

# Emergency and Disaster Training

■ Volunteer training 2023

# Emergency and Disaster Training

## Learning Objectives:

- Define an Emergency
- Emergency Preparedness
- Understand Volunteer Response to an Emergency
- Hospital Codes

# What is an Emergency??

- Bomb Threat
- Evacuation Plan
- Fire
- Mass Casualty
- Armed Intruder
- Snow Emergency
- Suspicious Substance
- Tornado
- Other weather related emergencies

An emergency is any event that results in:

- Disruption of the environment of care
- Disruption of care, treatment, and services
- Sudden, significantly changed or increased demands for the hospice services

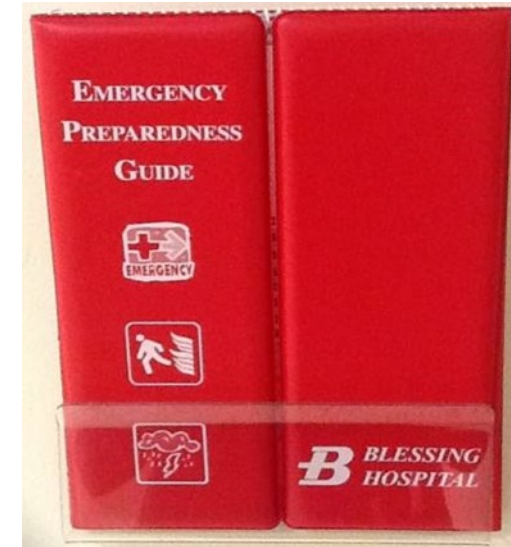
# Emergency Operations Plan: Communications

## Emergency Back-up Phones

During an internal telephone system downtime, a very minimized phone system will be available, using basic telephones. They are red and look like older style, non-display phones. Most departments will have one or two of these red emergency phones deployed

This emergency telephone system allows for internal dialing between red emergency phones, call transfers between emergency phones and out dialing

Refer to the instructions in your department's Emergency Preparedness Guide





# Hospice Emergency Preparedness

Blessing Hospice have a plan to ensure the necessary staff to deal with an emergency.

Blessing Hospice will work in unison with the health system and will work with the Hospital Command Center, if needed. Hospice has developed an Emergency Operations Plan to be used in the event of an emergency. When staff members receive information regarding an emergency, the plan is activated; the situation is evaluated and coordinated per the policy. All patients are prioritized according to established guidelines.



# Hospice Emergency Preparedness for Volunteers

- Volunteers when visiting a patient's home or nursing facility you should note the location of the exits and telephones
- Identify anything that would inhibit your safety and that of the patient if an emergency would occur
- Share concerns with Volunteer Coordinator or Hospice Director



# Fire: In a Patient's Home

**R A C E**

- R** Remove Victim from immediate danger (If able)
- A** Alert others by dialing 911 emergency contact number for area
- C** Contain fire by closing doors and windows. Turn off equipment. (If safe)
- E** Evacuate/Extinguish (Extinguish - if safe)

\*\*\*Your safety is important! Please call the hospice office after calling and finding yourself safe.

# Tornado

Treat tornado-warning sirens the same as an announcement of a tornado warning over the radio

- Note - tornado sirens are tested on the first Tuesday of each month at 10:00 a.m.







# Weather Related Emergencies

- Weather events that limit travel or disable utilities are determined to be one of the highest impact hazards for Hospice patients and staff members.
- Listen to the radio if weather is questionable.
- If in a car - Don't attempt to flee in it. Abandon the vehicle and seek shelter in a public building or other safe area.
- If in the office - Shelter in Place. Move away from windows, to an inside room and cover their head and neck for protection.
- If volunteers are in a patient home- Shelter in Place. The Volunteer should assist the patient to a safe location and then seek protection for him or herself.
- Once emergency has passed, call the Hospice Office.



# Response After An Emergency

- Hospice staff and volunteers are to follow any emergency orders from law enforcement or other local officials regarding the need to evacuate.
- All patients will be contacted by phone to check patient's status, if not accessible by phone, a staff member will be assigned to make a home visit if it is safe.
- If in patients home or in route to patients home when an emergency occurs contact the hospice office and report location and status
- Follow all instructions provided by Hospice staff

# Blessing Hospital Codes

Codes are organized into three major categories:

- Facility alerts
  - Fire Alarm, Suspicious Substance, Tornado Warning
- Security alerts
  - Armed Intruder, De-escalation Team Activation, Infant/Child Abduction, Missing Person, Bomb Threat
- Medical alerts
  - Mass Casualty Incident, Decontamination Team Activation, Code Blue (Cardiac/Respiratory Arrest)

How is an Emergency Code Called?

- The code should be called in a three-part statement by the operator to include:
  - Alert category (Facility/Security/Medical)
  - Specific code description
  - Location of emergency and other descriptor
- Example: “Security Alert, Infant Abduction, 4th floor, Post Partum Unit, newborn boy, blonde hair”
- Additional information or instructions can be provided if known.

# Blessing Hospital Codes

## Condition Blue—Cardiac Arrest

If patient or family is around, stay calm.

## Security Alert- De-Escalation—A Crisis Situation

Stay Calm. Allow staff to handle.

## Security Alert- Infant/Child Abduction

Be Alert to someone leaving with a small child; inform security; do not intervene.

## Security Alert- Fire Alarm

Dial 5555; stay calm, remove people from the area; turn off equipment, lights; use fire extinguisher; use RACER

## Security Alert- Mass Causality

If family of victims comes to your area, stay calm. Send all families to Hospital Auditorium

## Security Alert- Suspicious Substance

If you discover suspicious unidentified powder in the mail, or elsewhere, promptly wash your hands and report to a Blessing Staff Member.

## Security Alert- Bomb Threat

Report a bomb threat immediately by dialing 5555. If a bomb threat has been received, all departments and public areas of the hospital must be searched.

## Security Alert- Armed Intruder

If you observe, or recognize a dangerous situation, dial 5555. Be prepared to tell the location of the situation, the type of weapon, the number of suspects and hostages. If you hear the alert, attempt to exit. If you are unable to exit do your best to hide from the threat until the “All Clear” is given.

## Medial Alert - Decontamination

This is a code for when a person is contaminated by hazardous materials.

## Facility Alert - Tornado Warning

Overhead announcement or sirens. Move away from windows and doors- move to an enclosed windowless area if possible.

# Questions

- IF you have any questions, please call 217-223-8400 ext 4731 to talk with the Volunteer Coordinator.
- Please complete Evaluation