


North Bay Regional Health Centre  Centre régional de santé de North Bay	Policy/Procedure
Title Staff Duress System	Policy Number OH&S 4-020
Developer Manager Occupational Health Safety & Wellness	Category Administration
	Issue Date July 2020
Executive Sponsor VP, Corporate Services & CFO	Revision Date July 2024
	Next Review Date July 2025

Index
1.0 <u>Scope of Policy/Procedure</u>
2.0 <u>Policy Statement</u>
2.1 Expectation for System Use
3.0 <u>Definitions</u>
4.0 <u>Procedure/Process – 50 College Drive</u>
4.1 Equipment and Supplies
4.2 Procedure Steps
4.2.1. Staff Expectations for System Use
4.2.2. Sign in process
4.2.2. Testing Staff Duress Tag
4.2.3. Swap tags when low battery
4.2.4. Proper Wearing of the Staff Duress Tag
4.3 Activating a Tag
4.3.1. Cancelling an Activated Tag
4.3.2. Managing an Activated Staff Duress Tag
4.4 Cleaning the Staff Duress Tag
4.5 Returning Staff Duress tag to Designated Charger
4.6 Tracking Missing Tags
4.7 Requesting Staff Duress Tag for Use
4.8 System Testing and Maintenance
4.9 Replacement of Staff Duress Tags
4.10 Reporting Systems Issues and/or Non-Functioning Equipment
4.11 System Downtime
4.12 Staff Duress procedures at Satellite Campuses
4.12.1 680 Kirkwood Drive – Sudbury
4.12.2 120 King Street- Crisis Withdrawal Management
4.12.3 120 King Street- Mental Health Clinic
4.12.4 120 King Street-ACTT services
4.12.5 120 King Street-ACTT services
4.12.6 111 Cartier Street
5.0 <u>References</u>
6.0 <u>Stakeholder Review</u>
7.0 <u>Approval</u>
8.0 <u>Appendix</u>
Appendix 1 : Designated Areas of Risk using Staff Duress System

Disclaimer: This is a controlled document for internal use only.

Policy/Procedure documents appearing on paper are not controlled should always be checked against the electronic version prior to use.



1.0 Scope of Policy/Procedure

North Bay Regional Health Centre (NBRHC) will ensure the safety of staff, taking all reasonable precautions to prevent harm associated with patients/clients in high risk areas. One of the primary controls is the use of a staff duress system.

This policy applies to all staff who are provided a staff duress system for the hazard associated with their work, they shall wear it at all times when working.

2.0 Policy Statement

- The Staff Duress system policy provides an overview of the expectations for system use, system testing, system maintenance, and downtime procedure.
- The Staff Duress Tag is a requirement for the protection of staff in Units/Lodges based on risk (appendix 1).
- Staff Duress tags are available for the protection of staff in the workplace when identified by a risk assessment as a high risk area and the following options:
 - A) Personal safety plan (staff will have an option to wear a Staff Duress tag)
 - B) Where staff work alone (staff will have an option to wear a Staff Duress tag)
 - C) Where patient care plans identify the use of the Staff Duress System

2.1 Expectation for system use

- Staff required to use the Staff Duress tag will be oriented to the expectations for system use. Staff must comply with expectations of use.
- The Staff Duress tag is considered personal protective equipment. It is a requirement of all staff working in designated areas of risk (appendix 1) to test, and wear a Staff Duress tag while on duty as detailed in the procedure section.
- Staff should activate their Staff Duress tag if they feel their own safety or the safety of others is in jeopardy.
- When the Staff Duress system is activated, Protective Services will overhead page “code white” to the location of the activated tag and Protective Services and available trained staff will respond in accordance to the code white policy (ERP-009).
- Staff Duress tags are shared between users. Staff are accountable for the Staff Duress tag they are assigned.
- At the end of each shift, staff are responsible to 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.
- The department will be responsible to bear the replacement costs for any misplaced tag they last signed out.
- Staff may be subject to Progressive Discipline as per Policy [HR 4-003](#) for a missing tag and/or not complying with the expectations for the Staff Duress system use.

3.0 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

Disclaimer: This is a controlled document for internal use only.

Policy/Procedure documents appearing on paper are not controlled should always be checked against the electronic version prior to use.

	transmitted to the instant notifier with the individual name and location of the activated tag.
Instant Notifier	Tag alerts are managed through the instant notifier application. This application is monitored and managed by Protective Services 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, an alert is transmitted to the Protective Services instant notifier application. This alerts Protective Services 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, this allows them to recharge for the next user.
Emergency Pendant	Duress system for staff and visitors at 120 King street CWMS program
Aware 360 worker App	A mobile app used by employees of ACTT services for duress purposes

4.0 Procedure/Process- Main Site 50 College Drive

4.1 Equipment and Supplies

- Hospital WiFi
- Staff Duress MobileView Visibility Software
- Staff Duress Tag
- Test Station
- Battery Charger (tag)
- Instant Notifier Application Software

4.2 Procedure Steps

Staff required to use the Staff Duress tag will be oriented to the expectations for system use, system maintenance, system testing, and downtime procedures.

4.2.1. Staff Expectations for System Use

The Staff Duress tag is considered personal protective equipment. It is a requirement for all staff working in identified areas of risk (appendix 1) to test, sign out and wear a Stanley staff duress tag while on duty. Staff are responsible for the Staff Duress tag while they are assigned to it, and are expected to return it to the designated charger after each shift. Staff may be subject to Progressive Discipline as per Policy [HR 4-003](#) for not complying with the expectations of the organization.

Disclaimer: This is a controlled document for internal use only.

Policy/Procedure documents appearing on paper are not controlled should always be checked against the electronic version prior to use.

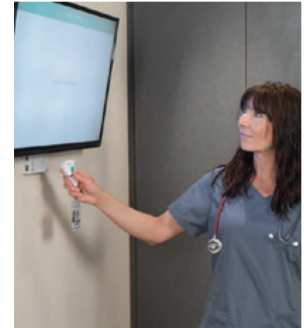
4.2.2. Sign in process

Staff are required to take a tag, enter their name, tag name and date onto the designated paper tracking sheet. Each unit manager or designate is responsible for maintaining the unit logs and verifying that staff have signed in.

4.2.3. Testing Staff Duress Tag

Once the tag is removed from the charger, 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 test exciter.
- Tag blinks red for 20 seconds indicating test mode is active.
- Press the button and tag will receive an audio confirmation that system is working.
- Test indication appears on the screen without triggering an actual alert.
- The tag name, time, and battery status appear on the screen.



4.2.4. What to do when your test indicates a low battery

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

4.2.5. 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 (appendix 1) of risk or in compliance with a personal protection plan. It is to be worn 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.

4.3 Activating a Tag

- Staff should activate their Staff Duress tag if they feel their own safety or the safety of others is in jeopardy.
- Staff activate the Staff Duress tag by pressing the large blue button on the tag **twice** (double tap).
- 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.
- Protective Services acknowledges the alert by sending a signal back to the tag. The Activated Staff Duress tag emits chirp sounds to advise the distressed staff that the alert has been received.



4.3.1. Cancelling an Activated Tag

Disclaimer: This is a controlled document for internal use only.

Policy/Procedure documents appearing on paper are not controlled should always be checked against the electronic version prior to use.

- The most responsible staff in the lodge/unit where the tag was activated should call extension 8800 to cancel an activated tag.
- Protective Services will present at the location of the activated tag and verify the cancellation.
- Protective Services will clear alert in the instant notifier and enter corrective action as “cancelled” and reason (false activation or situation de-escalated).
- Protective Services will overhead page, code white, location and issue “all clear”.

4.3.2. Managing an Activated Staff Duress Tag

Protective Services manages all activated Staff Duress tags using the instant notifier application 24/7.

- Acknowledge alert in the instant notifier.
- Overhead page “Code White” and the location identified in the instant notifier, stating the unit, level and room or zone. As per Code White policy (ERP-009), this deploys Protective Services and available trained staff to respond to the GPS-location of the activated tag.
- Clear alert in instant notifier once staff’s safety has been confirmed by Protective services guard at 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.

4.4 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

4.5 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.

4.6 Tracking Missing Tags

It is the responsibility of the manager or delegate to regularly audit, track and maintain adequate Staff Duress tag supplies.

- When a tag has been identified as missing, managers/delegate can pull a report from the mobile viewer software to locate missing tags.
- Managers/Delegate will receive an automated alert (via email) when a tag has left the building for greater than 6 hours. The alert will identify the tag ID#, last transmitted location, and time. The manager/delegate 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.

Disclaimer: This is a controlled document for internal use only.

Policy/Procedure documents appearing on paper are not controlled should always be checked against the electronic version prior to use.

4.7 Requesting Staff Duress Tag for Use

- All requests for use of the Staff Duress system for an individual or a team should be sent to the Staff Safety Coordinator and the manager.
 - Staff Safety Coordinator will conduct a personal safety/risk assessment.
 - Where, Staff Duress tag(s) are provided, training and expectations for use will also be reviewed with the staff/team.
- After regular business hours, staff may seek use of a tag from Protective Services (East Office)
 - Protective Services will provide basic training for expectations and proper use.
 - Staff will be required to return the tag to Protective Services at the end of their shift prior to leaving the building.
 - Protective Services will notify the After Hours Manager to conduct an immediate personal safety/risk assessment. As well, notify the Staff Safety Coordinator, who will follow up with the manager and staff on the next business day.

Staff may be subject to Progressive Discipline as per Policy [HR 4-003](#) for any missing tags.

4.8 System Testing and Maintenance

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

- The system's ability to communicate timely and accurately is tested on a weekly basis by Protective Services. Where performance issues are identified, ITS will assess, identify the problem, and resolve. Where tag performance is identified, the affected manager 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 ITS department and is conducted annually as per manufacturer's recommendation.
- System testing and maintenance activity is recorded and retained electronically.

4.9 Replacement of Staff Duress Tags

Managers make requests for replacement of tags to the ITS Department

4.10 Reporting Systems Issues and/or Non-Functioning Equipment

- All Staff Duress system issues, including non-functioning equipment must be reported to ITS immediately via Service Desk by calling extension 6000. Manager/After Hours Manager should also be notified.
- Where tag issues are identified, they are to be removed from circulation and provided to the manager.
- ITS will assess, identify the problem, resolve or replace (where applicable).

4.11 System Downtime

4.11.1. System Downtime Procedure

- Information Technology Services verified Staff Duress system downtime will be communicated to all staff via standard system downtime email. Information

Disclaimer: This is a controlled document for internal use only.

Policy/Procedure documents appearing on paper are not controlled should always be checked against the electronic version prior to use.

Technology Services will call Protective Services directly. Protective Services will contact all affected areas, by phone, to initiate Staff Duress downtime procedure.

- 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 [\(ERP-009\)](#) and conduct a risk assessment to identify and implement immediate mitigation strategies.

4.12 Staff Duress Procedures at a Satellite Campus

Sudbury 680 Kirkwood Drive

Staff from Kirkwood Site follow the Health Sciences North staff duress system procedure as found on the intranet under – **Staff duress system- Kirkwood place.**

4.12.2 Crisis intervention/ Community Withdrawal Management – 120 King Street

- Staff members working in the CWMS program are assigned emergency pendent devices referred to as “screamers”.
- To activate the device, the pin is pulled from the side, which produces a loud screeching noise. The alarm is silenced by putting the pin back into the slot.
- In the event of a device is activated, staff within the vicinity of the alarm are to respond following the code white behavioural situation outlined in ERP-009.
- After an initial risk assessment of the situation, one staff member will be assigned to announce overhead using the phone page system ‘Code White – CWMS’.
- Upon hearing the Code White announcement all additional trained/assigned or available staff will respond to the location identified to assist in response.

4.12.3 Mental Health Clinic– 120 King Street

- Staff members working in the Mental Health Clinic area are assigned emergency pendent devices referred to as “screamers”.
- To activate the device, the pin is pulled from the side, which produces a loud screeching noise. The alarm is silenced by putting the pin back into the slot.
- In the event of a device is activated, staff within the vicinity of the alarm are to respond following the code white behavioural situation outlined in ERP-009.
- After an initial risk assessment of the situation, one staff member will be assigned using the phone page system ‘Code White – MHC’.
- Upon hearing the Code White announcement all additional trained/assigned or available staff will respond to the location identified to assist in response.

4.12.4 King Street Tower – 120 King Street

- Staff members who work in the King Street Tower will press the Emergency Desk button to obtain assistance if needed. The button will send an audible and visual notification to the Secretary on the 1st floor as well as set off an audible alarm on the floor it was pressed on.

Disclaimer: This is a controlled document for internal use only.

Policy/Procedure documents appearing on paper are not controlled should always be checked against the electronic version prior to use.

- The Secretary will then send out a phone page and announce the following 'Code White – Location, Code White – Location'.
- Upon hearing the Code White announcement all trained or available staff at the King Street campus will respond to the location identified to assist in response.
- Should further assistance be required staff are to call 911.

4.12.5 ACTT Services- 120 King Street

- The ACTT community based programs have smart phone devices that are equipped with the Aware 360 duress software.

The current software has three functions:

- SOS – Duress immediate assistance required
- Monitor Me (10 min Check in)
- Worker Down (inactivity of phone for greater than 5 minutes)

The “**SOS**” duress function allows a worker to signal through the device that immediate help is needed. When a

“**SOS**” duress is activated on the application of the staff’s device; the following will occur:

A phone call will immediately be placed by the monitoring company to activate the emergency response protocol with local police.

The “**Monitor Me**” and the “**Worker Down**” function allows staff to establish a check in process when attending to a client’s personal residence.

The following steps will be followed:

Staff will activate the “**Monitor Me**” function prior to leaving the office. In doing so all three functions become activated. If the staff member fails to push the “check in” button at the allotted time or the phone is inactive for greater

than 5 minutes, a phone call will be placed by the monitoring company to activate the emergency response protocol.

While in the office at King Street

Staff to use the “PAGE CODE” function found on all land lines in the ACTT area.

- Staff will send out a phone page and announce the following 'Code White – Location, Code White – Location'.
- Upon hearing the Code White announcement all trained or available staff at the King Street campus will respond to the location identified to assist in response.

4.12.6. 111 Cartier Street

- The Vocera badge can be used to initiate a code white response by using the double tap function
- The use of Vocera badges is mandatory for all Cartier street staff providing patient care
- To initiate an emergency broadcast (code white), perform the following steps
 - 1) Click/tap the call button twice
 - 2) When you hear the chime start speaking – “code white, room X”, this will broadcast across all Vocera badges at the site
 - 3) Upon hearing the Code White announcement all trained or available staff at the Cartier Street campus will respond to the location identified to assist in response
 - 4) Should further assistance be required staff are to call 911.

Disclaimer: This is a controlled document for internal use only.

Policy/Procedure documents appearing on paper are not controlled should always be checked against the electronic version prior to use.

5.0 References

Stanley Health Care
Stanley Health Care, Tag Maintenance Cleaning and Sanitizing Guide

6.0 Stakeholder Review

Primary Stakeholders	Month/Year Reviewed
Occupational Health and Safety (OH&S)	January 2025
Protective Services	January 2025
Information Technology Services	January 2025
Manager, Risk, Privacy and Emergency Response	January 2025
Committee Stakeholders	Month/Year Reviewed
Joint Health & Safety Committee (JHSC)	January 2025
Code White Committee Chair	January 2025
Managers/Directors	August 2023

7.0 Approval

Signing Authority Signature	Date Signed
VP, Corporate Services & CFO	January 29, 2025

8.0 Appendices

Appendix 1: Designated Areas of Risk using Staff Duress System for 50 College drive

The Staff Duress Tag use **is a requirement** for use by staff working in the following designated areas based on risk:

- Deer Lodge
- Heron Lodge
- Hummingbird Lodge
- Owl Lodge
- Osprey Lodge
- Northern Lights Lodge
- Birch/Maple Lodge
- CAMHU C2
- AIPU C2 & D2
- PICU D2
- Oak lodge
- Nickel Lodge
- Pod A1
- Pod B1
- Emergency Department
- CCU
- Renal
- Forensic Outreach
- C3/D3

Disclaimer: This is a controlled document for internal use only.

Policy/Procedure documents appearing on paper are not controlled should always be checked against the electronic version prior to use.