


EMERGENCY PREPAREDNESS & SECURITY SERVICES **PROCEDURE**

CATEGORY: Corporate Non-Clinical
ISSUE DATE: September 2021
REVISION DATE:
SUBJECT: **STAFF DURESS SYSTEM – Kirkwood Place**
ARCHIVE DATE:

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Document Owner: Manager of Emergency Preparedness & Security Services	Name: Staff Duress System – Kirkwood Place
Update Schedule: Annually	
Stakeholder Consultation and Review: Emergency Planning Committee - defer Joint Health and Safety Committee HSN/NBRHC HSN & NBRHC Building Services NBRHC Information Systems HSN Clinical management – Kirkwood Place NBRHC Clinical management – Kirkwood Place	Review Date: September 2024
<p><i>**PMF documents related to health and safety of staff are to include the Joint Health and Safety Committee as a stakeholder / reviewer when:</i></p> <ul style="list-style-type: none"> • <i>Legislation is involved (i.e., Occupational Health and Safety Act (OHSA) or its Regulations, CSA standards, OHA protocols) AND/OR</i> • <i>The primary hazard identified is rated as a high or medium risk level (i.e., handling hazardous drugs, workplace violence and harassment, designated substances</i> 	
Approval Electronic signature:  Alison Robinson, Manager Emergency Preparedness and Security Services	Date: Sept 2023

1.0 PURPOSE:

To provide an overview of the staff expectation for system use, system maintenance, system testing, downtime procedures and non-functioning Staff Duress equipment. The Staff Duress System is designed to signal a call for assistance resulting in an immediate and deliberate response where staff/patient safety is at risk.

2.0 DEFINITIONS:

Term	Definition
Staff Duress System	A monitored wireless system of alarms throughout the entire building. When a Staff Duress Tag is activated, a silent alert is transmitted to the instant notifier with GPS monitored location of the activated tag.
Instant Notifier	Tag alerts are managed through the instant notifier application. This application is monitored and managed by Switchboard 24/7. Alerts are acknowledged and cleared in this application. The application records and time stamps all actions within the system.

Staff Duress Tag	Rechargeable battery-powered duress tag worn by staff that enables staff to be located when they need assistance. When the tag button is pressed twice, a message is transmitted to Switchboard to the instant notifier application that alerts Switchboard of the tag's location and that assistance is needed.
Test Station (exciter)	Allows staff to test the tag to confirm the tag's operational and battery status prior to wearing. Test results are displayed immediately on the screen and recorded.
Battery Charger	When Staff Duress tags are not in use they must be left in the charging unit to recharge the tag for the next user.

3.1 PROCEDURE

3.2 – Basic overview

1. It is mandatory for all staff working in the main hospital building at Kirkwood Place (Level 1, 2, 3, 4 and 5) to wear a Staff Duress badge in patient care areas and common spaces (i.e. – elevator, hallways, stairwells). The Staff Duress badge is considered to be Personal Protective Equipment.
2. The Staff Duress system can be utilized in the following Kirkwood Place areas:
Main hospital building – Interior of level 1, 2, 3, 4, 5
3. Staff Duress Instant Notifiers are located on:
 - 500 AIPU Nursing Station
 - 400 Nickel Lodge Nursing Station
 - 300 Oak Lodge Nursing Station
 - 200 POC Room 222
 - 100 level Staff Cafeteria
4. Staff required to use the Staff Duress tag will be oriented to the expectations for system use by their departmental system superuser. Staff must comply with expectations of use.
5. Staff should activate their Staff Duress tag (double tap) if they feel their own safety or the safety of others is in jeopardy.
6. When the Staff Duress system is activated, HSN switchboard will page overhead “Code White” and its location. Security and available trained staff as identified on each shift will respond in accordance with the Code White Policy.
7. Staff Duress tags are shared between users. Staff are accountable for the Staff Duress tag while they are using it.
8. At the end of each shift, staff are responsible to return their tag to the designated battery charger and recharge the tag for the next user.
9. 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.

3.3 Responsibilities:

The Manager/Supervisor for each area is responsible for:

- Completing and maintaining a master list of Staff Duress badges assigned to their program/department.
- Ordering additional Staff Duress badges for staff use as required.
- Orientation to the Staff Duress System for all new staff to their program/department.
- Ensuring that non-functioning badges are removed from service and Building Security/NBRHC IT is notified.

Staff members in each area are responsible to:

- Sign out the Staff Duress Badge at the start of shift.
- Check the battery level at the beginning of each shift per the procedure steps identified below in item 3.3
- Wear the Staff Duress Badge as identified in item 3.3 c
- Return the Staff Duress Badge at the end of each shift.
- Document the return of the badge at the end of the shift.
- Inform Kirkwood Security if there are any problems with the staff duress system by calling 705 929 – 3452 or via emergency radio – SK Kirkwood Security channel.

3.4 How to Sign out & Check your Staff Duress Badge Battery:

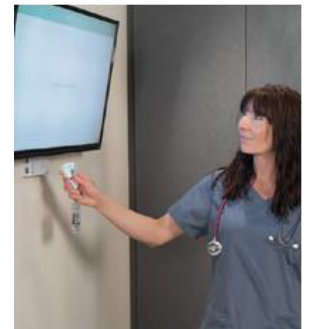
3.3 a) Sign Out of Staff Duress Badge:

- Sign out the Staff Duress Badge at the start of your shift via the paper sign out sheet near the system (write name, tag # and date)
- Place badge in the cradle
- Proceed to testing battery level

3.3 b) Testing Staff Duress Tag battery level

Once a tag has been signed out, it must be tested to ensure the battery will provide enough power for that shift and the tag is fully operational.

- Swipe the tag at the nearest the test exciter.
- Tag blinks red for 20 seconds indicating test mode is active.
- Press the button twice quickly and the tag will receive an audio confirmation that system is working.
- Test indication appears on the screen without triggering an actual alert.
 - Tag #, time, assigned tag, and battery status appear on the screen indicating battery level and that the tag is “on shift”



What to do when your test indicates a low battery

If a tag test results in low battery, the staff is expected to return the tag to the charger, select and test another tag.

3.3 c) Proper Wearing of the Staff Duress Tag

- The Staff Duress tag is considered personal protective equipment. It is a requirement of all staff working in and out of identified areas of risk or in compliance with a personal protection plan, to wear the tag for the duration of their shift.
- Staff Duress tags are to be placed in a cradle with the blue button facing out.
- It must be clipped/secured in the chest area, with the blue button facing out.

3.4 Activating & Cancelling a Tag

3.4 a) Activating a Tag

- Staff activate the Staff Duress tag by pressing the large blue button on the tag twice in a row (Double Tap – press quickly – click, click).
- The tag will give an audio confirmation that confirms that the alert has been sent.
- Tag will begin to transmit location every 10 seconds.
- Alarm is triggered in the instant notifier – instant notifier will sound “pending alert” notifying staff in the vicinity of the instant notifier of the code prior to the overhead page. “Pending alert” will sound until code is cancelled
- Switchboard acknowledges the alert sending signal back to the tag and an audio feedback chirp sounds on the activated tag to advise the staff that the alert has been received.
- Alert is paged overhead for widespread staff response.



3.4 b) Cancelling an Activated Tag

- The most responsible staff or security in the lodge/unit where the tag was activated should call extension 5555 to cancel the emergency code overhead.
- Security will present at the location of the activated tag and verify the cancellation.
- Switchboard will clear alert in the instant notifier, enter corrective action as “cancelled” and reason (i.e - false activation or situation de-escalated).
- Switchboard will overhead page, code white, location and “cancelled”.

3.4 c) Switchboard responsibilities

When a staff duress tag has been activated, switchboard will:

- Acknowledge alert in the instant notifier.
- Overhead page “Code White” and the location identified in the instant notifier, stating the unit, level and room. This deploys trained staff and security services to respond and assist.

NOTE: HSN switchboard can also be notified of the Code White by calling 5555. If the floor or location is paged incorrectly, please call 5555 to clarify the correct information.

- Clear alert in instant notifier once staff’s safety has been confirmed by Security guard or most responsible staff at the scene.
- Click to select and highlight the appropriate alarm.
- Click Dismiss Alert in the lower-right corner of the instant notifier window to clear the alert
- Enter appropriate corrective action from dropdown menu
- Save and dismiss
- Enter user credentials and click OK.

3.5 Care of Staff Duress Tags:

3.5 a) Cleaning the Staff Duress Tag

- Staff Duress tag will be cleaned after each use by the user.
- Use hydrogen peroxide wipes to clean surfaces before returning it to the charger.
- **Ensure tag is dry prior to placing it into the chargers.**



Rechargeable

3.5 b) Returning Staff Duress Tag to Designated Charger

Staff Duress tags are shared between users. At the end of each shift, staff are responsible to return their tag to their designated charging unit to sign out and recharge the tag for the next user. Staff are responsible for missing Staff Duress tag that they last signed out.

3.6 System Testing and Maintenance

It is the responsibility of **NBRHC Information Technology (IT)** to ensure regular audits of the system are conducted and evaluated.

- The system's ability to communicate timely and accurately is tested on a daily basis by Security. Where performance issues are identified, Kirkwood Security & NBRHC IT will assess, identify the problem, and resolve. Where a problem is identified, the affected manager/unit will be notified, the tag will be removed from circulation and a replacement issued.
- Monthly audit of activated tags are conducted through the systems reporting capabilities.
- Staff Duress system maintenance is the responsibility of the NBRHC IT department and is conducted annually as per manufacturer's recommendation.
- System testing and maintenance activity is recorded and retained electronically.

3.6a) Replacement/Spare Staff Duress Tags & Equipment Ordering

- Managers/front line staff can make requests for replacement of tags. During business hours (Mon – Fri 0730 – 1530) with NBRHC IT dept. (705) 675 – 9193 ext. 2583. For urgent requests or after hours support call Security at Kirkwood Place: 705 929-3452. In order to sign out a tag, the following information will be required from staff: name, designation, unit, personal telephone number. The tag is to be returned to NBRHC IT/Security at the end of the shift.
- If tags or equipment needs to be replaced permanently, the manager of the department is responsible for sending the request to NBRHC IT for ordering. Each department is responsible for payment and maintaining the staff duress tags in their area.
- Send orders to: HelpDesk@nbrhc.on.ca
 - **Email subject line:** Staff Duress inventory needs – Kirkwood site

- **Include the following:** First and last name, contact number, floor and dept. and site (Kirkwood) the inventory is going. The name of and quantity of the item(s) you require, if you are replacing a broken tag advise, if this is an immediate need or proactive request.

NOTE: If you are adding to your fleet of tags please advise – adding a new tag requires a licence to activate it.

3.6b) Reporting Systems Issues and/or Non-Functioning Equipment

- All Staff Duress system issues, including non-functioning equipment must be reported to Security (705 929 – 3452). Security will work with NBRHC IT to identify and resolve the issue.
- Where tag issues are identified, they are to be removed from circulation and provided to the manager.

3.6 c) System Downtime

- If at any time a staff member (NBRHC/HSN) becomes aware that the Staff Duress Alarm is not functioning, the *Downtime Procedure for Panic Alarm System Malfunction* procedure outlined in the HSN/NBRHC Emergency Response Plan for Code White should be followed.
- Planned Staff Duress system downtime will be communicated to all staff via standard system downtime email & overhead paging. Downtime e-mail communication for HSN staff will be received via managers/supervisors to share with their staff and will come from Operations.Kirkwood@nbrhc.on.ca. NBRHC IT will call Kirkwood Place Security directly at 705 929 – 3452 to notify them of the system downtime requirement. Security will contact switchboard to page overhead for staff to initiate backup device contingency/downtime plan.
- 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 well as wear their personal safety back up alarms.

References and Related Documents

HSN Code White Response Plan