

responding

TO EMERGENCY SITUATIONS

At WakeMed Health & Hospitals we are committed to maintaining a safe and calming environment for our patients, visitors and staff. While violent incidents are rare, all staff should be prepared to respond appropriately if faced with a potential violent or emergency situation.

A number of emergency operations plans are in place to provide guidance for emergency response and recovery for unplanned events that threaten or disrupt normal operations.

There are several key emergency response events, however, that all staff should be aware of and prepared for. Please refer to your departments Quick Action Guide for detailed information on additional emergency response events.

ACTIVE SHOOTER ON CAMPUS

In the event there is someone on a WakeMed campus that is actively firing a gun, employees should:

- Use panic alarms when available
- Call the emergency number for your site
- Provide detailed information to the operator, including your location
- If it is safe to do so, remove all persons in the immediate area of threat
- Barricade entrances to the department until shooter is no longer a threat
- Take cover in the department and wait for Campus Police or local law enforcement to take charge of the situation
- Stay clear of the affected area

BOMB THREAT

A bomb threat may be received via phone or written message. In either case, employees should take immediate action.

For a threat issued via telephone:

- If possible, and without arousing attention, a second person should be called to the telephone to listen
- Collect as much information as possible from the caller
- The emergency number for your site should be called; be prepared to share the name of the site, location and any information gathered from the caller.

For a threat issued via written message:

- Contact Campus Police immediately by dialing extension 03333

If you observe a suspicious object:

- Calmly and immediately clear the area of all visitors, patients and staff
- The emergency number for your site should be called; be prepared to share the name of the site, location of the suspicious object and a description of what is suspected
- Await arrival of Campus Police or local law enforcement who will take the lead role for the response

(continued on back)

(continued from front)

responding TO EMERGENCY SITUATIONS

IMMEDIATE THREAT

The immediate threat of harm to individuals due to escalation of another person's behavior warrants immediate action. Any employee who suspects an immediate threat of harm should:

- Activate panic alarms if available
- Contact the emergency number for your site
- Provide as much information as possible to the dispatcher
- If safe to do so, remove all individuals in the immediate area
- Any staff member in the affected department that is trained in Non-violent Crisis Intervention should respond to the situation
- Await arrival of Campus Police or local law enforcement who will take the lead role for the response

CIVIL DISTURBANCE

If a group of individuals are demonstrating behavior that escalates, causing a near or actual riot, staff should:

- Activate panic alarms if available
- Contact the emergency number for your site
- Provide as much information as possible to the dispatcher
- If safe to do so, remove all individuals in the immediate area
- The department should activate restricted access procedures

HOSTAGE SITUATION

If an individual has taken physical control over another person(s) in an attempt to have their demands met, immediate action is required. Staff should:

- Activate panic alarms if available
- Contact the emergency number for your site

- Provide as much information as possible to the dispatcher
- If safe to do so, remove all individuals in the immediate area
- Await arrival of Campus Police or local law enforcement who will take the lead role for the response
- If not located in the affected area, employees should stay away

MISSING INFANT

Any attempt, suspected or actual, to remove a newborn or infant that is less than one year of age without proper authorization is cause for prompt action by all available staff. Immediate actions that staff should take:

- Secure the affected department by assigning staff to all entrances and exits
- Dial 03333 to report the situation
- Unless providing life preserving patient care, all staff should stop what they are doing and initiate a search of anyone carrying a bundle or any object that could conceal an infant
- Linen carts, wheeled containers, stairwells, waiting rooms, restrooms, patient rooms and all area around the department should be thoroughly inspected

MISSING PERSON

When any person, greater than one year of age, cannot be located, the following steps should be taken by staff:

- Dial 03333 to report the situation
- Complete the Missing Person Information form located in the Missing Person Emergency Operations Plan and give to Campus Police