

Emergency Preparedness

Preparing for emergency incident plays a vital role to ensuring you have the necessary equipment, appropriate guidance and direction to keep yourself out of harms way during a safety event.

AltaMed's Emergency Preparedness codes will help guide the response needed for various types of emergencies that may be encountered in the work place.

Employees and contractors are required to complete emergency preparedness training, safety talks and participate in mock code drills.

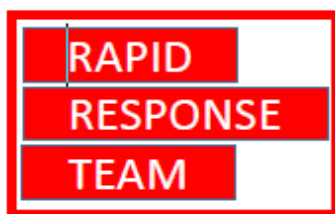
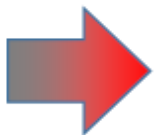
EMERGENCY CODE	DEFINITION
Rapid Response (Code Blue)	Rapid Response: The person is conscious and experiencing a Medical Emergency. The goal of rapid response is to intervene before the onset of respiratory arrest or cardiac arrest. Code Blue: Adult Medical Emergency and/or cardiopulmonary arrest.
Code Red	Fire
Code Silver	Person wielding Weapon / Hostage
Code Gray	Assaultive or Disruptive Person
Code Yellow	Bomb Threat / Suspicious Package
Code Edison	Power Outage / Failure
Code Orange	Hazardous Material Spill
Code Triage	Internal / External Emergency/Workplace Disruption

Rapid Response (CODE BLUE/WHITE)



Activating Rapid Response Team

- All employees and contractors identifying or encountering a medical emergency are empowered to activate a Rapid Response.
- Rapid Response Team Leader will assess the individual to determine if Code Blue/White is indicated.
- When dialing 911 from a corporate phone, you must dial 9-9-1-1



Rapid Response Team

Team Leader (Incident Commander):

Determines if individual will be transferred to a different location, if treatment can be rendered at the scene, and/or if Code Blue activation is indicated.

BLS Responder(s):

Any staff member with a current BLS certificate may provide CPR and call for help (Code Blue/White) and instructs to call 911, if needed.

Runners:

Retrieves AED and takes it to the scene.

Crowd Controllers:

Ensures safety and privacy by preventing unnecessary onlookers and/or traffic and coordinates with onsite security to direct paramedics to the exact location.

Reporter/Communication:

- Gathers BLS responder notes on Internal Rapid Response Form, if applicable.
- Ensures electronic RiskConnect Incident is submitted
- Completes “**Emergency Preparedness Report, Debriefing Form**” and uploads file along with RiskConnect incident report.

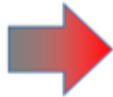
More information, review Policy: HS-ADM-008

Code Blue



Activating Code Blue Response Team

- Code Blue is announced when an employee, contractor or visitor experiences Cardiac and/or respiratory arrest or any medical emergency.
- In case of a cardiac and/or respiratory arrest or medical emergency, dial 9-9-1-1 to call 911 using a corporate phone line.



Code Blue



Code Blue Response Team

Team Leader (Incident Commander):

Determines if individual will be transferred to a different location, if treatment can be rendered at the scene, and/or if Code Blue activation is indicated.

BLS Responder(s):

Any staff member with a current BLS certificate may provide CPR and call for help (Code Blue/White) and instructs to call 911.

Runners:

Retrieves AED and takes it to the scene.

Crowd Controllers:

Ensures safety and privacy by preventing unnecessary onlookers and/or traffic and coordinates with onsite security to direct paramedics to the exact location.

Reporter/Communication:

- Ensures electronic RiskConnect Incident is submitted.
- Completes **"Emergency Preparedness Report, Debriefing Form"** and uploads file along with RiskConnect incident report.

More information, review Policy: **SBC-NRS-508**

Code Red

Code Red Policy is designed to provide AltaMed's employees and contractors with guidance and direction, in the event of a fire. All AltaMed employees and contractors are responsible for following the Fire Safety Response Plan and Procedure.

In case of Fire (See or Smell smoke):

REMAIN CALM – THINK R.A.C.E.:

- ☐ **Rescue:** Immediately stop what you are doing & remove anyone in immediate danger to a safe area. **Life Safety First.**
- ☐ **Alarm (alert):** Overhead page Code Red & location three times. Activate pull station if available, yell out to alert everyone in the area.
- ☐ **Contain (confine):** Contain fire by closing all doors and windows that you can safely reach.
- ☐ **Extinguish:** Do not attempt to extinguish a fire that requires use of more than 1 or 2 extinguishers. If fire requires more extinguishers, close door and keep it shut and evacuate. (Evacuate: Last step will be directed by Incident Commander).



To use a fire extinguisher Remember P.A.S.S

- ☐ **PULL** Pin
- ☐ **AIM** nozzle at base of fire (*Standing between 6 to 8 feet away*)
- ☐ **SQUEEZE** handle
- ☐ **SWEEP** nozzle back and forth at base of fire

Incident Command Team

Incident Commander: Responds to location to assess and determine if fire can be extinguished safely or if evacuation is needed.

Responder and Runners: Responds with fire extinguishers in hand to extinguish fire. If unable to extinguish fire, they are to evacuate affected area.

Crowd Controllers: Keeps all persons away from affected area and coordinates with site security to assist with evacuation.

Reporter: Calls 911. Takes roll call of all employees, patients, vendors, creates incident report in RiskConnect, ensures completion of “**Emergency Preparedness Report, Debriefing Form**” and uploads to RiskConnect incident report.

Review Policy: EC-FSP-002 & EC-EMR-006

Code Orange

AltaMed has designated “**Code Orange**” to guide appropriate response and plan to an actual or suspected hazardous material spill or release in a manner that is safe for staff, patients, participants and visitors.

Unplanned release of a chemical can have devastating effects. Skin and eye burns, damage to lungs, fire & explosion, corrosive damage to materials, air pollution, soil & water contamination, & danger to the public are possible consequences of a chemical spill.

Chemical spills - liquids, solids such as pellets, gases and vapors. They can be flammable (quick to burn or explode), corrosive (damaging to human tissue or other materials), or toxic (poisonous to humans & other living things).



Ideal time to deal with a hazardous material spill is long before it happens. Participating in required trainings and designated department safety talks will allow:

- Employees to become familiar with products utilized at their site, reinforce training on how to use the products, including review of spill precautions.
- Learn how to access product's Safety Data Sheet (SDS) onsite and have SDS on hand to reference “**Section 6 – Accidental release measures**”, follow requirements for personal protective equipment (PPE), direction for appropriate response to spills, leaks, or releases, including containment and cleanup practices to prevent or minimize exposure to people, properties, or environment. May also include recommendations distinguishing between responses for large and small spills where spill volume has a significant impact on the hazard.
- Opportunities for hands on training to reinforce understanding of appropriate clean-up procedures and required personal protective equipment, storage location for spill kit with absorbents & PPE to optimize preparation when responding to a hazardous spill/release.

Incident Command Team

- **Incident Commander:** Incident response decision-making and coordination
- **Responder:** Environmental Aide will response assess and clean up spill.
- *Note: In absence of Environmental Aide, assign alternate staff member to respond.*
- **Runner:** Retrieves spill lit and SDS sheet, if applicable
- **Crowd Controller:** Restrict and redirect traffic
- **Reporter:** Complete debriefing form and upload to Incident Report via RisKconnect

Do not attempt to cleanup a spill, under the following circumstances:

- Unfamiliar with the material that was spilled
- Don't have necessary personal protection equipment or right equipment to do the job
- Spill is too large
- Spill is highly toxic
- Feeling symptoms of exposure

More information, review Policy EC-HAZ-003

Code Edison

AltaMed has designated “Code Edison” to ensure consistent response to **Power Outage/Failure** that facilitates safety and security of persons and property.



In the event of a Power Outage, site Leadership, with assistance from Corporate Senior Executives, will determine whether to close a site.

- If there is an emergency closure, staff may be asked to:
 - ☐ Relocate to a temporary worksite, as directed by their immediate supervisor
- All staff shall observe basic guidelines for employee safety during a Code Edison.

Note:

- Power restored before evacuation or closure, Incident Commander (IC) will order an “All Clear.”
- If power is not restored within 10 minutes, all persons shall be moved from offices and cubicles to common areas, as appropriate (e.g., employee lounge, building lobby, areas with natural light, etc.).
- If power is not restored within 60 minutes, site Incident Commander will assess if evacuation appropriate (follow evacuation policy and procedure).

Incident Command Team

Incident Commander: Activate site Incident Command Team and communicate with facilities and Corporate Executives. Direct “Code Edison” at the start of a power outage.

- Incident Command Team will respond as follows:

✓ IC will activate Incident Command Structure (ICS)

Concurrently:

- ✓ **Runners** will turn off unnecessary equipment as assigned
- ✓ **Responders** initiate a site safety survey to assess the safety and security of the facility and aid in building evacuation.
- ✓ **Reporter** will contact the power company for status updates & call the Corporate Safety Officer, Facilities Maintenance Director, and Director of IT Services.
- ✓ Key staff will retrieve/disseminate flashlights.
- ✓ Security Guard onsite will assist with evacuation and initiate Fire Watch (if applicable).

More information, review policy: EC-EMP-005

Code Yellow

AltaMed has designated “Code Yellow” as response code initiated in the event someone receives a bomb threat in person, phone call and/or any correspondence, including discovery of a suspicious package/device.

Activating Code Yellow

In the event of a bomb threat/suspicious package, site Incident Commander must be immediately informed and will, upon notification, activate Incident Command Team by:

- Assigning reporter to call 911 and inform site’s security guard
- Assigning crowd controllers and runners to evacuate facility
- The Incident Commander will notify Director of Safety and Security and Patient Service Center

Incident Command Team

Incident Commander will activate incident command team and assign Runner, Reporter, and Crowd Controller functions as needed.



Receiving a Threatening Phone Call:	Receiving Extortion Letter/Email:
• Immediately notify site Leadership. Provide details and follow instructions. • Keep caller on the line as long as possible. Document every word spoken by the person. • Be alert for distinguishing voice characteristics and background noises including traffic, music, voices, aircraft, church bells, etc. • Inform caller that building is occupied and that detonating a bomb could result in death or serious injury to many innocent people. • <u>DO NOT</u> use two-way radios or cell phones. Radio signals have potential to detonate a bomb. • Complete a “Bomb Threat Report Form” (EC-SEC-003a) while on the phone or when party hangs up. • Do not allow phone line to be used again until law enforcement can trace the call.	Unless letter indicates imminent threat: Evacuation is only necessary upon direction of police or emergency response teams. • Immediately notify site leadership and call 911 • <u>DO NOT</u> open, shake, or carry envelope • Isolate package and secure room by closing all doors. • Ensure that all persons who have touched the letter wash their hands with soap and water. • Make a list of all persons who touched letter and who were in the area when letter was opened. • If received via email, contact immediate supervisor for escalation to Incident Commander, forward email to: DL_IS_Security@altamed.org. <u>DO NOT</u> respond to sender. • Document threatening information on Bomb Threat Report Form.
Suspicious Package/Letter:	Note:
If received or found within the site: • Immediately notify site leadership and call 911. • <u>DO NOT</u> open, shake, or carry package. • Isolate package and secure room by closing all doors. • Advise personnel, patients, and visitors to avoid area. • Ensure that all persons who have touched letter wash hands with soap and water. • Don’t leave the area until told to by responding officers. • Make a list of all persons who touched the letter and who were in the area when letter was opened	• All incoming calls from emergency agencies will be transferred to leadership. • During interval between bomb threat and arrival of officers have all staff and patients remain away from building. • Receiver of bomb threat will remain in contact with Center Manager/Clinic Director for interview with Police/FBI.

More information, review policy EC-SEC-003

Code Gray

AltaMed designates “Code Gray” is the response code for assaultive, combative, or disruptive patients or individuals that present imminent risk to personal safety or security. Employees trained in combative behavior are encouraged to respond to and/or deescalate assaultive or combative events, direct guards to respond and employ de-escalation, and/or to call 911, if not able to de-escalate. Focus of a Code Gray response is to ensure safety and security of employees, patients, participants and visitors.

If an employee is subject to violence or abuse, they are encouraged to seek support from the Employee Assistance Program (EAP).



Activating Code Gray Incident Command Team

Code Gray shall be initiated when staff is concerned about their own personal safety or safety of others due to assaultive or combative behavior, staff should immediately summon help by initiating an overhead page of “Code Gray” three (3) times to the specific area.

Incident Command Team

Incident Commander: Immediately heads to specific area and remains available to support staff, as appropriate, determines if 911 is necessary. Security Guard to respond and assist with de-escalation.

Responder: Role may be assumed by onsite security guard, immediately reports to specific area. Initiates de-escalation techniques, as trained, attempting to move the situation as best as possible to a safe, private area.

Crowd Controllers & Runners: Immediately responds to area, restricts or redirects incoming persons into affected area, and minimize onlookers until code is cleared.

Reporter: May call 911, as directed by Incident Commander.

If event is not deescalated:

1. Incident Commander: Directs if call to 911 is needed.
2. Responder: Continues non-violent crisis intervention, if safe to do so.
3. Runners: escorts emergency medical services to the designated area.
4. Crowd Controllers: Continues to restrict or redirect traffic.
5. Incident Command Team: Follows the direction of public officials.

If event is de-escalated/ All Clear.

1. Incident Commander: Orders “Code Gray, All-Clear,”
 2. Overhead page is announced.
 3. If assaultive or combative person is a patient, Incident Commander will coordinate with clinical staff for appropriate patient education and records in patient record regarding reminder to patient about their responsibility to be respectful at all times.
 4. Reporter: Creates incident report in RiskConnect, completes Emergency Preparedness Report (Debriefing Form) and uploads to incident report in RiskConnect.
- *If 911 called, reporter must call 911 to cancel response team, if emergency personnel is not on site.

More information, review policy EC-SEC-008

Code Silver

Run Hide & Fight

FBI & Department of Homeland Security recommend you: **RUN HIDE & FIGHT** during an Active Shooter event

HAVE A PLAN IN PLACE!

AltaMed conducts check in procedures at sites' front desk. Visitors must provide proof of I.D. upon request. Staff are to question any person at their site who is not wearing appropriate identification or who have not been clearly identified as a patient or visitor. **Everyone must:**

- Practice situational awareness – Being situationally aware, cognizant & continually aware of surroundings at any given moment;
- Be Familiar with your environment & identify **Evacuation/Escape Routes**;
- Stay alert & report any suspicious activities or situations of concern;
- Identify ways to lock or barricade the area;
- Know how to engage site's lockdown device (if available), to keep an outside threat from entering building;
- Identify location for site's Panic Buttons; show staff where located & how to activate device.



Two types of Panic Buttons:

- **Panic Button** – Silent alarm, commonly found under front office desk area, when activated directs SOS call to local law enforcement agency.
- **Lockdown Button (if available at the site)** – automatically locks entry points to building that are scheduled to remain unlocked during business hours.

Guidelines for use in a Code Silver or an area that has become an Active Shooter Situation

RUN or EVACUATE: Be aware of your environment & nearest exits. If there's a viable path of escape evacuate immediately.

- Leave belongings behind, assist others in escaping if possible, have an escape route & action plan in mind.
- Evacuate, regardless of whether others agree to follow.
- Do not attempt to move wounded.
- Keep your hands visible, when safe to do so, call 911.



HIDE: If unable to evacuate because Code Silver is between you & exit, find a place to hide.

- Hiding places should be out of active shooter's range of view & provide adequate protection for you if shots are fired.
- Do not come out from hiding until police personnel find you or an "All Clear" has been announced.
- If two or more individuals seek shelter in same location, do not huddle together.



FIGHT: If unable to run, hide, or your life is in imminent danger, attempt to incapacitate the shooter. Actions should be applied with committed force/aggression in order to be effective. Only attempt to incapacitate a shooter if no other options remain.

- Act with as much physical aggression as possible.
- Commit to your actions. Stand united with others. Your life depends on it!



More information, review policy EC-SEC-005

Code Triage

AltaMed has designated “Code Triage” to provide guidance, for any reason that threatens safety and security. Type of situation could involve mass contamination, picketing, demonstrations, acts of violence, sit-ins, passive resistance, civil disobedience, gang activity, or other workplace disturbance/disruption.

Code Triage Activation

Once an active threat is received or identified by staff as an actual/perceived threat, site incident Commander in facility will be notified immediately.



Code Triage Lock Down - Primary goal isolate and control access to facility, while maintaining safety of patients, visitors, staff, and property. Policy is to maintain a safe and secure environment.

Lock Down Variation

- ✓ **Exit lockdown** purpose to keep those inside the facility safe from extreme danger outside of building or during an active Code Pink/Purple or Wandering Participant (PACE). Examples include but not limited to: civil disturbance, possible exposure to hazardous substance, or active threat outside.
- ✓ **Entry lockdown** purpose is to preserve site’s ability to operate despite possible events such as riot, community disturbances, or keep contaminated individuals from entering when ordered by local public health agency.

LOCKDOWN GUIDE

Incidents that may necessitate Lockdown Activation

Event	Prevent Entry	Prevent Exit
Power Failure	X	
Earthquake	X	
Flooding	X	
Bomb Threat	X	
External Contamination		X
Civil Disturbance (Riot, Gang Violence)	X	X
Hostage Event	X	
Active Shooter	X	
Workplace Violence	X	
Internal Incident		X
External Incident	X	X

Role	Code Triage (Lockdown)
Site Incident Commander (IC)	Directs incident command team to initiate Full Lockdown, Exit Lockdown, Or Entry Lockdown
Responder	Locks all exterior doors remotely or manually, if safe to do so.
Runners	Directs employees who are outside building to come inside, if safe to do so.
Crowd Controllers	Directs patients, visitors, and employees to safe harbor area farthest away from incident.
Reporter	Under direction of IC, announces “Code Triage” 3 times via public address (PA) system. Repeats announcement every 20 minutes during 1 st hour or as often as IC directs. As directed calls 911, activates panic alarm (if available) & contacts Corporate Safety Officer. Creates incident report in RiskConnect, ensures completion of “Emergency Preparedness Report, Debriefing Form” and uploads to RiskConnect incident report once Code Triage resolves.

More information, review policy EC-SEC-002