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DEPARTMENT: EMERGENCY MANAGEMENT	EFFECTIVE: November 1, 2002
REVISED: August 10, 2006; March 15, 2007; Feb 27, 2009, March 19, 2009	

Reviewed By: Emergency Management Coordinator

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 Chair of Environment Care Committee:
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It is the policy of Charity Hospital and the Medical Center of Louisiana at New Orleans, hereafter to be referred to as the Medical Center of Louisiana or MCI.

PURPOSE:

The purpose of this plan is to prepare the MCI for the event of a hurricane.

GENERAL:

- The Chief Executive Officer or designee, in concert with the Incident Command Team, local and state officials and Louisiana State University Health Care Services Division (ISU HCSD) officials, will determine the possible adverse impact that weather situations may have on the operations of the MCI. Initiation of each phase of this plan will not necessarily coincide with reports and warnings from the National Weather Service, the Office of Emergency Preparedness or the City of New Orleans. WWI 870 AM is the official broadcast stations for MCI announcements. All phases of the MCI Code Grey Hurricane Plan will be announced on WWI-TV and radio.
- Hurricanes are classified according to the Saffir-Simpson Scale as follows:

	WIND	TIDAL SURGE	DAMAGE
Tropical Depression	< 39 mph		
Tropical Storm	39-73 mph		
Category I Hurricane	74-95 mph	4-5 feet	Minimal
Category II Hurricane	96-110 mph	6-8 feet	Moderate
Category III Hurricane	111-130 mph	9-12 feet	Extensive
Category IV Hurricane	131-155 mph	13-18 feet	Extreme

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Category V Hurricane	> 155 mph	> 18 feet	Catastrophic
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- There are five (5) phases to MCL Code Grey Hurricane Plan. They are:

1. Watch
2. Warning
3. Activation
4. Evacuation. The Evacuation Plan is detailed within Reference #1026.
5. Recovery.

Each phase requires specific actions by MCL management and staff. The following information for initiating the MCL Code Grey Hurricane Plan is general and allows flexibility. It is written as a plan for weather situations that provide time for preparation. In short term weather situations, like flash flooding, refer to Code Grey – Thunder Storms/Heavy Rainfall Procedure, Reference #2010 within the Emergency Management Manual.

Category 4 and 5 hurricanes will require more drastic actions than are outlined in the plan. Those decisions as well as decisions concerning unusual circumstances occurring during Category 1, 2 and 3 hurricanes will be made as needed and are not covered by this plan. Please refer to the MCL Emergency Management Evacuation Plan, Reference #1026 within the Emergency Management Manual for information regarding evacuation procedures.

The Emergency Management Coordinator or designee will:

- be an active member in the Region 1 HHS group for healthcare organizations
- maintains an up to date resource of Region 1 HHS members names and telephones so that effective communication can occur before, during and after an emergency incident.
- ensure MCL's active participation in the statewide patient tracking system initiated by HHS & LHA. This tracking system will allow all hospital within the state to track patient location and status.

Physicians and staff must wear their official pictured ID badge throughout the entire emergency episode including throughout transport and work assignments at alternative treatment sites.

Incident stress debriefing will be available during the incident, if needed. Post incident staff debriefing will also be available, if needed.

Information regarding MCL's operational status and any other pertinent information for employees will be posted on hospital's website.

TEAMS:

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- MCL will use the Hospital Incident Command System for the Code Grey Hurricanes. The individual departments will staff utilizing an Activation Team and Recovery Team concept.
- The department directors are responsible for development of Activation and Recovery Teams within their areas of responsibility. All department directors are responsible for reviewing and updating their Activation and Recovery Team members as requested and submitting them upon request to the Planning Chief. See Code Grey Team Designations, Reference #2012 within the Emergency Management Manual.
- Each employee is responsible for providing two current contact telephone numbers (i.e.: pager number, cell phone number) to their department director or designee **and** the name and telephone number of a contact person that does not live within the state of Louisiana. See Reference #2011-A for the Telephone Call Tree template.
- All employees are expected to participate in the MCL Code Grey Hurricane Plan. Each employee will be required to sign a “Code Grey Acknowledgement Form” (See Reference #2013 within the Emergency Management Manual). This form will contain the employee’s Activation I, Activation II or Recovery Team designation and will be maintained within the employee’s departmental file.
- The Activation Team members will be given a status of 1 or 2. Status 1 employees are those who live on the West Bank of the Mississippi River, east of the Industrial Canal, or beyond the Orleans Parish line. Status 2 employees are those who live within Orleans Parish in the areas not mentioned in Status 1.
- Activation Teams should be assigned to work twelve (12) hour shifts. Staffing should be considered at 100% occupancy for staffing. Selection of Activation Team members should be based on skill mix.
- The Code Grey plan requires that we staff our facilities with sufficient staff to provide essential and support services through various stages of tropical storms and hurricanes. To that end, volunteers will be sought to serve on Activation teams. Should there be insufficient numbers of appropriate volunteer staff, staff will be assigned to the Activation teams as needed. Failure to report to duty as part of Activation or desertion after reporting for Activation will result in termination.
- When both members of a married couple are employed by MCL, special consideration may be given when both the husband and wife are assigned to the Activation team. If possible, one of the married employees may be given the option of opting out of Activation and placed on

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recovery, especially when dependents are involved. It is acceptable to allow both employees to remain on Activation if they wish and are needed. If one employee is employed within one department and the other is employed within another department, department directors from each area should discuss the options and decide which of the employees is most critical to hospital's activation process. If an agreement cannot be reached, the appropriate Administrative Council members should be consulted to assist in the decision making process. If the married employees have a preference as to which employee shall be assigned to the activation team, reasonable attempts to satisfy their needs shall be attempted but not at the cost of the needs of our patients during a hurricane.

- With each Activation called, employees must call the LSU HCSD Hotline at 1 866 431-4571 (toll free) within forty eight (48) hours after the storm has passed and provide contact information to include a telephone number where the employee can be reached, an address and the employee's availability to return to work. Failure to contact the LSU HCSD Hotline within forty eight hours after the storm has passed may result in termination.

WATCH:

The **Watch** phase will be called when a hurricane may threaten within 96 hours (4 days).

- Code Grey Watch will be announced at MCL and at the outer buildings at the start of the Watch phase and at 7 a.m., 11 a.m., 3 p.m., 7 p.m. and 11 p.m. **and** via initiation of departmental call trees. An email will also be sent to the *MCL Department Director* group to announce the Code Grey Watch.
- Department directors or their designees shall communicate with their teams to assess readiness at the start of the Code Grey Watch and as necessary. The Incident Command Leaders and Chiefs shall meet for the first time in the Hospital Incident Command Center one hour after the Code Grey Watch is announced. A Department Director's meeting will be scheduled as necessary.
- Hospital Incident Command Unit Leaders will check for critical supplies, equipment deficiencies and staffing shortages. Any deficiencies found shall be reported to the Unit Leader's Chief. Staffing shortages will be reported to the Labor Pool Unit Leader, Medical Staff Unit Leader or Nursing Pool Unit Leader as applicable. Action plans to correct deficiencies must be developed and implemented within 24 hours of the start of the **Watch** phase.
- Activation Team rosters will be reviewed for shortages (vacations, illnesses, etc.). Activation Team shortages will be reported to the Labor Pool Unit Leader, Medical Staff Unit Leader or Nursing Pool Unit Leader as applicable. Action plans to cover shortages must be developed and implemented within 24 hours of the start of the **Watch** phase.

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- All employees are strongly encouraged to initiate their own personal hurricane plans including plans for their property and family members.
- A decision may be made regarding the transfer of patients to other facilities.
- Informational flyers will be given to all patients/significant others during the hurricane season and at admission once a Code Grey Watch is called. Designated staff will distribute the information flyers to all inpatient units for the nursing staff to hand out to inpatients.
- Public Relations will supply media with information regarding the closure of the Emergency Department, Ambulatory Clinics and inpatient facilities.

WARNING:

The **Warning** phase will be called when a hurricane may threaten within 72 hours.

- A Code Grey Warning is announced on each campus and at the outer buildings at the start of the Warning phase and at 7 a.m., 11 a.m., 3 p.m., 7 p.m., and 11 p.m. **and** via initiation of departmental call trees. An email will also be sent to the *MCL Department Director* group to announce the Code Grey Warning.
- Hospital Incident Command members are notified by the Incident Commander or designee.
- An Hospital Incident Command Center will open at MCL.
- The Chief Executive Officer, in conjunction with Incident Command Center Leaders will make decisions regarding facility closure, patient discharges, patient transfers to other facilities and canceling elective procedures and clinics. Morgue and blood supply status will be obtained by the Ancillary Services Director.
- Prior to activation, the Department of Environmental Services will coordinate the removal of all medical waste and sharps containers and arrange for all dumpsters to be emptied.
- The following must be completed for each patient and placed within their medical record. These items will be attachment to the patient with a safety pin in a plastic Ziplock bag if evacuated:
 - A Patient Triage Card shall be completed by the physician caring for the patient. The Patient Triage Card must include the patient's last name, first name, middle initial, social security number, MCL medical record number, gender, date of birth, age, diagnosis, triage

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category i.e., red, yellow or green, if the patient is ambulatory or must be moved via stretcher, if the patient has an IV, if the patient is on a ventilator, if the patient is on a cardiac monitor, if the patient is oxygen dependent, or if the patient is dependent on electricity. See Reference #2011-B for an example.

- Patient Demographic Information must be completed on each patient. The patient’s nurse or designee shall print the CLIQ Patient Demographics Page for each patient and verify the accuracy of the demographic, patient contact information and next of kin information included on the CLIQ Demographics Page. If the patient demographic information is incorrect, it should be corrected in writing on the printed Patient Demographics Page. See Reference #2011-C for an example.
- A Patient Evacuation Transfer Summary Report shall be completed by the physician caring for the patient. The Patient Evacuation Transfer Summary Report should be written as a transfer summary to include at minimum, the following elements: admit diagnosis, diagnosis (diagnoses) on transfer, operative procedures, history of present illness, significant clinical findings, hospital course, condition on transfer, transfer disposition, prognosis, diet, activity, medications, follow up care and transfer instructions. See Reference #2011-D for a template.
- A three (3) day supply of medication to go with the patient.

PLEASE NOTE:

Triage Status

RED = critical care, ventilator dependent and/or dialysis

YELLOW = non-critical, non-ambulatory

GREEN = “walking wounded”; able to ambulate on own feet

- Departmental Code Grey Plans are to be initiated.
- Incident Command leaders will meet to assess last minute issues.
- Parking restrictions will be initiated.
- Packages containing emergency parking tags, Activation Team registration forms and Activation Team armbands are distributed to each Administrative Council member at the beginning of the hurricane season.
- Hospital access restrictions are initiated by Hospital Police. Restricted access is defined as limiting entrance to one entrance at front of facility and one entrance at the back of the facility **and** restricting visitor entrance. Visitors will be notified during this time that once the Activation phase is called, any visitor who leaves the facility will not be allowed to return.

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- When the decision to activate is made, Activation Team I will be released from duty to go home or is notified by their department to prepare and return to MCL within twelve (12) hours. Activation Team I returns. Staffing, while Activation Team I is away from duty, will be covered by Activation Team II and Recovery Team. Recovery Team may be called in to duty while the Activation Teams are at home preparing to return.

ACTIVATION:

The **Activation** phase will be announced when a hurricane may threaten within 48 hours (See Tracking Chart) with execution at 24 hours prior to landfall.

- Code Grey Activation will be announced three times on each campus and at the outer buildings at the start of the Activation phase and at 7 a.m./11 a.m./3 p.m./7 p.m./11 p.m. An email will also be sent to the *MCLNO Department Director* group to announce the Code Grey Activation.
- Activation Team II will be released from duty as Activation Team I returns. Activation Team II is due back to MCL within twelve (12) hours. The Recovery Team should be off initiating their personal hurricane preparedness plans.
- Registration Desk opens when Activation is announced.
- Disaster supplies, waterless hand cleaner, food and water are moved into MCL above the first floor area.
- All ancillary buildings are closed, except for Laundry and Warehouse.
- Notice of Non-Acceptance of Non-Emergency Transfer is given to all ambulance companies.
- Notice of Ambulance Diversion is given.
- Visitor restriction is initiated. All visitors, except the one visitor who will remain with the patient, will be asked to leave. The one visitor remaining per patient must register and receive an armband at the Registration Desk. No visitors will be allowed to enter or re-enter any MCL building once the Activation phase is enacted.
- When the Activation phase is enacted, it is the responsibility to the Department of Registration/Admitting to print 50 copies of the Patient Census. These census copies will be used by the charge nurses for the Triage Summary Report and other during evacuation.

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- Substations for CMS, Pharmacy, Dietary, Warehouse and Laundry to be set up at MCL.
- All outside travel by Activation Team members will stop in accordance with city and state directives.
- Employees on Activation must pick up their portable personal toilet and supplies from the Department of Environmental Services. See Reference #2011-E, How to Convert a Bucket into a Portable, Personal Toilet for complete instructions.

EVACUATION:

- The Evacuation phase is outlined in the Emergency Management Evacuation, Reference #1026 within the Emergency Management Plan.

RECOVERY:

- If an evacuation occurs, Code Grey Recovery will be announced three times on each campus and at the outer buildings at the start of the Activation phase and at 7 a.m./11 a.m./3 p.m./7 p.m./11 p.m. An email will also be sent to the *MCL Department Directors* group to announce the Code Grey Recovery.
- The decision regarding Recovery Team report time is made by the Incident Commander. The specified time for the Recovery Team to report will be communicated internally through the departmental telephone trees and externally through WWL 870 radio and television stations. It is the Recovery Team employees' responsibility to monitor the media for these announcements if they have left the site of their telephone number of record.
- Activation Team members will be released as Recovery Team members report for duty. Staffing shall be determined by the department director or designee.
- Department specific recovery plans will be followed to implement and/or re-implement departmental services.

TELEPHONE TREE:

The Department of Telecommunications is responsible for notifying personnel on the Incident Command List at the start of Watch and Warning phases. Each department director is responsible for developing and implementing his/her own department telephone tree at the start of the Warning phase. See Reference #2011-A, the Telephone Call Tree, for the template.

COMMUNICATIONS:

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- The main line of communication during Code Grey activities will be 800 mhz radios issued by the Incident Command Center to the Incident Command Leaders.
- Hand held radio communications will also be used as long as that capability exists. It is the responsibility of the Department of HIS to maintain a listing of all MCL telephone numbers for distribution during the Activation phase.
- The Hospital Incident Command Leaders will communicate with other hospitals, EMS, the City of New Orleans and HHS by way of the official HHS 800 mhz radio.
- One generator per hospital site will be dedicated for charging all 800 mhz radios. It shall be the responsibility of Hospital Police to maintain this generator and charge all 800 mhz radios as needed.
- One computer with internet capabilities will also be maintained on the generator dedicated to charging the 800 mhz radios to keep email and internet channels open.
- MCL will also possess a portable HAM radio to assist in communication. HAM radio operators will be hired and/or taken on as volunteers to operate the HAM radios.

VISITORS:

- Visiting hours will be suspended at the start of the Activation phase. All visitation will end 48 hours before landfall. One visitor will be allowed to remain with inpatients after visiting hours are stopped. All visitors will be required to register at the Registration Desk and may be used as Labor Pool.
- ***The Chief Executive Officer or designee has the authority to cancel visitation and direct all visitors to leave MCL if deemed necessary for the safety of the family members, patients or the staff.***

PERSONNEL ACCOMMODATIONS:

Sleeping quarters will be designated for the Activation Team. Staff will be notified of the designated sleeping quarters at the time of distribution of parking passes. Personnel are required to stay in their designated location.

ACCOMMODATIONS OF FAMILY MEMBERS AND DEPENDENTS:

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There will be no guest and/or family accommodations at the MCL. Activation team members may not bring guests and/or family members during Code Grey activities.

HOUSE STAFF/ATTENDING STAFF ACCOMMODATIONS:

Accommodations for the house staff physicians and attending staff physicians will be made through the Medical Staff office and the Medical Director’s office. **There will be no guest and family accommodations at the MCL. Activation team members may not bring guests and/or family members during Code Grey activities.**

ACCOMMODATION PROHIBITIONS:

- Under no circumstances will patient rooms or clinics be used for staff and/or physician accommodations unless approved by the Incident Commander.
- **PETS ARE NOT ALLOWED ON MCL PREMISES.** Anyone who brings pets on MCL premises will be directed to remove them.
- No electrical appliance or combustion fuel equipment or supplies, i.e., Coleman stoves, non battery operated lanterns, candles, may be brought to the MCL.

BEDDING:

All Activation Team employees are responsible for bringing their own sleeping bags, linens, blankets, pillows, etc.

SUPPLIES:

- An assessment of critical supplies is made prior to the beginning of the Hurricane Season, no later than June 1st. Water and other critical supplies will be requisitioned, received and stored for use during hurricane season. Any supplies not used during hurricane season will be released for general use on December 1st or before expiration date, whichever comes first.
- Employee should bring sufficient clothing, food, water, medications and toiletries for 10-14 days. See Activation Team Hurricane Supply List, Reference #2015 within the Emergency Management Manual for suggested items.

DIETARY:

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Food service will be available for Activation Team employees. As long as able, the cafeteria will serve breakfast, lunch and dinner at no cost to the employee. If needed, meals ready to eat will be available to Activation Team employees.

PARKING:

Parking will be available for Activation Team employees only. Each Activation Team employee may bring one car only. MCL will make every effort to arrange for elevated parking but no guarantees will be given.

SICK CALL:

If needed, employees, physicians or patient visitors may obtain medical care during the Activation phase between 6 a.m. and 8 a.m. and 6 p.m. and 8 p.m. Emergencies will be handled at anytime at each site. Payment for services will be in accordance with MCL Policy 1102 – Free Care Determination.

PAY:

All employees working during the Activation and Recovery phases will be paid cash. Overtime will be paid in accordance with Civil Service rules. Activation Team members must clock in using the official MCL time and attendance system at the start of Activation and out when relieved at Recovery. The pay policy for Activation and Recovery will be published by the Department of Human Resources at the start of the Warning phase.

REGISTRATION:

The Registration areas will be designated at the initiation of the Activation phase. Everyone in an MCL building during Activation and Recovery will be required to register including employees, physicians and patient visitors. All physicians are registered by the Medical Staff office. An armband system for registration will be used as follows:

- Employees – Purple
- Patient Guest – Orange
- Physicians – Yellow

The Registration areas will be open during Activation and Recovery phases.

The Labor Pool will be responsible for reporting:

- Coverage for shortages in Activation staff to the departments 24 hours before landfall
- Total number of people registered to Dietary twelve (12) hours before landfall and as necessary; and

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- Total number of people registered to the Incident Command Center(s).

Employees of departments that are not involved in direct patient care will be assigned to the labor pool as hall monitors, couriers, clerical assistants, dietary assistants or patient escorts. Training will be provided for hall monitors and patient escorts.

A team will be formed for each operational floor at each MCL site to include one hall monitor, one courier, one clerical assistant and one patient escort.

As people leave the facility, they will check out through the Registration Desk. Employees reporting in for the Recovery Team will sign in at the Registration Desk.

NURSING POOL:

The Nursing Pool will be comprised of nursing personnel from Ambulatory Clinics, Revenue Enhancement, Case Management, Staff Development and any other areas where nurses are assigned that are not considered direct patient care.