

Pembroke Regional Hospital

MEMO

To: All PRH Staff and Physicans

From: Sabine Mersmann, Incident Manager, PRH Command Centre

Date: October 21, 2025

Subject: Planned Code Grey – 1 p.m. TODAY – Communication and IT Services

Please note that, in follow up to the issues experienced over the last couple of days related to Sunday evening's power outage, we must initiate a **planned Code Grey today at 1 p.m.** which will enable us to reconnect all of our communication and information technology services to a battery backup.

While we recognize that the timing of this is not ideal and comes at a very busy time of day for many, this timing has been chosen to ensure that we have as many members of our health care team on hand to assist and ensure that any issues can quickly be handled and rectified. Please note that this matter is urgent and requires immediate attention.

Our hospital's Command Centre will be operational during the entire length of the Code Grey which is anticipated to take up to four hours.

The Code Grey will be phased as follows:

Phase 1: All IT services including Citrix, PACS, nurse call, faxing – everything except for the phone system will be turned off.

Phase 2: All regular phones will be turned off. Only Red Phones and main overhead paging in Towers A and B will remain operational.

Phase 3: Regular phones will be back online.

Phase 4: IT services will begin to come back online. IT will maintain a link with Command Centre regarding service status.

Phase 5: Command Centre will connect with IT to manage any services that are still offline.

Phase 6: Code Grey will be cleared.

Key Messages:

- Existing downtime procedures are to be used for the duration of Code Grey while all systems are offline.
- Please be advised that personal Panic Alarms will be temporarily unavailable while the phone system is offline. For assistance during this time, contact the Command Centre directly.
- Our IT team will be working to ensure this Code Grey runs as smoothly and quickly as possible, so please refrain from calling Helpdesk until the Code has been cleared.
- During the Code Grey, any emergency situations—including all Codes—should be reported directly to the Command Centre at extension 6199.
- Please note that we will **not** be experiencing a power outage during this Code Grey; only systems will be affected.

If you have any questions or concerns about downtime procedures, please speak with your manager.

Thank you again for your cooperation and commitment to safe, high-quality patient care.