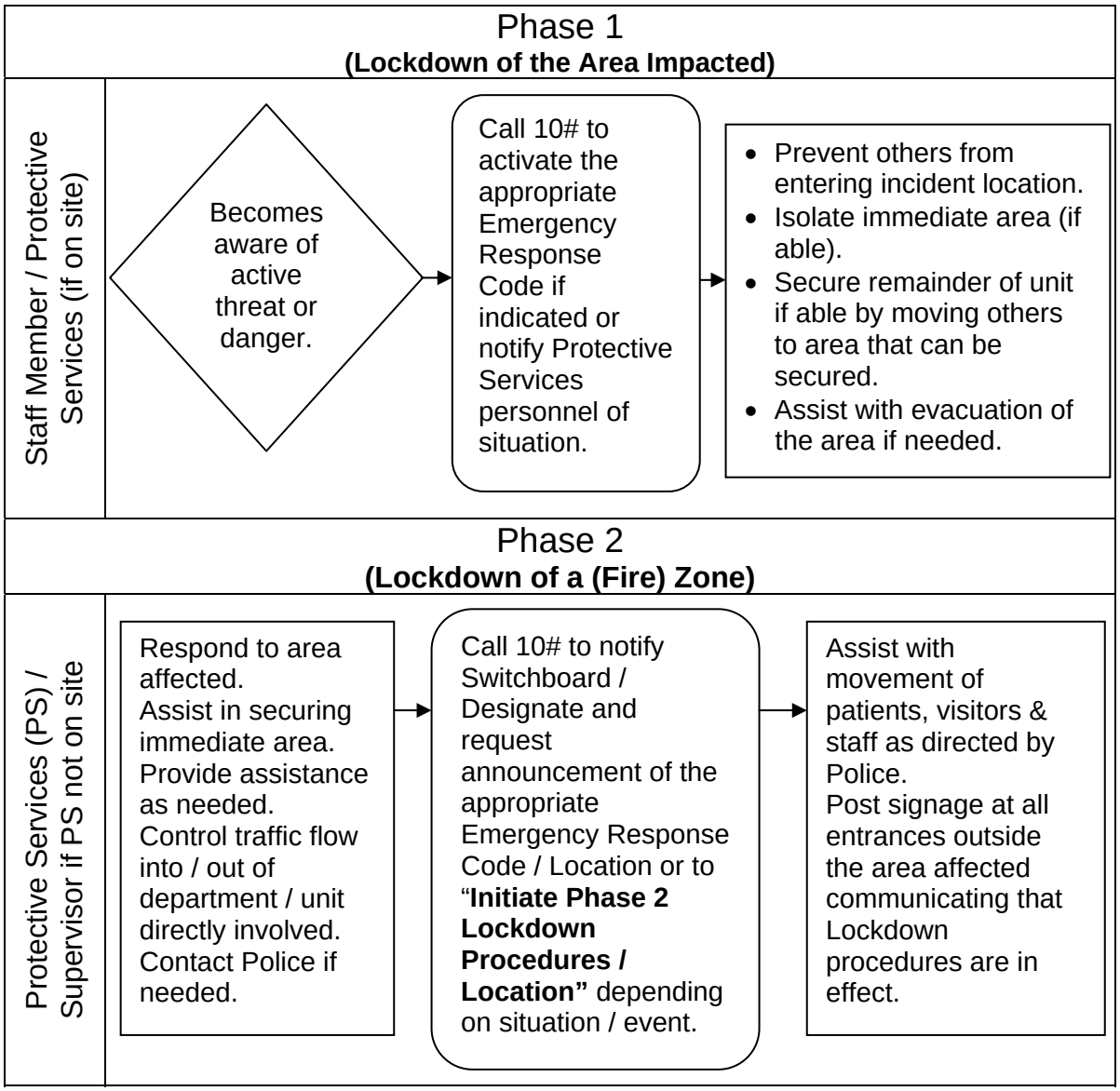
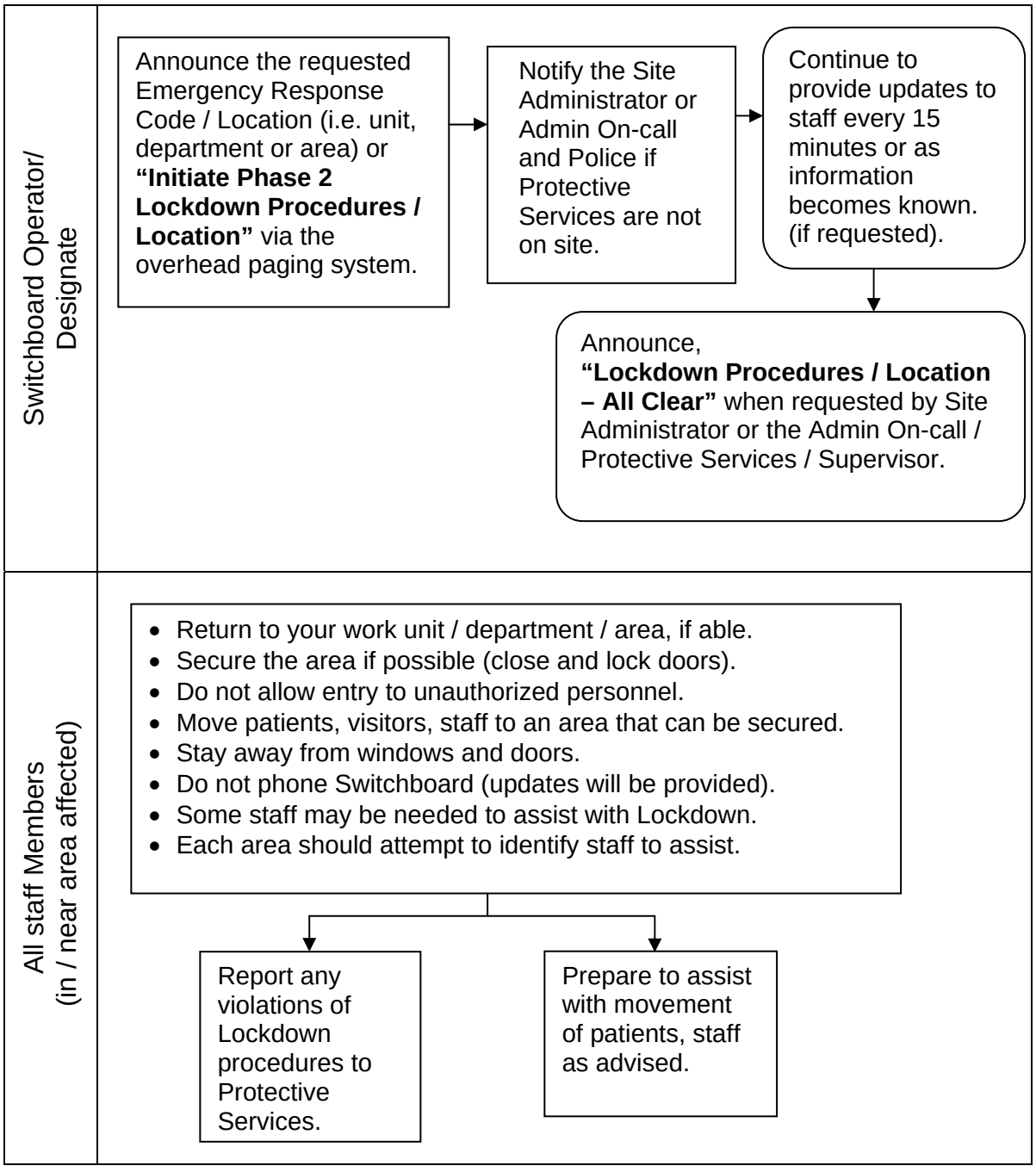
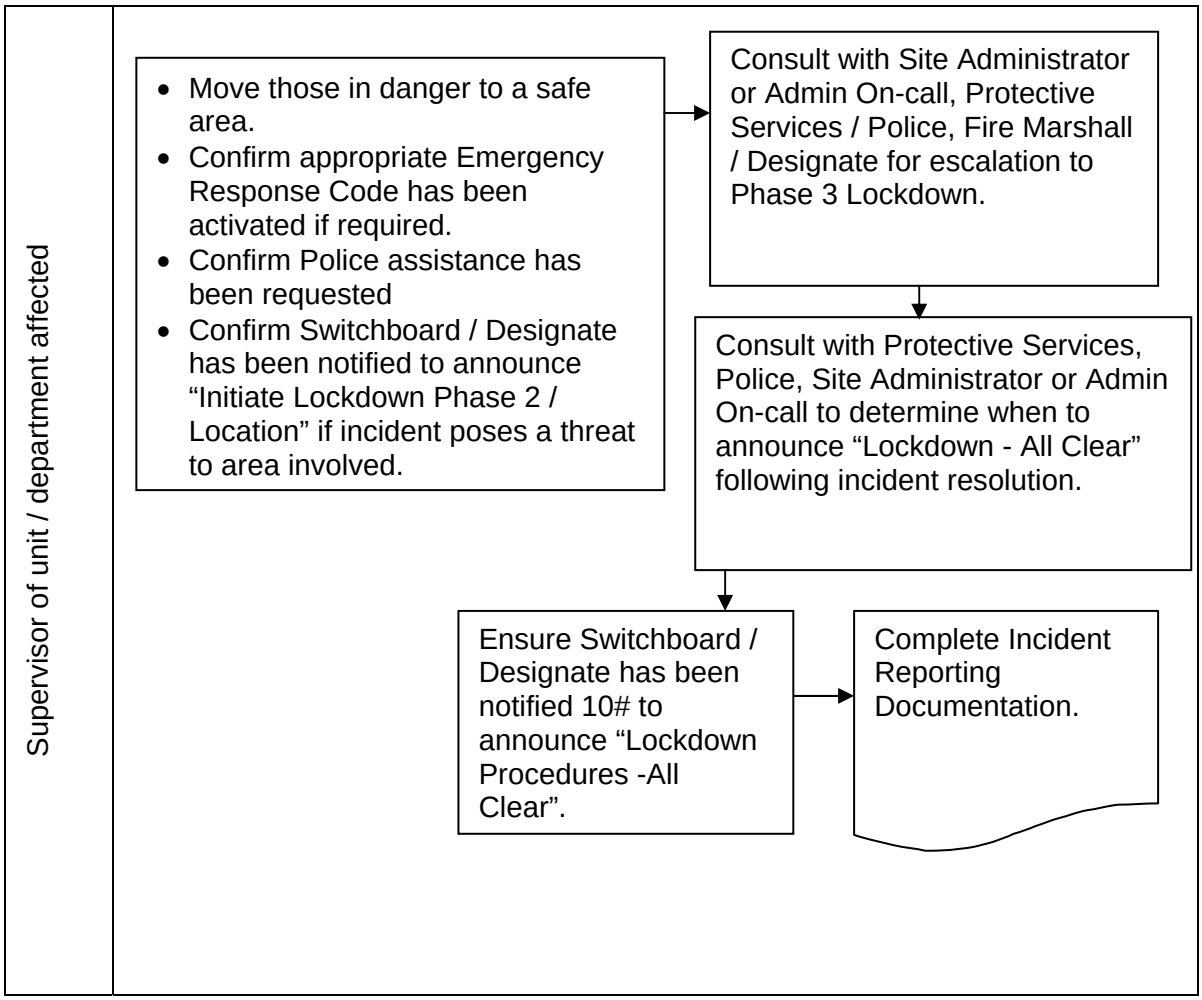
EMERGENCY LOCKDOWN




Switchboard Operator/ Designate
Announce the requested Emergency Response Code / Location (i.e. unit, department or area) or **"Initiate Phase 2 Lockdown Procedures / Location"** via the overhead paging system.
Notify the Site Administrator or Admin On-call and Police if Protective Services are not on site.
Continue to provide updates to staff every 15 minutes or as information becomes known. (if requested).
Announce, **"Lockdown Procedures / Location – All Clear"** when requested by Site Administrator or the Admin On-call / Protective Services / Supervisor.
All staff Members (in / near area affected)
• Return to your work unit / department / area, if able.
• Secure the area if possible (close and lock doors).
• Do not allow entry to unauthorized personnel.
• Move patients, visitors, staff to an area that can be secured.
• Stay away from windows and doors.
• Do not phone Switchboard (updates will be provided).
• Some staff may be needed to assist with Lockdown.
• Each area should attempt to identify staff to assist.
Report any violations of Lockdown procedures to Protective Services.
Prepare to assist with movement of patients, staff as advised.


Supervisor of unit / department affected
Move those in danger to a safe area.
Confirm appropriate Emergency Response Code has been activated if required.
Confirm Police assistance has been requested
Confirm Switchboard / Designate has been notified to announce "Initiate Lockdown Phase 2 / Location" if incident poses a threat to area involved.
Consult with Site Administrator or Admin On-call, Protective Services / Police, Fire Marshall / Designate for escalation to Phase 3 Lockdown.
Consult with Protective Services, Police, Site Administrator or Admin On-call to determine when to announce "Lockdown - All Clear" following incident resolution.
Ensure Switchboard / Designate has been notified 10# to announce "Lockdown Procedures -All Clear".
Complete Incident Reporting Documentation.

Phase 3-5
(Lockdown of the Floor, Building and Site)

Protective Services (PS) / Supervisor if PS not on site

- Call Switchboard / Designate 10# to announce "Initiate Phase 3 – Lockdown Procedures / Location" and as Phases escalate.
- Assist Police as needed.
- Continue to provide updates to Administration every 15 minutes or as information becomes available.
- Participate in Code Green if evacuation is necessary or if advised by Police / Site Admin or Admin On-call.
- Be prepared to assist with Code Green Procedures.
- Incident will automatically escalate from Phase 2 to Phase 4 Lockdown in single-floor buildings.

Continued escalation of event / incident

YES

NO

Consult with Supervisor/ Site Admin or Admin On-call / Protective Services to provide "All Clear" when incident is resolved.

Site Administrator or Administrator On-call

- Assist Protective Services / Police as needed.
- Determine the need to open a Site Command Post to manage response coordination.
- Ensure appropriate notification of event has occurred.
- Assess the seriousness of the hazard and potential impact on patients and staff.
- Consider need to open Zone Emergency Operations Centre for facility evacuation support if incident continues to pose threat to staff, patients, visitors or the facility.
- Consult with Protective Services / Police / Supervisor when to announce the "All Clear".

Emergency Lockdown

Access into / from the facility needs to be controlled or restricted

Purpose:

Lockdown is activated in the event that access into or exit from a healthcare facility must be controlled and / or restricted. Lockdown involves a response plan to ensure a safe and secure environment for staff, physicians, patients, residents, clients and visitors within the facility. If an event occurs that threatens the security of the facility, a series of lockdown phases will be implemented.

The Goal is to reduce or restrict the movement of people into and out of the facility.

Activation:

Lockdown can be activated by any staff member of Alberta Health Services or physician who becomes aware of a potential threat or actual situation requiring immediate response by:

- Contacting Protective Services (if on site), “Phase I Lock Down / Location, initiated.” Provide as much detail is possible (i.e. unit, department or area).
- Notifying the Supervisor / person in charge in their area.
- Protective Services / Supervisor of affected area if Protective Services not on site providing notification to Switchboard Operator / Designate to announce “ Initiate Phase 2 - Lockdown Procedures / Location” (three times) via the overhead paging system where available or via other predetermined communication method (i.e. P.A. System, telephone, pager, fire alarms and / or other multimedia device). This responsibility will be designated in the absence of Switchboard Operators.
- Contacting the Site Administrator or Admin On-call.

The order in which notification occurs will depend on the degree of danger and the particular circumstances of the situation.

Procedure:

1. The concept of response to incidents that lead to Lockdown of a facility in order to protect everybody is based on a series of escalating phases of Lockdown.

Phase 1: Lockdown of the Area Impacted

- Control / restriction of people in and out of the area immediately involved.

Phase 2: Lockdown of a (Fire) Zone

- Horizontal control / restriction of people to and from the unit or department within the fire zone on the same floor as the immediate area involved.

Phase 3: Lockdown of the Floor

- Control / restriction of people to and from the floor of the area immediately involved.

Phase 4: Lockdown of the Building

- Control / restriction of people in and out of the building.

Phase 5: Lockdown of the Site

- Control / restriction of people to and from the site, surrounding campus and parking areas.

2. Lockdown of a facility will be announced via overhead paging at Phase two and above, with identification of the location (i.e. unit, department or area) and the Phase number.

3. A Lockdown of a facility may follow these escalating phases of traffic control / restriction. However the Lockdown may escalate rapidly to any Phase of Lockdown depending on the incident, degree of danger and urgency of actions.

4. Phases of Lockdown may be accomplished by means of:
   - Card access modifications / restrictions.
   - Manual key lock.
   - Manning of entrances / exits by personnel as designated.
   - Perimeter control / restriction.
   - Any combination of the above depending upon site resources and time of day.

5. The decision to activate and / or escalate phases of Lockdown will be determined by the following:
   - Phase 1 - Staff members discovering the initial danger will activate Phase 1 and initiate response.
   - Phase 2 – The decision to further escalate the Lockdown will be made through consultation by the Supervisor of the affected area with Protective Services (if on site) / Designate or the Site Administrator or Admin On-call.
   - Phases 3 to 5 – The decision to activate further Lockdown will be made through consultation by the Site Administrator or Admin On-call / Fire Marshall or Designate / Protective Services (if on site) / Police.

If in the event of a threat to the safety or security of any persons in an AHS facility, theses procedures should be followed:

Responsibility:	**Action:**
Staff Member discovering threat or an active incident / danger **Phase 1 – Lockdown**	1. Call10# to activate the appropriate Emergency Response Code if indicated or call10# to notify Protective Services. 2. Prevent others from entering incident location. 3. Isolate immediate area if able. 4. Secure remainder of unit / department, if possible, by moving all patients, visitors and staff to an area that can be secured. 5. Assist with the movement of patients, visitors and staff as directed by Protective Services/Supervisor.
Protective Services (PS) / Supervisor of affected area if PS not on site **Phase 2 – Lockdown**	1. Respond to the affected area. 2. Assist in securing the area. 3. Provide assistance as needed. 4. Call Switchboard / Designate 10# to request announcement of Emergency Response Code if indicated or **"Initiate Lockdown Procedures, Phase 2 / Location."** (i.e. unit, department or area) 5. Control traffic flow into and out of Unit / Department directly involved. 6. Signage communicating Lockdown procedures in effect should be posted at all entrances outside affected area(s). 7. Assist with the movement of patients, visitors and staff as required / directed by Police. 8. Consult with Site Admin or Admin On-call to determine when to provide "All Clear".

The Switchboard Operator / Designate	1. Announce via the overhead paging system **"Initiate Phase 2 – Lockdown Procedures / Location"** (i.e. unit, department or area) when requested by Protective Services / Supervisor / Site Administrator or Admin On-call. 2. Notify the Site Administrator or Admin On-call if not already done. 3. Notify Police if not already done. 4. Continue to announce periodic updates to staff as information becomes available and /or every 15 minutes until incident is resolved or the **"All Clear"** has been requested by Supervisor / Protective Services / Site Administrator or Admin On-call.
All staff on the unit / departments on the same floor as area affected by incident / event	1. Return to your work unit / department / area. 2. Secure unit / department if possible (close / lock doors if able). 3. Monitor exits / entrances on your unit, department or area. 4. Do not allow entry of unauthorized personnel. 5. Request visitors remain in your area until the "All Clear" has been announced. 6. Move patients, visitors and staff to an area that can be secured. 7. Stay away from windows and doors. 8. Do not phone Switchboard. Updates will be provided when available. 9. Some staff may be required to assist with the Lockdown procedures. Each area / department should attempt to identify staff to assist. 10. Report any violations of the Lockdown area to Protective Services. 11. Prepare to move patients, visitors and staff from unit / department / floor as advised.
Supervisor on the affected unit / department	1. Move anyone in danger to a safe area. 2. Activate the appropriate Emergency Response Code if not completed. 3. Confirm Protective Services / Police assistance has been requested. 4. Ensure Switchboard / Designate has been notified to announce "Phase 2" Lockdown / Location if incident

	poses a threat to the unit / department involved. 5. Consult with the Site Administrator or Admin On-call / Protective Services / Fire Marshall or designate or Police for escalation to "Phase 3, Phase 4 and Phase 5 Lockdown Procedures" as required. 6. Activate a Code Green if evacuation is required, in consultation with Police / Protective Services / Site Administrator or Admin On-call.
Protective Services (PS) / Supervisor of affected area if PS not on site **Phase 3 Lockdown**	1. If the incident has not been resolved and continues to escalate, call Switchboard / Designate @10# to announce **"Phase 3 – Lockdown Procedures / Location"** (i.e. unit, department or area) 2. Continue to assist Police as needed. 3. Continue to provide updates to Switchboard / Designate every fifteen minutes. 4. Be prepared to assist with Code Green Procedures. 5. Incident will automatically escalate from Phase 2 to Phase 4 Lockdown in single-floor buildings.
Site Administrator or Administrator On-call	1. Assist Police as needed. 2. Determine the need to open a Site Command Post to manage with response. (i.e. Communications to staff and visitors, staff scheduling and notification. 3. Ensure appropriate notification of the event has occurred (e.g. Admin On-call, Protective Services, Staff, Executive and Communications). 4. Assess the seriousness of the hazard and potential impact on patients and staff. 5. Consider need to open ZEOC for facility evacuation support if incident continues to pose a threat to staff, patients or visitors. 6. Consult with Protective Services / Police / Supervisor when to announce the "All Clear". Direct Switchboard Operator or Designate to announce "Lockdown – All Clear".

Post Analysis Report:

1. The Supervisor in charge of the impacted area(s) is to ensure incident documentation is completed by following the incident reporting process:
    a. Reportable Incident Form (seniors' sites).
    b. Urgent Notification of an Emerging Issue (all other sites).
    c. Other Site or Zone specific documentation as appropriate.

2. Advice on document completion may be sought from Zone Emergency/Disaster Management staff (during the working day) or from the Local Administrator On-call (during evenings and weekends). Zone Emergency/Disaster Management staff may also be contacting for assistance in facilitating the post incident debrief.