ul style="list-style-type: none"> <li>○ Report to entranceway/reception</li> <li>○ Assigned recorder goes to site of incident</li> </ul> </li> </ul> |
| <b>Other Employee</b>  | <ul style="list-style-type: none"> <li>• If there is a employee person who knows the threatening visitor, they shall also be paged to the area of the incident.</li> </ul>   |

After the event is over the reception employee will page 'all clear' twice.



## Diabetes Doon Site

| Membership  | Role/Responsibilities   |
|---|---|
| <b>Team 1</b> <ul style="list-style-type: none"><li>Registered Nurse</li><li>Registered Dietitian</li></ul>                         | <ul style="list-style-type: none"><li>Provide intervention and escort patients/participants away from the area<ul style="list-style-type: none"><li>Call Waterloo Region Nurse Practitioner Led Clinic for assistance, if necessary 519-772-2322</li></ul></li></ul>  |
| <b>Team 2</b> <ul style="list-style-type: none"><li>Employee members of the Waterloo Region Nurse Practitioner Led Clinic</li></ul> | <ul style="list-style-type: none"><li>Monitor the entranceway, greet police</li><li>Assign a recorder to record the event</li><li>When an alarm is sounded, available employee will respond as follows:<ul style="list-style-type: none"><li>Report to entranceway/reception</li><li>Assigned recorder goes to site of incident</li></ul></li></ul> |
| <b>Other Employee</b>   | <ul style="list-style-type: none"><li>If there is a employee person who knows the threatening visitor, they shall also be paged to the area of the incident.</li></ul>  |

## Code Orange: Internal Disaster

An internal disaster is any event that threatens the smooth functioning of the organization or presents a potential danger to patients, participants and employee. These events can result in evacuation, decreased level of service provision or the relocation of patient care areas.

Sources of an internal disaster may include but are not limited to:

- Power failures.
- Flood or water loss.
- Chemical accidents.
- Fumes.
- Threats to safety.
- Pandemic (please see the complete Langs Pandemic Plan).

### Phases of an Internal Disaster

#### Phase 1: Alert

- Employees will remain at their regular work station with no interruption of service, awaiting further instruction.
- Community partners in the building will be informed of the situation.
- The CEO and Leadership Team will meet to assess the level of risk to the organization and plan for the remainder of the event.
- The CEO or designate will assume the role of Disaster Coordinator.
- The Disaster Coordinator will decide if a command post needs to be established.

#### Phase 2: Response

- Designated employee will report to supervisors/managers or to a command post.
- Further directions will be issued from the Disaster Coordinator.
- Non-essential services will be suspended.

#### Phase 3: Expanded Response

- Additional personnel may be called in (e. g., public health, police).
- Off-duty employee may be called in as needed.
- Existing employee may be reassigned.

If an internal disaster were to occur at a location other than the main site, the CEO or designate will be notified as soon as it was safe to do so. An Incident report will be completed once the code is cleared by the CEO or designer.

## Code Gray: Police Requested Lockdown

The Langs lock-down procedure will come into effect when the police call to notify Langs of a dangerous person or persons in the area and advise us to Lock Down. (See **Policy #155, Procedures to Deal with Disruptive, Disrespectful and Dangerous Behaviour**) This policy is in accordance with the Provincial Personal Health Information Act (PHIPA) and has been reviewed by the Waterloo Regional Police Services.

### **If a building lock down is required:**

#### **Employee receiving the call will:**

1. Ask Reception to call a Code Gray Lockdown twice using the overhead intercom system.
2. Notify the CEO or member of Leadership to help organize employee and procedures.
3. Ask Reception to lock the sliding doors at the South and North entrances.
4. Remain near the phone if it is safe to do so, in the event the police call to end the lockdown.

#### **Employee will:**

1. Ensure all doors in their area are closed and locked.
2. Remain in your office or exam room with door closed and locked (if possible).
3. Close all windows and blinds.
4. Turn off lights.
5. Move away from the windows and doors.
6. Move any participants to a secure area.
7. Wait for the all clear signal to be given by the CEO or designate.

### **Expectations of Participants and Patients**

Patients and participants are to remain with the employee person they are with at the time the code is called. No patients, participants or employee members are to leave the building unless directed by police for any reason until the all clear signal is given.

### **Phone Use**

Cell phone use will be prohibited during a lock down; no phone calls should be placed by anyone in the building during a lock down. Incoming calls will not be answered during a lock down as phone lines need to be kept open for police use only.

The employee member who initiated the Code Gray Lock Down as directed by the police will complete an incident report.

## Code Amber: Missing Child

At Langs, a missing child is defined as someone whose whereabouts are unknown, regardless of the circumstances of their disappearance, and are considered missing until located. A missing child is classified as a missing person under the age of 18. A child is considered missing if they are no longer in the care or control of their legal guardian. From our program perspective, a registered program participant is missing if the child is no longer under the supervision of program employee. A child is considered missing until returned to appropriate care and control. The nature of youth drop-in programs is that participants come and go, and therefore a participant would not be considered missing if leaving a drop-in program.

## Code Yellow: Missing Person

At Langs, a missing person is defined as someone whose whereabouts are unknown, regardless of the circumstances of their disappearance, and are considered missing until located.

### Initiating a Code Amber or Code Yellow

Identify if the missing person is a child, under the age of 18, or an adult. The employee member who suspects or is notified of a missing child/person will page and state twice "Code Amber or Yellow (your location)". The employee member will include a brief description of the child/person.

### Employee Responsibilities

#### The employee member will:

- Communicate any observations or interactions they had with the missing child/person to the health and safety committee members and nearby employee.
- Ensure health and safety committee members and nearby employee initiate a thorough search of the building, including stairwells, washrooms, elevator, basement, and storage areas.

If the missing child/person was attending a Langs' program, employee will ensure that at least one facilitator remains in the program room. If the child/person is not found after a thorough search of the building, the police will be called. When the child/person is found, the employee will page and state "Code Amber or Yellow All Clear"

#### Health and Safety Committee members will:

- Report to the location from where Code Amber or Yellow was called.
- Deploy two health and safety committee members to each building exit to ensure that no one is permitted to leave until notified that the child/person has been found. The health and safety committee members will complete a visual sweep outside of their assigned door for the missing child/person.
- Remaining health and safety committee members will assume control of the building search, directing all available employee to complete a thorough sweep of the building, including stairwells, washrooms, elevator, basement, and storage areas.

#### Nearby employees will:

- Immediately report to the location from where the Code Amber or Yellow was called.
- Communicate with health and safety committee members regarding any observations or interactions they had with the missing child/person.
- Take direction from health and safety committee members to assist with the search until notified by a Code Amber or Yellow All Clear page.

#### Other employees will:

- Immediately search their area for an unaccompanied child/person matching the description in the page.
- Communicate any observations or interactions they had with the missing child/person with health and safety committee members.

**Leadership Team employees will:**

- Ensure that an incident report is completed by the most appropriate employee person.
- Follow up with involved employee to debrief after the incident as required.

**Documentation**

- An incident report will be completed and given to the on-site Leadership Team member within 24 hours. If this is an incident of major significance, the incident report should be completed immediately and passed on to the Leadership Team member who attended the code.

## Code Cyber: Cybersecurity Threat

A 'Code Cyber' is activated in response to **severe cybersecurity threats** that risk personal information, system integrity, or operations. Serious threats include substantial data breaches, advanced malware, targeted intrusions, or incidents disrupting operations. **Activation of "Code Cyber" requires approval from the CEO or delegate for incidents demanding immediate action.**

**The Cybersecurity Response Team** consists of the Chief Executive Officer, Senior Leadership team members, Communications & Special Events Coordinator, IT/Data Coordinator, and the Director of Finance.

### Activation Sources:

- Reported incident
- Compass IT alert

**Announcement:** Similar to other emergency codes, 'Code Cyber' will be announced through designated channels, treated with equal urgency, ensuring immediate attention and response from all relevant personnel in line with established protocols.

### Roles and Responsibilities:

| Role   | Responsibilities   |
|--|--|
| <b>CEO</b>   | Responsible for overall decision-making, escalation procedures, and strategic guidance during the incident, and acts as the primary liaison between the response team and the Board, if required.  |
| <b>Senior Leadership</b>                               | Provides executive oversight and supports resource allocation. Ensures effective coordination and communication to teams.  |
| <b>Director of Finance</b>                             | Manages insurance and banking connections, coordinating closely with insurers and financial institutions to ensure Langs' coverage and financial strategies align with cybersecurity incident response needs.  |
| <b>IT/Data Coordinator</b>                             | Oversees technical aspects, including system isolation, data recovery, and coordination with IT teams. Leads internal response efforts and liaises with external consultants.  |
| <b>Compass IT Support</b>                              | Provides technical expertise and assistance for incident response and mitigation. Collaborates closely with the IT coordinator, offering guidance on solutions. Ensures timely cybersecurity updates for Langs, executes response plans to minimize disruptions from cyber-attacks, and monitors systems for risks. Analyzes activity, recommends responses with CEO or IT/Data Coordinator. |
| <b>Communications &amp; Special Events Coordinator</b> | Facilitates immediate notification to satellite sites for "Code Cyber" incident awareness and manages ongoing communication to all sites and impacted partners as directed by the cybersecurity response team.   |
| <b>Administrative Support</b>                          | Keep thorough and documentation of the steps taken including dates, and times.   |
| <b>All Staff, Students, Volunteers</b>                 | Listen to announcements and follow direction from the response team, and promptly adhere to provided instructions. This may involve actions such as shutting down devices or disconnecting from the network until further notification and utilize down-time forms. Avoid independent actions and strictly adhere to established protocols for effective incident resolution.                |

### Downtime/Continuity Procedure:

- Maintain physical copies of essential forms and documents in designated secure locations.
- Establish a team plan outlining essential tasks during cyber disruption.
- Identify and prioritize tasks for continuous operation during downtime.
- Designate communication channels for swift information exchange during downtime.
- Off Network Devices – Youth Hub and Resource Centre computers. RCC on separate server.

**For all staff -- If you notice Unusual Activity on your Computer:**

- Do not click on any links
- Disconnect network cable from computer
- Turn off computer by either pressing and holding power button (if laptop) or disconnecting power supply (if desktop computer)
- Call on-site IT Coordinator (#245) or IT support (#333) or your supervisor
- Do not "re-boot" computer until instructed to do so

**Response Procedure for Cybersecurity Response Team**

**Stage 1: Recognition Phase: Date: \_\_\_\_\_ Time: \_\_\_\_\_**

- Notify IT/Facilities Coordinator #245
- Notify IT Support (Compass) #333
- Confirm cybersecurity threat
- Overhead page "Code Cyber – Stage 1 – announce room number."
- The Cybersecurity Response Team immediately convenes.
- Communications coordinator notifies leadership at off-site locations.
- Seek direction from IT Support (Compass)
- Document

**Stage 2: Assessment Stage: Date: \_\_\_\_\_ Time \_\_\_\_\_**

- The team implements measures based on internal and external consultation (Compass, HIROC, etc.) to contain the incident. (Actions might include isolating affected systems or implementing security protocols.)
- Overhead page Code Cyber – Stage 2 – all Staff notice
- All staff shut down computers and refrain from email correspondence
- All cyber-response team return to work in person
- Senior Leadership communicate with their teams (fan-out notifications)
- Notify City of Cambridge (two computers on our network).
- Walk-around and shut down all computers
- Implement down-time procedures
- Provide regular updates by overhead announcements or in-person
- Continue to follow direction from Compass
- Document

**Stage 3: Containment and Mitigation: Date: \_\_\_\_\_ Time \_\_\_\_\_**

- Notify HIROC 1-800-465-7457 or 416-733-2773
  - o After hours: 1-844-544-4762 or 416-730-3075
- Take direction from HIROC and Compass
- Determine if PSS is accessible through external servers/phones
- Identify available off-network laptops/tablets available for use
- Notify
  - o Bank -TD
  - o Telus
  - o Police as directed by HIROC
  - o Privacy Commissioner of Ontario
  - o Ocean

- OHW
- Clinical Connect
- City of Cambridge
- Relevant Funders
- Partners
- Vendors per program
- Document
- Communications Coordinator provide regular updates to staff about the incident's status, actions being taken, and necessary precautions.
- Provide updates by overhead announcements.
- Off-site managers provide updates to staff in person.
- Execute Media Response plan

**Stage 4: Restoration: Date: \_\_\_\_\_ Time: \_\_\_\_\_**

- Collaborate with IT and HIROC
- Collaborate with external experts or authorities if needed, alongside efforts to resolve the incident and restore operations.
- Continue to provide regular updates to staff
- Document
- Communicate

**Stage 5: Recovery: Date: \_\_\_\_\_ Time \_\_\_\_\_**

- Maintain detailed incident documentation for reference and compliance purposes.
- Upload all down-time notes into EMR
- Update encounters
- Update finance documents
- Perform a post-incident review identifying improvements, informing future training and policy updates.


**Conclusion**

Upon successful resolution of the "Code Cyber" incident, senior leadership will provide a notification to all staff members, signaling the end of the incident and providing any follow-up instructions or recommendations.





# Appendix 1: Bomb Threat Checklist

| Information About Caller:   |  |
|---|--|
| Where is the caller located?<br>(background noise/level of noise)                             |  |
| Estimated age of caller:  |  |
| Is voice familiar? If so, who does it sound like? Does the speaker have a distinctive accent? |  |
| Gender?   |  |
| Threat Language:  | <input type="checkbox"/> Incoherent <input type="checkbox"/> Message Read<br><input type="checkbox"/> Taped Message <input type="checkbox"/> Irrational<br><input type="checkbox"/> Profane <input type="checkbox"/> Well-spoken |
| Additional Notes/Observations:  |  |



# Bomb Threat Checklist

# Procedures

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. A bomb threat or bomb scare is a threat, usually verbal or written, to detonate an explosive or incendiary device to cause property damage, death, injury and fear, whether or not such a device actually exists.

Act quickly but remain calm and obtain information with the checklist provided in this brochure.

## If a bomb threat is received by phone:

- Remain calm. Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does.
- Listen carefully. Be polite and show interest.
- Try to keep the caller talking to learn more information.
- If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
- Complete the Bomb Threat Checklist immediately. Write down as much as detail as you can remember. Try to get exact words.

## If a bomb threat is received by email:

- **DO NOT** delete the message.

## If you suspect a suspicious package:

- Notify CEO
- Call 911 if directed to do so.


## DO NOT:

- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package

## Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odour
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

## BOMB THREAT CHECKLIST

|   |   |
|---|---|
| Date:                                   | Time:   |
| Time Caller Hung Up:                    | Phone Number Where Call Received (Extension):   |
| Name of Employee who received the call: | Facility call was received at:<br> |
| <b>Ask a Caller:</b>                    |   |
| Where is the bomb located?              |   |
| When will it go off?                    |   |
| What does it look like?                 |   |
| What will make it explode?              |   |
| Did you place the bomb? (Yes/No)        |   |
| Why?                                    |   |
| What is your name?                      |   |

Provide information about Caller on next page

## Appendix 2: Phishing Cyber Incident Response



# PHISHING CYBER INCIDENT RESPONSE

Be prepared, your quick actions matter! This document helps you handle unexpected situations. If you notice anything strange, follow these steps to keep our systems safe and secure:



### 1 Identify Threat

**You or someone else notice that things don't seem right.**  
Ex: You get a weird looking email from your supervisor asking odd payroll questions or asking you to text them to communicate.



### 2 Assess the Situation

**Decide if it is a real concern for IT. Ask a nearby colleague or if unsure go to #5. For spam or junk emails, right click the email and select "Junk" and "Block Sender".**

Ex: Verify email matches supervisor's official one, and check if provided phone number matches what's known.



### 3 Collect Proof (if possible)

**Take screenshots or pictures for IT.**

Ex: Write down what happened and why. If an email, try and screenshot the message as well as the sender.



### 4 Keep it Under Control

**If a computer is acting weird, isolate it.**

Ex: You can disconnect the device from internet (turn off Wifi or unplug the Ethernet cord) - if in doubt turn the device off.



### 5 Notify IT & Management

**Email or call the IT team ([support@compassch.org](mailto:support@compassch.org) or 905-523-6611 ext. 3003) and Cc: IT/Data Coordinator ([sue@langs.org](mailto:sue@langs.org) or ext. 245) and your supervisor.**

Ex: Include incident time, odd behaviour, steps taken, user details and any photos.



### 6 Share What's Going On

**Inform your supervisor or supervisor and others around you that may be affected.**

Ex: Update supervisor and email IT, copying supervisor. Notify colleagues if relevant for awareness.



### 7 Write Things Down

**Keep a record of everything you do or are asked to do.**

Document findings, outcomes and recommendations. **If you had to contact IT**, once appropriate (less than 24 hours), complete an incident report.



### 8 Follow Advice

**Await instructions from the IT team and/or leadership.**

Ex: IT may need access to your computer to troubleshoot any problems, please cooperate with any requests.

