Managing the Mandatories

December 2022

In order to satisfy your annual training and education requirements from CMS (42 CFR 482.15) and HFAP (09.03.01), please read this entire course and quiz.

Because there are several different locations within Covenant HealthCare, you will also need to review any departmental policies and procedures, specific to your area, for any of the topics covered in this course. If you have any questions, please contact your manager, Safety Officer/EM (3.2756), Safety Manager (3.4090), or Infection Prevention and Control. Quizzes are due by December 31, 2022. Newly hired employees must complete within 14 days of their start date.

COVENANT
HealthCare

POST CRISIS MANAGEMENT

Did You Know?
Covenant HealthCare provides a Second Victim Support Service known as the Here For You – HOPE Team.

What is a second victim?
A second victim is a healthcare provider who is involved in an unanticipated high-risk event that has caused harm or has the potential to cause harm to a patient, causing the healthcare provider to become victimized due to the trauma of the event. Common reaction to stressful events…

Physical symptoms:	
Sleep disturbances	Rapid breathing
Difficulty concentrating	Muscle tension
Eating disturbance	Uncomfortable returning to work
Headache	Anger and irritability
Fatigue	Depression
Diarrhea	Self-doubt
Rapid heart rate	Flashbacks

If you are experiencing any of these symptoms and want to discuss resources available or talk through your concerns, please contact the program's lead supporter: **Kristen Tomke, Risk Management Specialist; Office: 583-7264**

On weekends or off-shifts, contact the Shift Administrator who can contact someone from the program.

AP.607 Here for You - Second Victim Support Program for Staff

BOMB THREAT (CODE ORANGE)

BOMB THREAT

Bomb Threat is a threat of the placement of an explosive device with the purpose of causing either panic in the facility or to cause damage to the facility.

Homemade bombs are either open or disguised, and often consist of sticks of dynamite tied together with a fuse and blasting cap. A substance that resembles putty may be used. Disguised bombs may be hidden in shoeboxes, lunchboxes and briefcases. 7-Up bottles with Drano added might also be a device used for explosion, as well as mousetraps, clothes pins, mercury switches, radios, and clocks. A one-foot length of pipe with a cap threaded at both ends is also used as an explosive device.

BOMB THREAT (CODE ORANGE)

PERSON RECEIVING THE CALL

Take down as many details as possible then immediately go to the safety manual policy SM.014 Bomb Threat and fill out the form.

Flag someone else in your area to call your emergency number, either 5.2222 on campus or 911 off campus

Questions to ask:	Background Noises:	Description of Caller:
- When will it go off?	- Office Machine	- Male
- Where is it located?	- Animals	- Female
- What does it look like?	- Quiet	- Adult
- Why are you doing this?	- Street Traffic	- Child
- Who are you?	- Trains	- Approximate Age
	- Music	

Click to view the
Safety Manual Policy SM.014 Bomb Threat
for more detailed information.

BOMB THREAT (CODE ORANGE)

UPON CODE ORANGE NOTIFICATION:

Each department will need to assign own staff to make a QUICK VISUAL search of the area. Staff should report back to the department manager or shift charge nurse.

- While sweeping staff should be performing a quick visual sweep of the department/unit
- Each team member should take either the lower half or the upper half of the area
  - Searching should occur in opposite directions, so as to not interfere with each other
- Be sure to look under and on top of equipment (without disturbing the equipment)
- Note any equipment out of place, or anything unusual that normally does not belong
- DO NOT TOUCH, MOVE OR CHANGE ANYTHING!
- Look for things that don't belong, such as a fast-food container, shopping bag, shoe box, etc.
- Do not turn lights on or off
- Use a flashlight as necessary
- **Do not use radios or cellphones**

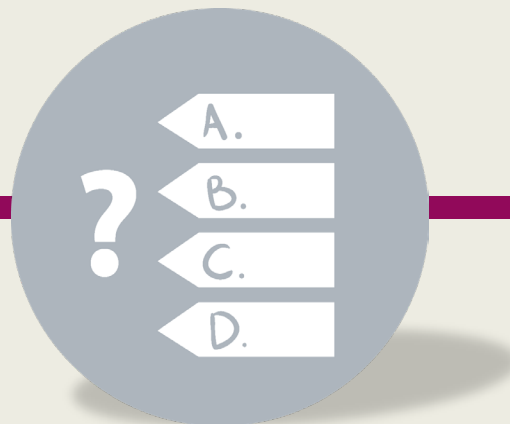*Call Security at 3.6149 or 911 if you find something suspicious!*

QUIZ

1. If a bomb threat is called into the Cooper front desk for the ECC, who should be called to report the threat?
   a. Shift Administrator
   b. Safety Officer/EM
   c. Emergency Line 5.2222
   d. Engineering Manger

QUIZ

1. How should departments sweep for bombs?
   a. Wait for the police to arrive
   b. Have security sweep the area
   c. Department staff do a visual check of the area
   d. Engineering staff do a visual check of the area

CODE PLATINUM - LOCKDOWN

LOCKDOWN

Locking down the hospital is the process by which pedestrian traffic is channeled to specific entry/exit points. This includes a physical lockdown of all entrances to the main building(s).

Employee photo identification badges are the primary means of accessing the building during a lockdown. All employees will enter the building through the front lobby.

Security officers or designees may be assigned to specific entrances in order to facilitate entry by authorized persons.

SM.024 Code Platinum Lockdown Access Control

LEVELS OF LOCKDOWNS

Lockdown Levels

1. **Total Lockdown**

2. **Controlled Lockdown**
   - Type 1 – Controlled Lockdown/Exit Only
   - Type 2 – Controlled Lockdown/Entry Only
   - Type 3 – Controlled Lockdown with Entry/Exit
   - Type 4 – Partial Lockdown
   - Type 5 – Emergency Department Lockdown

CODE PLATINUM - LOCKDOWN

Total Lockdown:

- This is the highest level of facility and perimeter security and may be a life-threatening situation. During a total lockdown, ALL perimeter doors are secured, and NO ONE is allowed to enter or exit the facility. Security personnel or designees will be assigned to key entrance/exit points.

CODE PLATINUM - LOCKDOWN

TOTAL LOCKDOWN

Controlled Lockdown:

- **Type 1 – Controlled Lockdown/Exit Only:** During a controlled lockdown/exit only, ALL perimeter doors are secured. Security personnel/designees are assigned to ALL perimeter doors. Each person attempting to leave would be screened, as defined by this policy.

- **Type 2 – Controlled Lockdown/Entry Only:** During a controlled lockdown/entry only, ALL perimeter doors are secured, and security personnel/designees are assigned to these doors. Each person attempting to enter would be screened, as defined by this policy, by security staff.

- **Type 3 – Controlled Lockdown with Entry/Exit:** During a controlled lockdown with entry/exit, ALL perimeter doors are secured, and security personnel/designees are assigned to ALL entry/exits. Each person attempting to enter or exit would be screened in accordance with this policy.

CODE PLATINUM - LOCKDOWN

CONTROLLED LOCKDOWN

Controlled Lockdown:

- ○ **Type 4 – Partial Lockdown:** During a partial lockdown, ALL foot traffic is directed towards pre-designated controlled entrances/exits (Main Lobby, Emergency Triage/Trauma doors). Security or designee will maintain control at these locations. Each person attempting to enter, or exit would be screened in accordance with this policy.

- ○ **Type 5- Emergency Department Lockdown**: Please refer to: ECC.314 Code Grey- Securing the ECC Policy.

CODE PLATINUM - LOCKDOWN

Staff observing or becoming aware of a security/safety incident shall call ext. **5.2222** and report the known details.

- *In the event of a true emergency that requires immediate intervention, such as a **CODE SILVER** (active shooter), this action may be undertaken independently by Security.*

The determination to declare and/or initiate total or controlled lockdown will be at the discretion of the Administrator On-call, Security Manager, and/or Shift Administrator.

Operator will announce three (3) times via overhead page:
"A "level of lockdown" is now in effect".

CODE PLATINUM - LOCKDOWN

SCREENING

Individuals will be screened upon entry and/or exit of the facility. Security or designee will check the following:

- Hospital Identification Badges
- Driver License / Personal Identification Cards
- Bags
- Packages
- Equipment
- Supplies

CONGRATULATIONS!

Congratulations!

You have successfully completed this course! Please use the button below to exit and return to Halogen in order to receive credit for this course.