

Staff Duress System



Staff Duress System:

- Allows staff, physicians, volunteers, and students in high risk areas to relay a call for assistance resulting in an immediate and deliberate response where their safety or the safety of others are at risk.
- Is a wireless system throughout the entire building. When a Staff Duress Tag is activated, an alert is triggered at the Protective Services Office via the instant notifier software application with the individual name and the GPS monitored location of the activated tag.

Learning Goals

- Upon completion of this eLearn you will be able to explain:
 - How the system works
 - Staff expectations for use of the new staff duress system

NOTE: You will be provided with on unit/lodge face to face training on how to use the system upon the completion of this eLearn.

How the system works:



Staff Duress at NBRHC

The Staff Duress Tag is a requirement for use for the protection of staff in the following identified Units/Lodges based on risk:

- All Forensics Lodges
- Northern Lights Lodge
- Birch/Maple Lodge
- Pod C2 & D2: AIPU, CAMHU, PICU
- Pod A1 & B1
- Pod D3 , CCU
- Pediatric Department
- Emergency Department
- Oak & Nickel Lodge (Kirkwood)

In addition, staff duress tags are available for the protection of staff in the workplace:

- To support personal safety plan, staff will have an option to wear a staff duress tag
- Where staff work alone, staff will have an option to wear a staff duress tag
- Where Patient care plans identify the use of the staff duress System

Staff Duress System: Staff Expectations for use

- 1) The staff duress tag is considered personal protective equipment. It is a requirement of all staff working in designated areas of risk to self-assign, test, and wear a tag while on duty.
- 2) Staff are expected to assign self a tag and test it prior to the beginning of each shift.
- 3) Staff are expected to properly wear the Staff Duress Tag
- 3) Staff should activate their staff duress tag if they feel their own safety or the safety of others is in jeopardy.
- 4) When the staff duress system is activated, security will overhead page “code white” to the GPS monitored location of the activated tag and security and available trained staff will respond in accordance to the code white policy.

Staff Duress System: Staff Expectations for use

Staff Duress tags are shared between users.

5) **Staff are accountable for the tag** while they are assigned to it.

- At the end of each shift, **staff are responsible to clean the tag with a hydrogen peroxide wipe and return their tag to the designated battery charger** to sign out and recharge the tag for the next user.

The manager will follow up with staff assigned to missing tags.

- Staff may be asked to return to the Hospital to return the tag to the designated charger.
- Staff may be subject to progressive discipline as per Policy HR 4-003 for missing tag and/or not complying with the expectations of the MyCall system use.

Staff Duress System: Staff Expectations for use

5) At any time staff become aware that the **staff duress system or equipment is not functioning**, it must be reported to the Information Technology (IT) department by calling the ServiceDesk. The Staff's manager should also be notified. IT will assess, identify the problem, resolve or replace (where applicable).

- Where tag issues are identified, they are to be removed from circulation and provided to the manager.

6) **In the event of a staff duress system downtime**, staff will revert to the use of the code phone system, by dialing extension 5555 as per code white policy and conduct a risk assessment to identify and implement immediate mitigation strategies.