

# ALL HAZARDS PLAN

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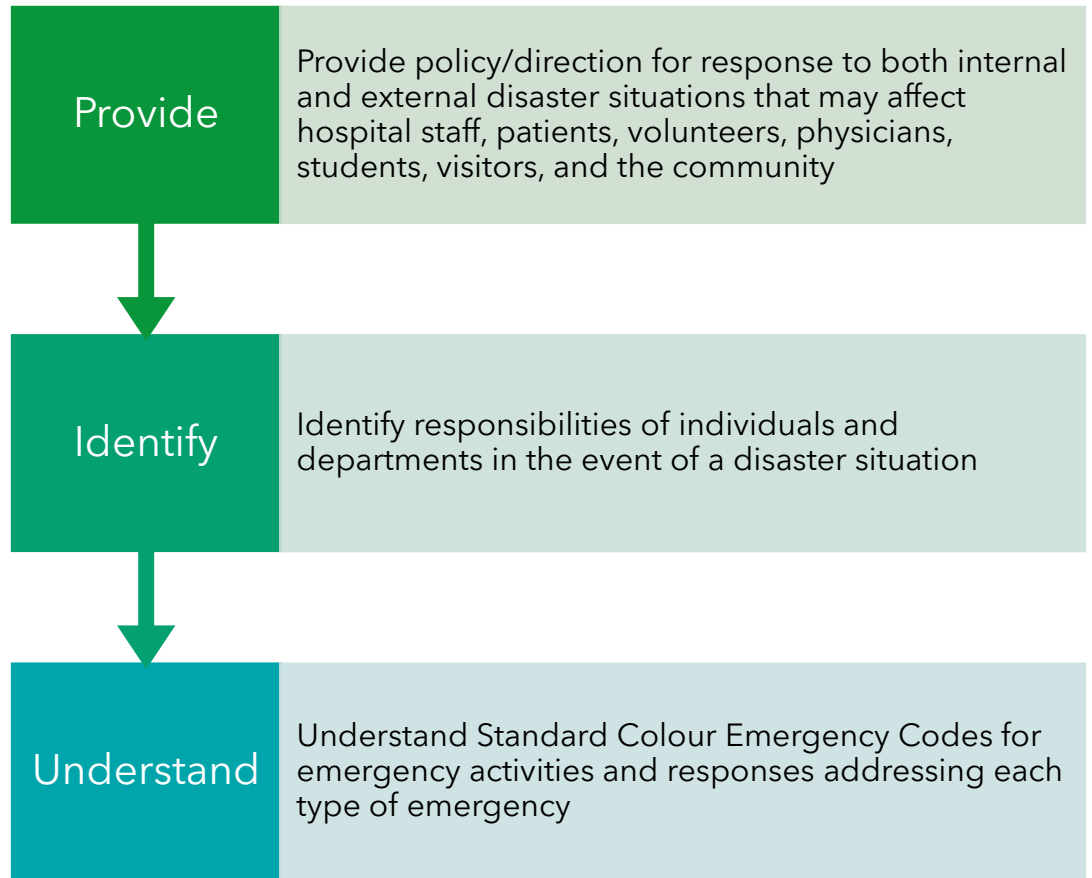
Queen Elizabeth Hospital

**Health PEI**  
One Island Health System

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# Purpose



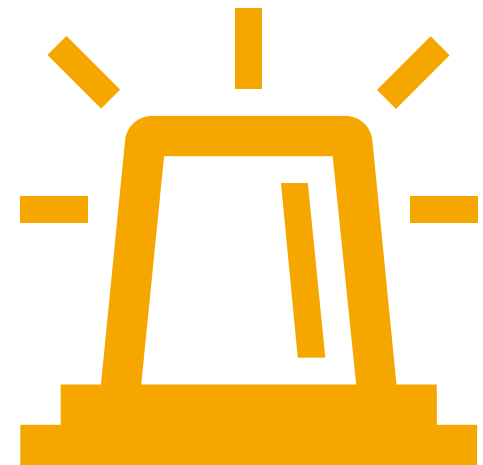
Basic principles of response to an internal emergency

Remove	Remove people from danger as quickly as possible
Prevent	Prevent other people from inadvertently coming into a danger area
Minimize	Minimize the damage to the physical structure of the hospital
Maintain	Maintain role and re-establish services

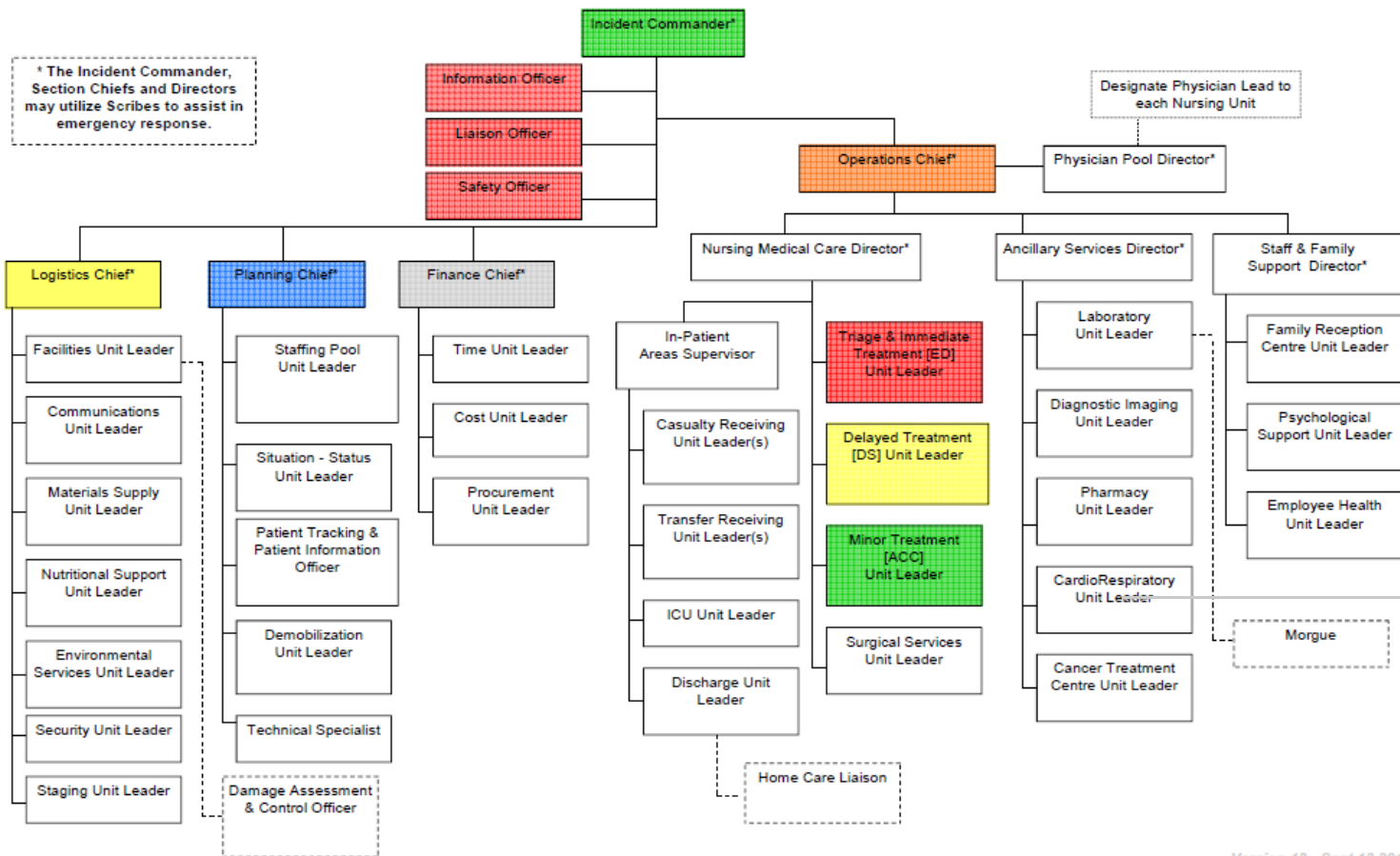
## Incident Command System (ICS)

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- The QEH All Hazards Plan addresses all types of emergencies and incorporates **ICS methodology**
  - Used to manage an emergency incident and designed to enable effective and efficient incident management
  - Integrates a combination of equipment, personnel, procedures, and communications processes
  - Has flexibility to grow or shrink to meet differing needs



## QUEEN ELIZABETH HOSPITAL - ALL HAZARDS MANAGEMENT PLAN



Management plan

Version 12 - Sept 12 2014

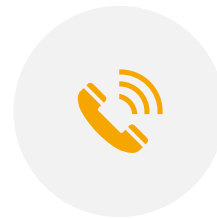
# Activating an Emergency Code

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## Call #2999

Calls to 2999 are prioritized and answered first to avoid delays



Identify **type of code** and **exact location of code response**

Telecommunications staff will:

- ✓ Ask for name, position, and phone number of the caller
- ✓ Record the time of call & circumstances of events
- ✓ Announce appropriate overhead page to activate the staff response specific to that code



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## Notification and Reporting for Duty

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- A recall of hospital staff will be based on the level or type of emergency response
- Various methods may be used to contact staff to report for duty, including traditional telephone fan out lists, mass notification alerts via SMS text messaging, or by email
- Staff will report to duty based on the criteria outlined in your Departmental Disaster Plans
- Generally, staff report to their department, and may be re-deployed to the Staffing Pool

# Designated areas

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AREA	Location
QEH Incident Command Centre (ICC)	<u>Primary</u> : QEH Admin Boardroom <u>Secondary</u> : ED Classroom
Staff & Family Support	Physical Medicine
1) Evacuation Holding Area 2) Discharge Area (In-Patient)	1) Same Day Treatment Area 2) Cafeteria
Physicians' Pool	Doctor's Lounge
Staffing Pool	Classroom A&B
Media Liaison Area	Lobby Classroom
Triage & Immediate Treatment Area (RED)	Emergency Department
Delayed Treatment Area (YELLOW)	1) Remain in Emergency Department 2) Activate Same Day Surgery Delayed Treatment Plan
Minor Treatment Area (GREEN)	ACC Level 2 - Prep and Recovery
Staging Equipment	ACC Level 1 - Conference Room



Telecommunications is responsible for many activities related to emergency response:

- ✓ Physically houses systems for various alarm notifications (ex. Code blue, door alarms)
- ✓ Call-in centre for activating codes over the telephone
- ✓ Provide overhead messaging to help the building manage during code activation
- ✓ Facilitates Security with two-way communication devices



During a code activation, unless absolutely necessary, staff are asked to:

- ✓ Refrain from calling the department to perform tasks that you can manage with other tools (ex. Using GroupWise to find the exact number of the person you are looking for)
- ✓ Wait until the code is cleared before using Telecommunications to direct your unit/department regular needs

## **TELECOMMUNICATIONS DURING AN EMERGENCY CODE**



# QEH Departmental Plans

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- Each area has a specific departmental plan that provides more detailed information for staff that work in that area
- Be familiar with both the broad plan and plans specific to your department
- Maps for the hospital should be posted in each area to assist with wayfinding
- In your own areas, know the following:
  - Locations of pull stations for fires and medical gases
  - Safe places to hide
  - Evacuation routes

## Communicating during an event

Clear communication and direction is vital during an emergency response

Communication concerning the event may be received from:

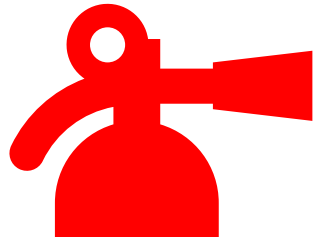
- Direct manager, supervisor, clinical educator/leader
- Overhead page
- Telephone fan-out lists & SMS text
- Email

# Overview of emergency codes

<b>CODE PURPLE</b>	<b>MEDICAL EMERGENCY</b>
<b>CODE RED</b>	<b>FIRE</b>
<b>CODE GREEN</b>	<b>EVACUATION</b>
<b>CODE BLUE</b>	<b>CARDIAC ARREST (CPR)</b>
<b>CODE YELLOW</b>	<b>MISSING PATIENT</b>
<b>CODE AMBER</b>	<b>MISSING INFANT / CHILD or POSSIBLE ABDUCTION</b>
<b>CODE PINK</b>	<b>COMPLICATED DELIVERY</b>
<b>CODE BLACK</b>	<b>BOMB THREAT</b>
<b>CODE WHITE</b>	<b>VIOLENT BEHAVIOUR</b>
<b>CODE SILVER</b>	<b>LOCKDOWN / ACTIVE SHOOTER</b>
<b>CODE BROWN</b>	<b>HAZARDOUS SPILL</b>
<b>CODE GREY</b>	<b>SYSTEM FAILURE / SHELTER IN PLACE</b>
<b>CODE ORANGE</b>	<b>EXTERNAL DISASTER / MASS CASUALTIES</b>

# Code Purple - Medical Emergency

- Applies only to **non-patient care areas** (ex. Corridors, entrances, front lobby, cafeteria, etc.)
- NOT intended for patient care areas such as nursing units, Ambulatory Care, PEI Cancer Treatment Centre, Physical Medicine, Diagnostic Imaging, etc.
- If you discover a person who has sustained an injury or is having a medical incident in a non-patient care area **inside** the hospital, notify Telecommunications (#2999) - say Code Purple and give location
- For emergencies in the parking lots/roadways (more than 15 feet from the entrances)
  - Call 902-894-2999 and give location
  - Ask someone to go into the building and notify Telecommunications
- Due to safety reasons for staff, the Code Purple Team will determine the level of response required outside the hospital



Code Red - Fire



- **STEPS FOR STAFF DISCOVERING SMOKE AND/OR FIRE**
- **DO NOT SHOUT FIRE!** The Queen Elizabeth Hospital code for fire is **CODE RED**.
- The staff member(s) who discovers a fire or potential fire situation within the building should immediately utilize the **R.A.C.E.** procedure:
  - **RESCUE**: Rescue everyone in immediate danger and move them to a safe location away from the fire.
  - **ALARM**: Activate the hospital's fire alarm system by going to the nearest Red Fire Alarm box and pull the handle down. Notify Telecommunications by dialing 2999 and say "Code Red" and give the exact location of the fire.
  - **CONFINE**: Make every attempt to confine the fire to its room of origin by closing all doors around the fire area.
  - **EXTINGUISH**: Attempt to extinguish the fire ONLY if the above steps have been taken and the size of the fire has not exceeded the capacity of a fire extinguisher. Use fire extinguisher until relieved by the Code Red Response Team (CRRT) or the Fire Department.

## Code Green - Evacuation

- Evacuation involves the movement of patients, staff, and other personnel within/from the hospital in a rapid and safe manner
- Type of evacuation (partial vs full) will be determined depending on the required response
- Before making the decision to evacuate, the following should be assessed:
  - Seriousness of the threat to human safety
  - Proximity of hazards which may be relevant to the situation
  - The nature and type of patient(s) in the area

# Code Blue - Cardiac Arrest

- Used to indicate a patient requiring resuscitation or otherwise in need of immediate medical attention, most often as the result of a respiratory or cardiac arrest
- The page alerts the resuscitation team on where to respond in the hospital





## Code Yellow – Missing or Wandering Patient

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- Initiates a systematic, escalating search to locate a patient/client who is missing and is considered to be at risk/present a risk to themselves or others
- Departments may follow patient/client population-specific search guidelines to ensure the missing person is not present in the unit
- The code may include immediate search procedures, utilization of Security, notification of family/next of kin, and contact conditions for local Police services

# Code Amber – Missing Infant/Child or Possible Abduction

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Initiated when an infant or child (up to 16 years) is identified to be missing after an initial sweep of the unit/department

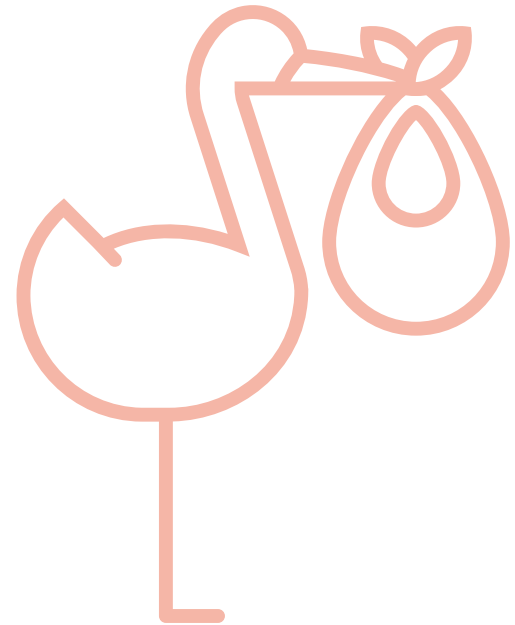
The hospital will go into automatic lockdown with controlled access into/out of the hospital until the child is located or the code is given an “All Clear” by the Incident Commander

All efforts are to be made to protect the potential crime scene, including the removal of all people (including other patients) from the room

## Code Pink – Complicated Delivery

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- To obtain assistance in the event of an unanticipated/rapid or complicated delivery outside of Labour & Delivery
- Activated when the person in need of assistance calls #2999 and requests a Code Pink, giving a specific location



# Code Black – Bomb Threat

## Telephone Threat

- Do not hang up even if the caller does
- This will allow more time for a trace to be made
- When you hang up, press \*81 for an automatic call trace to begin

## Written Threat or Suspicious Objects

- Call 2999
- Avoid handling package or materials

- Code Black is the only code **not announced** via overhead page
- Includes telephone threat, written threat, and suspicious object
- Review the Bomb Threat Checklist and Suspicious Package help guide in the QEH All Hazards Plan
- May activate Code Green if evacuation is required

# Code White – Violent Behaviour

- Initiated to regain control of a potentially harmful situation, prevent damage to hospital property, and ensure the welfare, safety and security for all using the facility
- In an attempt to prevent and manage aggressive behaviours:
  - Members of the team may initiate a planned intervention when the potential for aggressive behaviour exists, or team members anticipate an individual may become aggressive
  - All de-escalation techniques will be exhausted before the use of physical intervention

# Code Silver - Lockdown/Active Shooter

- For Code Silver used to **lockdown** the facility (to manage external threats or for possible infant/child abduction), security will be responsible for managing the flow of foot traffic at entry/exit points of the hospital
- Listen for special messaging concerning Code Silver being used to notify of an **active shooter** in the hospital, or other situations with a weapon that cannot be managed with Code White
- Review the Code Silver plans and help guides in the All Hazards
- Know the Run/Hide/Fight response
- To activate Code Silver - Active Shooter, call 2999 (if it is safe to do so) and specify:
  - Number of shooter(s)
  - Physical description of shooter(s)
  - Type of weapon held by the shooter(s)
  - Number of potential victims



## Code Brown - Hazardous Materials Incident

- Used to respond to and recover from any hazardous materials spill within the hospital by protecting life, stabilizing the incident, and protecting property and the environment
- The three types of hazardous materials spills that may occur at the QEH are:
  - Biological
  - Chemical
  - Radioactive materials

# Code Grey

## Shelter in Place

- Used to initiate a response to an external emergency involving airborne environmental contamination by stopping external air from entering the hospital
- The hospital's ventilation system will be shut down and access to the hospital is limited by restrictive admission to the facility

## System Failure

- Responds to any unplanned failure or loss of an infrastructure system resulting in a significant operational or safety impact (actual or potential) to one or more areas of the hospital/facility
- Ex. Power failure, water supply interruption



# Code Orange – External Disaster



- Initiated when the hospital receives notification that an event/incident within the community has occurred and the expected number of casualties will overwhelm the available resources of the hospital with a sudden surge in volume of trauma or medical patients
- These events are generally known as a **Mass Casualty Incident** (MCI)
- Can be a full or partial response

# Media Control

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- Local media
  - Direct **all** inquiries from the media to the Communications Officer
  - Call Telecommunications (2111) and ask to page the communications officer
- Social media
  - **Staff are discouraged from using social media** to communicate any emergency code activation
  - The Communications Officer will use social media as appropriate



## Key Messages:

- Review
    - All Hazards Plan
    - Disaster exercises
    - Reporting for Duty
    - Documentation
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