

Section:	Emergency Planning	Number:	13.14
Approved By:	Senior Leadership Team	Date:	February 2026
Date of Creation:	October 2013	Date of Review:	January 2026
SUBJECT:	Code Purple – Loss of Services		Page: 1 of 4

## PURPOSE

To provide a coordinated and safe response to the loss or disruption of essential services and communication systems to protect residents' health, safety, dignity, and continuity of care.

## POLICY

Woodingford Lodge will respond promptly and systematically to any disruption of essential services or communication systems. All service disruptions will be assessed for risk, escalated appropriately, and managed in a manner that prioritizes residents' safety and regulatory compliance.

## DEFINITIONS

- **Essential Services:** Services required to maintain resident safety and basic operations, including water, heat, electricity, air conditioning, waste removal, and communication systems.
- **Communication Systems:** Telephone, internet, fax, electronic documentation systems, and internal communication platforms.

## GENERAL RESPONSE PRINCIPLES

- Assess scope and impact immediately
- Notify Supervisor of Environmental Services and Senior Leadership
- Implement interim safety measures
- Maintain resident care and infection prevention practices
- Document all actions and timelines
- Escalate to external authorities as required
- Communicate with all Resident's and Team Members on site

## LOSS OF WATER SERVICE

### Actions:

- Notify Public Works (Oxford County) immediately and request estimated restoration time
- Post signage indicating water service disruption
- Suspend flushing of toilets unless otherwise directed

- Use alcohol-based hand sanitizer for hand hygiene
- Provide bottled water for drinking and medication administration
- Continue personal care using no-rinse cleansers and wipes
- Implement Emergency Food Service Procedures

## **LOSS OF HEAT SERVICE**

### Actions:

- Notify Maintenance if on site or Manager On-Call if after hours immediately
- HVAC Contractor will be contacted if not resolved promptly
- Distribute additional blankets
- Use heat lamps in tub rooms as appropriate
- Warm magic bags or hot packs using the microwave
- Monitor indoor temperatures and resident comfort
- Closely monitor residents at risk of hypothermia

## **LOSS OF AIR CONDITIONING/EXTREME HEAT**

### Actions:

- Notify Maintenance if on site or Manager On-Call if after hours immediately
- Implement Hot Weather Response procedures
- Monitor indoor temperatures
- Increase hydration rounds
- Adjust clothing and bedding
- Monitor for signs of heat exhaustion and heat stroke, especially in those residents who are at high risk for heat related illnesses
- Initiate cooling measures immediately if symptoms observed
- Notify practitioner as required

## **LOSS OF ELECTRICAL POWER**

### Actions:

- Notify local Electrical Utility Company
- Ensure that the emergency generator has turned on (capacity of approximately 36 hours)
- Ensure critical equipment (oxygen, air mattresses) is plugged into the red outlets, as these are generator-backed
- Verify functionality of mag locks and life safety systems
- Assign team members to monitor exits if mag locks fail
- Use emergency phones connected to generator-backed outlets, as required
- Use flashlights as required
- Implement Emergency Food Service procedures

## LOSS OF WASTE/GARBAGE REMOVAL

### Actions:

- Supervisor of Environmental Services to assess impact and storage capacity
- Contact Oxford County Public Works for emergency removal
- Implement infection prevention and odour control measures

## LOSS OF COMMUNICATION SYSTEMS (TELEPHONE/INTERNET)

### Actions:

- Verify scope of outage using multiple devices
- Notify County Information Services Help Desk (519-539-9800 ext. 3161)
- Use emergency phones at documentation stations, maintenance and recreation
- Team members may use personal cell phones during emergencies
- Maintain written logs for key communication
- If Internet will be down during a medication pass, MARs/TARs to be printed from the emergency eMAR backup and administration to be recorded on these and then placed in the residents' electronic chart
- Notify the Manager On-Call if after hours and the outage is expected to exceed two hours

## LOSS OF MAGLOCKS

### Actions:

- Identify the scope of the failure (single door vs. multiple doors)
- Notify Maintenance immediately if on site, or the Manger On-Call if after hours, who will notify KR Communications
- Communicate to all team members on site of the Maglock outage
- Confirm whether the loss is related to a power outage, electrical system failure, or Maglock system failure
- Assign team members to monitor any impacted exits to maintain resident safety and prevent elopement
- Increase the frequency of safety rounds in areas with vulnerable residents (ex. Secured neighbourhood), especially those at risk for responsive behaviours or exit-seeking
- Reassign team members as needed to maintain safe coverage of unsecured exits
- Verify that the wander-alert systems (bracelets) are functioning properly
- Verify the function of all fire doors, ensuring that the fire egress routes remain unobstructed and compliant
- Maintain communication with Management on Site or Manager on Call

## ESCALATION AND EXTERNAL NOTIFICATION

- Registered Team Member in Charge to notify on-call Manager after hours
- If loss of service exceeds six hours, notify:
  - Ministry of Long-Term Care for a Critical Incident Report
  - Public Health, as required
- Assess need for Code Green activation if prolonged or widespread

## **RESIDENT SAFETY AND CARE CONTINUITY**

- Prioritize vulnerable residents (respiratory, cardiac, cognitive impairment)
- Ensure medication, safety and storage
- Maintain nutrition, hydration, hygiene, and comfort
- Adjust staffing and workflows as required

## **DOCUMENTATION**

- Record time of outage, actions taken, and resolution
- Complete incident documentation as required
- Conduct post-incident review for prolonged outages
- Implement corrective actions as identified