Emergency Management
Annual Compliance Education

This course contains annual compliance education necessary to meet compliance and regulatory requirements.

Instructions:
To receive credit for completion:
1. Read the content in full.
2. Complete the online exam.
Welcome

Purpose:

The purpose of this course is to introduce you to Emergency Management in order to protect yourself, our patients and visitors.

This course is general in nature. It does not have all facility and department instructions for an emergency event. When you complete this course, contact your leader to get more information about your department.

Learning Objectives:

When finished with this course, you should be able to:

- Define Emergency Management
- Discuss the Hospital Incident Command System and events that set in motion Emergency Management (Incident Activation Priorities)
- Identify Emergency Alerting Communication and describe the responses required for facility, security and medical alerts
- Define each teammate’s role/responsibility during an emergency alert
- Know where to find more information about your facility and department policies for emergency response
Changes in 2015

The Carolinas HealthCare System (CHS) Primary Enterprise will change to **Plain Language Alerting** starting July 1, 2015.

This change is requested by the North Carolina Hospital Association.

**Why Plain Language?**

Plain Language Alerting gives teammates a clear understanding of the situation and instructions on how to respond. The old codes (e.g., Code Green, Code Brown) will be gone.

Your leader directs your department’s specific role in the event. Always communicate to our patients and visitors the appropriate response to the event.
Department and Facility Based Emergency Plans

Each facility follows a detailed Emergency Operations Plan (EOP). Departments follow their own Department Emergency Operations Plan (DEOP). These plans describe and help teammates know exactly what to do in an emergency event.

Non-facility based CHS operations rely on technology to get to their Emergency Response Plan. For example, Healthy at Home (H@H) teammates get to their H@H Emergency Operations Plan on their SharePoint site.
Emergency Management is the ability to prepare for, mitigate against, respond to and recover from an emergency event. The event may be outside or inside the facility, including in the community.

In the event of an emergency, facilities are expected to provide healthcare services to the community with little to no disruption.

All teammates are to know and perform their roles. A carefully planned Emergency Operations Plan that is put into action is the key to saving lives.
# Emergency Management

## Types of Emergency Events

<table>
<thead>
<tr>
<th>Community or Outside Events</th>
<th>Internal Events</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outside events that cause serious injury to many people at one time or have a serious shock on CHS operations.</td>
<td>Internal events that start within one or more CHS facilities and can be a planned or unplanned emergency, disaster or crisis event.</td>
</tr>
<tr>
<td>Examples include:</td>
<td>Examples include:</td>
</tr>
<tr>
<td>• Multiple car accidents</td>
<td>• Utility failure (electricity, natural gas, water)</td>
</tr>
<tr>
<td>• Severe weather or other natural disasters</td>
<td>• Communication outage (computer, telephone, paging system failure)</td>
</tr>
<tr>
<td>• Floods</td>
<td>• Bomb threat</td>
</tr>
<tr>
<td>• Large-scale power outages</td>
<td>• Active shooter</td>
</tr>
<tr>
<td>• Train collisions or derailments</td>
<td>• Fire</td>
</tr>
<tr>
<td>• Off-site chemical spills resulting in many wounded</td>
<td>• Workplace violence</td>
</tr>
<tr>
<td>• Acts of terrorism</td>
<td>• Missing infant, minor child or adult</td>
</tr>
<tr>
<td>• Building or structure collapses</td>
<td>• Chemical spill</td>
</tr>
<tr>
<td>• Tornados</td>
<td></td>
</tr>
</tbody>
</table>

It is possible for community or outside events to cause internal events within CHS. For example, an earthquake in the community could cause many people to need medical care, which may create a rise in patient volume. The unexpected rise in volume could disrupt or strain utility services and supply levels.
Emergency Management

Emergency Operations Plan

The Emergency Operations Plan (EOP) is a document that guides the facility activities in the response and recovery phases of Emergency Management. The EOP contains details to guide responses to many different emergency events.

## Activation Levels

The EOP will be activated at one of the following levels:

<table>
<thead>
<tr>
<th>Alert Level</th>
<th>Priority 2 Level</th>
<th>Priority 1 Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has a Possibility for Effect</td>
<td>Has a Minor Effect</td>
<td>Has a Major Effect</td>
</tr>
<tr>
<td>• The event has the possibility to have wounded/dead or affect CHS normal operations</td>
<td>• The event has a minor effect on CHS operations</td>
<td>• The event has a major effect on CHS operations</td>
</tr>
<tr>
<td>• This alert occurs when notice of the event is received but no effect is known yet</td>
<td>• The alert occurs when the event affects one/two departments or a small part of operations</td>
<td>• This alert occurs when almost all normal CHS activities are disrupted. The focus of leaders and teammates is on the event.</td>
</tr>
<tr>
<td></td>
<td>• The event is usually narrow in scope and of a short time frame</td>
<td>• The event has the possibility for a longer time frame</td>
</tr>
</tbody>
</table>

NOTE: Activation can occur at any level. It does not require an “in order” chain of events. For example, the plan can be activated at Priority 1 for an event with a major effect on the facility. In this case, all activities and alerts for a Priority 2 Level event will be done at the same time. Each facility, service line or business unit can activate independently based on the need of the event.
Emergency Management

Hospital Incident Command System (HICS)

Emergency Medical Services, Fire and Law Enforcement commonly manage emergency events. Based on the systems these organizations use, the Hospital Incident Command System (HICS) was developed and:

- Is used in disasters, pre-planned events and difficult situations
- Gives structure, improved communication and tasks to those responding to emergency events
- Is a multi-level format that allows for fast decision making to resolve issues
- Includes the word “Hospital”, but is a structure used by CHS across the healthcare system

All major events will use HICS.

A Hospital Command Center (HCC) may be established. This is a physical or virtual meeting room with communications equipment, computers and other resources. This room and resources are used to manage and coordinate responses to events.
Emergency Management

Incident Command Structure

To manage an emergency event, each facility has an organizational chart (on right) that assigns teammates to needed roles.

Most teammates will not be asked to fill these roles and will be expected to:

- Perform regular duties or different-than-normal duties (assigned by a leader), or
- Report to a Labor Pool for different-than-normal duties to assist with the emergency, if asked

Emergency events that involve more than one facility could require a system-level Corporate Command Center (CCC). This center coordinates the system response. This response includes policies and strategies, communications and resource/information management. The CCC provides system oversight to all of the Hospital Command Centers (HCCs), but does not replace them.
Emergency Management

Emergency Alerting Announcements

In some facilities, alerts are announced overhead by a paging system. Overhead paging announcements will be sounded three times.

If an alert is not announced overhead, it is important to communicate the situation to other teammates.

Take the time to review the right response for each Emergency Alert that may happen in your location. Ask your leader for this information.

Always communicate the situation to our patients and visitors. Give them instructions on what to do.

At the end of an emergency event, an “All Clear” will be announced. This lets teammates know to return to normal operations.

If you have difficulty hearing an overhead page, notify the support desk at 704-446-6161 or 866-446-6161 to place a work order.
Emergency Management

Plain Language Emergency Alerts

Carolinas HealthCare System (CHS) is adopting Plain Language Emergency Alerts for emergency responses.

There are three types of alerts:

<table>
<thead>
<tr>
<th>Facility Alerts</th>
<th>Security Alerts</th>
<th>Medical Alerts</th>
</tr>
</thead>
</table>
| • Utility/technology interruption (power, water, natural gas, steam, information technology, communications)  
• Severe weather or natural disaster  
• Fire/smoke alarm  
• Mass casualties  
• Hazardous material spills/releases  
• Medical decontamination (cleansing)  
• Evacuation (in part or full) | • Threat of violence  
• Armed subject/active shooter  
• Suspicious object/package – bomb threat  
• Missing infant and/or child (less than 18 years old)  
• Missing person (adult of 18 years old or older) | • Medical emergency (code blue) |
Emergency Management

Facility Alert: Evacuation (Leaving)

Evacuation is moving teammates and/or patients from an at-risk area to a safe area, either within the facility or to an alternate facility. There are three types of facility evacuations:

**Emergent Evacuation**
- Teammates, patients and visitors are to **leave immediately**
- There is no time for planning or preparation (examples are fire, security crisis, major structural damage)
- The emergency event is, or could be, life-threatening if leaving the area is delayed

**Urgent Evacuation**
- Teammates, patients and visitors are to leave within a certain number of hours
- Remaining in the present location is not possible, but the emergency event does not require leaving immediately
- There is a brief period of time (at least four hours) for planning and moving

**Planned Evacuation**
- Teammates, patients and visitors are to relocate within a number of days
- Plenty of time exists to inform patients and teammates, plan activities and move without special actions
- There is at least 48 hours to move patient care activities
Emergency Management

Evacuation: Defending in Place

There is a balance between the type of emergency threat and the risks of moving patients. The decision to leave an area is not simple and may take time. Decisions focus on making sure everyone involved is safe.

Evacuation may be in part or full:

- In part, evacuation may mean moving patients across the hall or to a different floor. This is known as **Defending in Place**.
- Full evacuation may mean exiting the building or moving patients to another facility

Whether an evacuation is in part or full, it must be orderly, coordinated and well communicated.

Refer to your Department Emergency Operations Plan (DEOP), evacuation instructions or your leader for further guidance.
Emergency Management

Stages of Evacuation

Evacuation requires a series of events:

- Move patients according to their ability to move or the situation
- Divide patients into groups, based on their ability to move within each unit (ambulatory, wheelchair, non-ambulatory)
- Communicate with and show patients how they will be moving/moved before starting the move. This is called staging.
- Wait for instruction on the start time and exact location of the patient movement

The diagram displayed here shows the movement of patients for an evacuation.

Patient Movement

- Room or Unit
- Horizontal Movement Teams
- Patient Holding Areas
- Vertical Movement Teams
- Patient Loading Areas

Carolinas HealthCare System
Evacuate Groups Based On Ambulation Status

During an evacuation, patients will have colors to help teammates in identifying ambulation (ability to walk) status.

In a planned evacuation:

- Release patients who are ready to be discharged first
- Move green, ambulatory patients next
- Assist yellow, wheelchair patients
- Assist red, non-ambulatory (non-walking) patients who require the most resources last

NOTE: This is a general guide. It is subject to change depending on the situation and/or available help and equipment. Movement of all three types of patients could happen at the same time.
Emergency Management

Facility Alert: Utility/Technology Outage

A utility/technology outage may be the electrical service, water, medical (oxygen) gas, steam or information/communication systems. These events can have a major effect on normal operations. The focus of these events is the safety of teammates, our patients and visitors.

Be sure to discuss with your leader and know your role if there is a utility/technology outage. The facility course of action is described below. There may also be department steps to follow in utility/technology outages.

<table>
<thead>
<tr>
<th>Course of Action - Facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learn your facility steps for reporting utility/technology outages</td>
</tr>
<tr>
<td>Notify your leader and teammates of the utility/technology outages</td>
</tr>
<tr>
<td>Contact the CHS System Support Center at 704-446-6161 or 866-446-6161</td>
</tr>
<tr>
<td>Make sure patients on critical life support equipment are being safely cared for and that equipment is plugged into red outlets</td>
</tr>
<tr>
<td>Follow facility and department steps and work plans surrounding a utility/technology outage</td>
</tr>
<tr>
<td>Phone or send runners to contact people. Do not rely on pagers; they may not be operating.</td>
</tr>
<tr>
<td>Follow department downtime instructions as directed by your leader</td>
</tr>
</tbody>
</table>
Emergency Management

Facility Alert: Severe Weather

A severe weather alert may be announced when there is advance warning provided for bad weather conditions. This alert will be notice to prepare for a possible emergency event.

As the weather conditions worsen, an Alert, Priority 2 Alert or Priority 1 Alert may be declared.

<table>
<thead>
<tr>
<th>Alert</th>
<th>Priority 2</th>
<th>Priority 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severe Weather Advisory</td>
<td>Severe Weather Watch</td>
<td>Severe Weather Warning</td>
</tr>
<tr>
<td>• The National Weather Service issues an Advisory</td>
<td>• The National Weather Service issues a Watch</td>
<td>• The National Weather Service issues a Warning</td>
</tr>
<tr>
<td>• Severe weather is forecasted and has an increased likelihood of happening</td>
<td>• Severe weather may affect the area as the conditions are right</td>
<td>• Severe weather is threatening the area, is happening or will happen</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Severe weather has a direct effect on our patients, visitors and teammates</td>
</tr>
</tbody>
</table>

NOTE: Weather priority status may not match the National Weather Service’s priority. The CHS facility or system priority is decided based on the situation.
Emergency Management

Severe Weather – Steps to Take

Carolina HealthCare System (CHS) facilities remain open and operate during normal hours, even during severe weather. Continuing our mission of providing continuous care to patients is our main focus.

Steps:

- Report to work as scheduled.
- Come prepared to stay overnight and bring your personal items (for example, sleeping bag, pillow, toothbrush, prescribed medicine, personal entertainment for downtime, food and drinks). Sleeping arrangements (when needed) will be made by facility Incident Command Centers.
- Plan for transportation to and from work. Getting to and from work is the responsibility of the teammate.

Teammates Making Home Visits to Patients:

- Refer to the steps in the H@H EM001 policy. Follow the direction of your leader regarding making home visits/deliveries.
- Report to an Alternate Care site if regular office locations for Healthy@Home are unavailable or difficult to get to when traveling. Refer to the Alternate Care Site document in the H@H Administrative P&P Manual - Emergency Management Chapter.
- Prioritize patients based on acuity (level of need) and make all efforts to see these patients during an event.
Emergency Management

Severe Thunderstorm Warning

A Severe Thunderstorm Warning alert will be given when weather appears to be dangerous. Follow these guidelines:

- Promptly come indoors
- Alert visitors, patients and anyone else outside to come indoors
- Go to the inside of the building, away from windows. Do this while alerting our patients, visitors and others and ask them to follow you.
- Make sure Construction, Plant Operation and/or Maintenance puts equipment or machines (for example, cranes) in a safe position. Equipment is to be away from structures. This helps to prevent damage caused by severe weather.
- Make sure Grounds and/or contract workers put equipment or machines in an area that is safe. These items are to stay in the safe area until severe weather has passed.
- Temporarily stop valet operations
- Be aware there may be potential flooding
- Remain indoors until the storm has passed or an "All Clear" is communicated overhead through the paging system
Emergency Management

Tornado Watch

A Tornado Watch alert means that you are on notice that there is the possibility of a tornado. Follow these guidelines:

- Continue normal severe weather duties (same steps a Severe Weather Warning)
- Be aware of physical safe zones in your work area
- Plan to prepare patients for a Tornado Warning

<table>
<thead>
<tr>
<th>To Prepare Patients:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Decide which patients to move away from windows and to an inside safe zone</td>
</tr>
<tr>
<td>Gather linens, pillows and blankets to place on the patients</td>
</tr>
<tr>
<td>Close all windows, blinds and doors to unused rooms</td>
</tr>
<tr>
<td>Gather the department’s emergency kit (for example, flashlights and “go bags”)</td>
</tr>
<tr>
<td>Remove equipment from hallways and place in a separate room</td>
</tr>
<tr>
<td>Begin preparing for potential computer loss and downtime</td>
</tr>
<tr>
<td>Talk to patients and visitors. Keep them calm and instruct them where safe zones are and what to do.</td>
</tr>
</tbody>
</table>
Emergency Management

Tornado Warning

A Tornado Warning alert means that you, our patients, visitors and others are to move to the safest inside place possible. Follow these guidelines:

- Do not use elevators for shelter or movement between floors
- If the situation requires, instruct our patients, visitors and others to crouch down, if they are able, and cover their heads
- Determine if/when to move patients on a per case basis. The major deciding factor being the overall risk to the patient in a move.
- Cover patients that cannot be moved with linen layers/bed spreads and close window coverings
- Close doors to unused rooms
- Remain in the safest possible area until the Tornado Warning is lifted
Emergency Management

Facility Alert: Fire Alarm

The response to a fire or smoke event depends upon the work setting:

<table>
<thead>
<tr>
<th>Hospital and Ambulatory Surgery Settings</th>
<th>Clinics, Skilled Nursing Facilities (SNF)/Hospice Inpatient and Office Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Defend in place until either is communicated:</td>
<td></td>
</tr>
<tr>
<td>• The “All Clear”, meaning it is now safe</td>
<td></td>
</tr>
<tr>
<td>• Instructions to follow departmental and facility steps to safeguard our patients and visitors</td>
<td></td>
</tr>
<tr>
<td>Follow the facility’s building emergency action plan and evacuation steps.</td>
<td></td>
</tr>
</tbody>
</table>

To report a fire or smoke event:

• Use the pull station, if present

• Follow your facility’s steps to report the fire
Emergency Management

Steps to Take in a Fire

In case of a fire:

• Stay calm. DO NOT run or shout “fire.”
• Keep clear of building entrances and hallways. This allows the fire department better entry.
• Follow fire/smoke response steps for your facility/department
• Memorize the following steps: R-A-C-E

<table>
<thead>
<tr>
<th><strong>Rescue</strong></th>
<th>Rescue anyone in immediate danger by moving them to the nearest safe location</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Alarm</strong></td>
<td>Activate the closest fire alarm and then notify others in the area to get help</td>
</tr>
<tr>
<td><strong>Contain</strong></td>
<td>Contain the fire and smoke by closing all doors and windows tightly</td>
</tr>
<tr>
<td><strong>Extinguish</strong></td>
<td>Extinguish (put out) the fire, if safe to do so. Evacuate (leave) if told to do so by the Fire Department or Incident Command.</td>
</tr>
</tbody>
</table>
Emergency Management

Fire Extinguisher Instructions

When using a fire extinguisher, remember P-A-S-S:

- **Pull the Pin**: This will release the latch
- **Aim Low**: Point the fire extinguisher nozzle (or horn) at the base of the fire
- **Squeeze the Handle**: This action releases the material that puts out a fire
- **Sweep from Side-to-Side**: Keep the fire extinguisher aimed at the base of the fire until the fire appears to be out. If fire breaks out again, repeat the P-A-S-S process.
Emergency Management

Be Prepared

Prepare for a Fire/Smoke event by following these guidelines:

- Locate and review department fire plan
- Be aware of your facility’s evacuation plans (reference to the Evacuation section)
- Be aware of location of Fire Exits
- Be aware of the location of Fire Extinguishers and Pull Stations
- Be aware of the location of the medical gas shut offs within your facility
- Be aware that the only teammates who have permission to turn off medical gas are Respiratory Care, Nurse Manager/House Supervisor and Plant Operations and Maintenance. The Fire Marshal may also turn off medical gas.
Emergency Management

Recognizing an “All Clear”

The fire alarm may continue to sound until it is decided that it is safe to return to the area.

- Never enter a building if the fire alarm is sounding or the strobe lights are flashing
- Enter the building ONLY after all sounding and visual alarm signals have stopped or a designated leader has issued an “All Clear” notice
- Understand that the only exception to the above rule is when there is a need to perform duties critical to patient care

NOTE: Some fire alarms will not sound continuously; however, strobe lights will flash until the building is safe for “All Clear”.

Carolinas HealthCare System
Emergency Management

Safe Practice Requirements for Fire Prevention

You are to prevent the possibility of fire or smoke events by following these policies:

Follow Rules about Storage Spaces
- Keep stored items at least 18 inches below sprinkler heads or 24 inches below the ceiling in non-sprinkler areas
- Make sure a 36 inch clearance is kept around electrical panels

Limit Decorations
- Do not use or allow decorations that can catch fire
- Make sure decorations do not block electrical panels, medical gas shut off panels. Make sure decorations do not hinder the ability to get to fire extinguishers, hallways or exits

Limit Use of Space Heaters
- Do not allow or place personal space heaters in patient sleeping areas.
- Prior to usage, Clinical Engineering inspects personal space heaters used in other areas, as required
Emergency Management

Facility Alert: Mass Casualty (Wounded or Dead)

Mass Casualty is an event where emergency medical services are overwhelmed by the number or serious condition of wounded or dead.

Some examples include:

• Factory explosion
• Flu epidemic
• Multi-vehicle crash
• Pandemic scare, such as Ebola or H1N1
• Plane crash
• Weather event, such as a tornado or hurricane
Responding to a Mass Casualty Alert

Each department is to develop a disaster plan which supports the overall facility Emergency Operations Plan (EOP).

Teammates must know and understand their department and individual role. This is the way to support the arrival of a varying degree of wounded coming to the hospital.

The Mass Casualty alert has a few levels of priority. These levels are a general guide to help know how to respond and how involved the community is in the event. Note that the HCC (Hospital Command Center) may not always follow the alert levels outlined in this course. This is due to decisions that must be made about specific situations.

<table>
<thead>
<tr>
<th>Alert</th>
<th>Priority 2</th>
<th>Priority 1</th>
</tr>
</thead>
</table>
| • This is standby (be ready) status  
• Teammates continue with normal operations  | • Multiple departments of the facility are affected.  
• The event may require the involvement of other facilities within the local area.  
• Hospital Command Center (HCC) is established | • Hospital resources are overwhelmed by the event  
• Additional people, supplies and equipment from outside the local area may be required  
• HCC and/or Corporate Command Center (CCC) are established |
Emergency Management

Facility Alert: Hazardous Material Spill/Release

There is always the possibility of accidentally spilling a hazardous (dangerous) material. If a spill occurs, it must be cleaned up properly. This cleanup makes sure that no harm is done to the humans, property or the environment.

A primary source of information for spill cleanup is the SDSs (Safety Data Sheets). SDSs also provide contact information if additional assistance is needed.

If you work with a chemical, make sure you know where your department SDSs are located (for example, a Safety Management Program Manual (SMPM), a department notebook). The SDSs are also available on PeopleConnect.

For a hazardous material spill/release:

- Notify your leader immediately
- Do not clean up the spill yourself, unless you have proper training and Personal Protective Equipment (PPE)

Read and understand your department spill clean-up procedures BEFORE an emergency occurs!
Cleaning a Hazardous Material Spill/Release

Teammates working with the hazardous material are to control the area when a spill occurs. Contain and clean up the spill, as long as:

- The identity of the spilled material is known
- Teammates are familiar with the material
- The amount of the spilled material is manageable
- Teammates are familiar with spill management steps for the material
- Correct PPE and spill management supplies are available

Do not contact the Environmental Services Department or housekeeping services to perform a chemical/hazardous material spill clean-up.

Facilities do NOT have spill response teams. If needed, call an emergency spill response contractor by contacting the Corporate Administrator on call at 704-560-2105.
Emergency Management

Facility Alert: Medical Decontamination

Carolinas HealthCare System (CHS) provides service to communities with a variety of industries, highways and rail systems. These communities have the possibility of accidental or intentional spills into the environment. CHS works to lessen a possible contact with dangerous items. CHS has plans in place for decontamination in the event of a contact with a dangerous item.

Steps:

- Only teammates who have been through the Occupational Safety and Health Administration (OSHA) First Receiver training and cleared medical screening are allowed to be part of the Emergency Response Team.

- If you meet the above qualifications and are called to be part of a response, report to the identified area for team instructions.

- There will be specific Zones identified in and/or around the facility. These zones will be identified as Hot, Warm or Cold. The Zones will have clearly identified boundaries (for example, caution tape and/or barricades). Crossing a boundary puts YOU AT RISK for contact with dangerous items and personal injury.

- Under certain circumstances, areas of the facility will have limited access. DO NOT enter these areas unless you have been trained to do so. Entering a controlled area puts YOU AT RISK for contact with dangerous items and personal injury.

Things that MAY occur:

- The facility MAY have specific entry and exit (egress) routes identified. If so, these will be the only entrances and exits into and out of the facility. They will be monitored/guarded by Security.
Security Alert: Suspicious Package/Bomb Threat

A Suspicious Package/Bomb Threat is when a package is identified as suspicious, bomb threats are made on the facility or there is a known bomb in the area. Check with your leader to know and understand your role during a suspicious package/bomb threat.

<table>
<thead>
<tr>
<th>If you discover a suspicious letter or package:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Call your facility’s emergency number</td>
</tr>
<tr>
<td>- Treat the letter or package with care. <strong>Do not shake or bump the item.</strong></td>
</tr>
<tr>
<td>- <strong>DO NOT</strong> tear open, smell, taste or touch the item</td>
</tr>
<tr>
<td>- Separate the item and look for additional signs. Examples of what to look for include wet or oily residue leaking from package, tampered packaging, unfamiliar appearance, no return address, strange smell, noises from the package or wires/aluminum foil showing through.</td>
</tr>
<tr>
<td>- If additional signs are present or the package seems odd, treat the letter or package as suspect. Immediately call for assistance.</td>
</tr>
<tr>
<td>- Use caution if package is addressed to “title” rather than an individual, if there are restrictive markings such as “Confidential, Do Not Open” or if it was delivered in an odd manner (not United States Postal Service, FedEx or UPS)</td>
</tr>
</tbody>
</table>
# Emergency Management

## Receiving a Bomb Threat Call

<table>
<thead>
<tr>
<th>If a caller makes a bomb threat:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remain calm and listen carefully as you write down information about the call</td>
</tr>
<tr>
<td>Do not interrupt the caller – listen carefully</td>
</tr>
<tr>
<td>Use the Bomb Threat Checklist found on the <em>EM Policy: Security Alert: Suspicious Package/Bomb Threat</em></td>
</tr>
<tr>
<td>Alert your leader or someone in your area by an agreed upon signal (if possible) while the caller is still on the line</td>
</tr>
<tr>
<td>Get and remember as much detail as possible, such as:</td>
</tr>
<tr>
<td>– The detailed location of the bomb on campus or in the building</td>
</tr>
<tr>
<td>– What will cause it to explode</td>
</tr>
<tr>
<td>– When it will explode</td>
</tr>
<tr>
<td>– Clues to caller’s identity (male/female, adult/juvenile)</td>
</tr>
<tr>
<td>– The length of the conversation and any background noises you hear</td>
</tr>
<tr>
<td>Notify someone using your facility’s emergency number. Notify Security.</td>
</tr>
<tr>
<td>Save any evidence found, such as notes or letters. Avoid touching or limit contact with these items as much as possible.</td>
</tr>
<tr>
<td>Do not broadcast the threat, except to direct other teammates to check their work areas. Remember that you know your area(s) better than anyone else and will be the best person to recognize a suspicious package.</td>
</tr>
<tr>
<td>Ensure that patients and visitors are not alarmed or upset</td>
</tr>
</tbody>
</table>
Emergency Management

Security Alert: Missing Infant/Child

Security Alert: Missing Infant/Child means that an infant (less than one year old) or child (less than 18 years old) is suspected missing.

To start a Security Alert for a missing infant/child:

- Call the emergency operator and report the infant or child is missing
- Give the operator as much identifying information about the missing infant/child as possible (for example, gender, age, hair color, eye color, clothes worn)
- Provide your name, department and a call-back number
Teammate Roles: Preventing Infant/Child Abduction (Kidnap)

You are to know and understand your role in facility and departmental plans in response to missing infants/children.

Do your part:

- Recognize the Maternity Department and Levine/Jeff Gordon Children’s Hospitals are security-sensitive areas. Entry to the department/hospital is limited to authorized staff and visitors only.

- Prevent anyone from “piggybacking” or entering along with an authorized person when entering and exiting the maternity department.

- Pay attention to those who transport and move infants. Authorized teammates wear a special color-coded badge (typically a pink border around the teammate’s picture).

- Make sure infants are not moved in anything other than a bassinet (baby bed).

- Immediately call the emergency operator if a bassinet is seen anywhere it is not supposed to be, with or without an infant.
Emergency Management

Spotting an Abducted (Kidnapped) Infant or Child

During a Missing Infant/Child Security Alert, if you see an unidentified individual in scrubs, a lab coat or an oversized coat and/or carrying a large bag, ask to see his/her Carolinas HealthCare System (CHS) name badge. This includes the temporary badges issued to contract workers.

If you ask to see a CHS badge and he/she refuses:

- Do not try to detain (hold) them
- Call your facilities Emergency response number immediately
- Give a complete description of the person and the last direction traveled
- Call security immediately if you do not feel the person should be approached
Upon hearing a Missing Infant/Child Security Alert, all healthcare facility teammates are to immediately stop all non-critical work.

<table>
<thead>
<tr>
<th>Split up and search:</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Keep watch of all stairwell doors, elevator areas and exit doors</td>
</tr>
<tr>
<td>□ Go to the nearest exit if you are outside your own work area</td>
</tr>
<tr>
<td>□ Make sure teammates are watching elevators and remaining there until the Security Alert: Missing Infant/Child is cancelled</td>
</tr>
<tr>
<td>□ Make sure a teammate exits the facility to watch for suspects leaving the campus or entering a car</td>
</tr>
<tr>
<td>□ If possible, close exits to parking lots (for example, gate arms or doors). Record the license plate number of any vehicles leaving the premises.</td>
</tr>
</tbody>
</table>
Emergency Management

Security Alert: Missing Adult (18 Years Old or Greater)

Teammates need to know and understand their role to respond to a missing adult event.

Upon hearing a Security Alert: Missing Adult, follow these steps:

- Immediately stop all non-critical work
- Follow your department plan for Missing Adult Alert

Alert
- A patient is missing from his/her unit

Priority 2
- A patient is confirmed missing from the patient care area
- A search is started

Priority 1
- A patient is missing from the building
- A search and rescue is started
- Police and family are notified
Emergency Management

Security Alert: Threat or Act of Violence

Carolinas HealthCare System (CHS) has a policy of zero tolerance for workplace violence. Violence includes verbal and non-verbal threats and related actions (CHS Policy HR 5.18).

Most workplace violence falls into one of three categories:

<table>
<thead>
<tr>
<th>Harassment</th>
<th>Threats</th>
<th>Assaults/Attacks</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Harassment is the use of actions that irritate or intimidate a targeted victim persistently</td>
<td>• Threats are statements of a plan to cause injury</td>
<td></td>
</tr>
<tr>
<td>• It is the most common form of workplace violence</td>
<td>• These are the second most common form of workplace violence</td>
<td></td>
</tr>
<tr>
<td>• Harassment may be harmful to the victim and work team morale</td>
<td>• Threats may be direct or subtle (i.e., body language)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Threats can be indirect (“Sometimes things happen to people”), conditional (“If you..., then I will...”), or direct</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Attacks are the use of physical force against another with the plan to cause injury</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• These are the most dangerous forms of workplace violence</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Attacks include battery (beating), assault (attack), and, in some cases, homicide (murder)</td>
<td></td>
</tr>
</tbody>
</table>
Emergency Management

Preventing Workplace Violence

If you sense a potentially violent situation:

- Notify a leader, Human Resources and/or Security immediately

- Call your facility’s emergency number or 911 (in the event of immediate danger or violence)
Emergency Management

Security Sensitive Areas

Some areas within CHS facilities are considered “security sensitive” due to:

- Patient Population
- Presence of drugs, cash or other supplies and equipment
- Effect the area has on the rest of the building and services

Security keeps written policies about restricted entry to these areas. Restricted entry is put into action by the facility leader and protected by Security and facility staff.
Security Alert: Armed Subject/Active Shooter

Security Alert: Armed Subject/Active Shooter means there is an active armed subject or shooter event.

An active shooter is a person trying to kill people at a CHS facility or on CHS property. In most cases, active shooters use firearms and shoot randomly. An active shooter may also use explosives.

Upon notice or seeing an Armed Subject/Active Shooter, immediately:

<table>
<thead>
<tr>
<th>Escape</th>
<th>Personal safety is first. Get yourself and others away from area. Call 911 only when it is safe to do so. If not in the immediate area of the event, stay away from the area.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hide</td>
<td>If unable to escape, hide. Stay low to the floor. Seek cover. Turn off lights. If possible, lock or block yourself and others in a room. Silence phones. Remain as quiet and calm as possible. Come out only after the event has stopped and the area has been cleared by law enforcement.</td>
</tr>
<tr>
<td>Survive</td>
<td>If you are unable to escape or hide, you can protect yourself from the active shooter by using any and all means.</td>
</tr>
</tbody>
</table>
Security Alert: Armed Subject/Active Shooter: Responding to Security and Police

If safe to do so, call 911 first. Then call the Facilities Emergency Number (if still safe to do so). Give your location and provide as much detailed information as possible. Then, calmly communicate to others around you of the situation by calling out: “Armed Subject or Active Shooter – Escape, Hide, Survive.”

Security will communicate with law enforcement and first responders. The location of the event will be blocked and a boundary set up to prevent anyone from entering the area. If possible, persons from the area of the event will be evacuated (asked to leave).

Law Enforcement is there to stop the Armed Subject/Active Shooter and end the event.

<table>
<thead>
<tr>
<th>If you encounter a police officer:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remain calm</td>
</tr>
<tr>
<td>Follow officers’ instructions</td>
</tr>
<tr>
<td>Put down any items in your arms and put hands in the air, fingers apart (you do not want to be mistaken for the armed shooter)</td>
</tr>
<tr>
<td>Avoid yelling, screaming and pointing</td>
</tr>
<tr>
<td>Do not stop police to ask for help while evacuating. Instead, go in the direction from which law enforcement are coming.</td>
</tr>
</tbody>
</table>
Medical Alert: Code Blue

Medical Alert: Code Blue is a medical response alert to a patient having a life-threatening Cardiac (heart) or Respiratory (breathing) problem. The patient code names are identified by age:

- Medical Alert
- Code Blue
- Adult Cardiac or Respiratory Arrest
- Medical Alert
- Code Blue
- Pediatric Cardiac or Respiratory Arrest

Steps:

- If your job duties require you to participate and/or support Medical Alert: Code Blue responses, you will receive education to do so.

- If you are not directly involved in the response to a Medical Alert: Code Blue event, the best thing to do is get out of the way. Do not interfere with emergency responders.

- If you have not been told to do so, do not respond or interfere with a Medical Alert: Code Blue.
**Purpose:** Use this job aid to get more information about your department’s response to Emergency Management.

### Where is the Department Emergency Operations Plan (DEOP) located?

### What type of information is found in the Emergency Operations Plan?

### What is your department’s response to the following:

- Facility Alert: Evacuation
- Facility Alert: Mass Casualty
- Facility Alert: Utility Outage
- Facility Alert: Fire
- Facility Alert: Severe Weather
- Facility Alert: Medical Decontamination
- Security Alert: Threat of Violence
- Security Alert: Missing Infant/Child
- Security Alert: Missing Person
- Security Alert: Armed Subject
- Security Alert: Suspicious Package

### In the event of evacuation during an emergency event, where do teammates in your department report to confirm that you are out of the building?

### What is your facility’s emergency number to start an emergency event response?
Emergency Management is the ability to prepare for, mitigate against, respond to and recover from an emergency event. The event may be outside or inside the facility, including in the community.

In an emergency event, facilities are expected to provide healthcare services to the community with little to no disruption.

The following are some strategies reviewed in this course:

• Carefully planned Emergency Operations Plans (EOPs) exist for each facility and department. These plans help teammates know how to respond to and recover from different types of emergency events.

• An emergency’s activation level (Alert, Priority 2 and Priority 1) is decided by leaders. This is based on the event’s effect on CHS operations and safety.

• An Incident Command System will be set up, if needed. This system will coordinate response efforts during an emergency event.

• Plain language emergency alert announcements are new to 2015. They will be used to notify teammates, our patients and visitors of emergency events.
Emergency Management

Exam Instructions

You have come to the end of the course.
To complete the exam, follow these steps:
1. Exit this course.
2. Click Return to Course Content.
3. Click the exam link.

To receive credit for this course, you must score 80% or higher on the exam.

If you are not able to access PeopleLink Learning, print the exam. Submit the completed paper version of the exam to your leader.
Emergency Management: Exam

Name: ___________________________ Date: _______

Circle the correct answer(s).

1. Carolinas HealthCare System has adopted the use of Plain Language Emergency Alerting for communicating emergency events.
   A. True
   B. False

2. The possible effect of an emergency event is higher as the priority number decreases.
   A. True
   B. False

3. When you answer your department telephone, the caller announces that there is a bomb in your workplace. You should end the call immediately and notify your leader.
   A. True
   B. False

4. A Security Alert: Missing Adult is an adult patient not in the room to which they have been assigned and cannot be immediately found within the unit.
   A. True
   B. False
5. Where would a teammate find emergency response documents for a facility?
   A. The Emergency Management link under the Policies tab on PeopleConnect
   B. The facility specific Safety Management Program Manual
   C. The Federal Emergency Management Site

6. During a Security Alert: Missing Infant/Child, you should do all except which of the following?
   A. Immediately stop all non-critical work
   B. Go to the nearest exit
   C. Close exits to parking lots and record the licenses of any vehicles leaving the premises
   D. Lock all doors in the department

7. Which of the following would be an example of a Facility Alert: Medical Gas Failure or disruption?
   A. Water supply or distribution system
   B. Oxygen
   C. Natural gas supply or distribution
   D. Electrical power
8. Which of the following is not an external event that would trigger a Facility Alert: Mass Casualty?
   A. Explosion in a concert
   B. Multiple vehicle collision
   C. Bomb threat
   D. Passenger train wreck/derailment

9. When a Facility/Security/Medical Alert is announced on the overhead paging system, how many times, at minimum, will the alert be announced?
   A. 1 time
   B. 2 times
   C. 3 times
   D. 4 times

10. Teammates should report all acts of aggressive behavior to their leader. CHS has a zero tolerance policy in workplace violence involving our patients, teammates and visitors. For immediate danger of violence, you are to first call your facility’s emergency number.
    A. True
    B. False
11. During a Facility Alert: Fire Alarm, employees should follow RACE. What does RACE stand for?
   A. Run And Catch the Elevator
   B. Rescue And Call the Emergency
   C. Rescue, Alarm, Contain, Extinguish/Evacuate
   D. Respond, Aim the extinguisher, Call the code, Evacuate

12. If you find a suspicious package, you should do which of the following?
   A. Call Corporate Safety or the Employee Safety Line and carefully open the package while on the phone
   B. Call Corporate Service Dispatch and gently shake the package listening to hear if it rattles or is ticking
   C. Call your facilities emergency number and/or 911 per your facility policy
   D. Open the package and take it to your supervisor

13. What is the Hospital Incident Command System (HICS)?
   A. A new item on the list of codes and conferences
   B. Changes to our previous emergency response procedures
   C. The system to manage an emergency or disastrous event
   D. The corporate operational plan to respond to emergencies
14. Under incident command, most teammates will do which of the following?
   A. Follow a job action sheet
   B. Do their regular job as directed by their leader
   C. Fill a role on the organizational chart
   D. Wear a vest

15. The document designed to guide the overall emergency response is which of the following?
   A. The Emergency Operations Plan (EOP)
   B. The Code Policy
   C. The Facility Emergency Management Plan
   D. The HICS Guidebook

16. What is the most important thing to remember in an Active Shooter incident?
   A. Run, talk, fight
   B. Escape, hide, survive
   C. Yell, scream, point
17. What is the most important thing to remember during a Facility Alert: Fire Alarm?
   A. Not storing items within 18 inches from the ceiling
   B. How to use a fire extinguisher
   C. Perform RACE (Rescue, Alarm, Contain, Extinguish/Evacuate)
   D. Opening windows to let in fresh air

18. “Defend in Place” means not moving patients from their rooms or units at all.
   A. True
   B. False