



Wellness & Fitness

401 Campus Blvd. 540- 536-3000

KNOW → EMERGENCY PHONE NUMBERS

TYPE OF EMERGENCY	PHONE NUMBER
Medical Emergency – Code EMS	911 - then 71234
Non-medical Emergency – All other Codes	71234

KNOW → R.A.C.E. P.A.S.S.

Rescue	Pull the pin
Alarm	Aim low
Confine	Squeeze the trigger
Extinguish	Sweep side to side

KNOW →
Valley Health Smoking Policy
Where to find Emergency Plans & Policies
Your basic response to ANY emergency
Your CODES

CHILD ABDUCTION	INFANT/CHILD ABDUCTION
CODE EMS	MEDICAL EMERGENCY
HAZARDOUS MATERIAL RESPONSE	CHEMICAL SPILL
SECURITY EMERGENCY	COMBATIVE PARTICIPANT
BIOHAZARD EMERGENCY	VOMIT OR FECAL EXPOSURE
FIRE ALARM ACTIVATION	FIRE/SMOKE
SUSPICIOUS ITEM	BOMB THREAT
ACTIVE SHOOTER/VIOLENCE	ACTIVE SHOOTER/VIOLENCE

KNOW →
Location of Command Center in Your Facility (VHWFC- Front Desk)
What SDS Stands For (Safety Data Sheet)
Location of SDS binders
How to Obtain a SDS (1-800-451-8346) (See Stickers ON THE PHONES)

KNOW → To **SIN when you encounter a Hazardous Material**

Safely	Safely leave the area
Isolate	Isolate and keep people from entering the area
Notify	Notify the operator on your facility emergency phone number



How to call mock codes over 2-way radios: “Drill, drill, drill, name of code, location, drill” 3x

How to initiate Emergency Action Plans:

Type of Emergency

How to call the codes using 2-way radios

Minor Medical Emergency	“MOD, Immediately + location” 3 times
Major Medical Emergency	“Code EMS + location” 3 times
Infant/Child Abduction	“Child Abduction + location + description if know” 3 times
Combative Participant	“Security Emergency + location” 3 times
Fire Emergency	“Fire Emergency + location” 3 times
Active Shooter	“Active Shooter + location” 3 times
Biohazard Emergency-Non-Aquatic Area	“EVS needed + location”

Use phone to notify VH Security

Suspicious Item/Threat	Call VH Security – 71234
Hazardous Material-Major Spill	Call VH Security – 71234 and VH Maintenance



Wellness & Fitness

TITLE	Medical Emergency Response-Code EMS	CODE #	EOC Security Management Plan
FACILITY	• Valley Health Wellness & Fitness Center	PAGE #	1 OF 2
DEPARTMENT(S)	• All Departments		
EFFECTIVE DATE	10/08	FUNCTION	Environment of Care
REVIEWED	11/09;10/10;10/11;10/12;11/13; 12/17; 01/19; 12/19;9/2020; 11/21; 11/22	RESOURCE	Valley Health Wellness & Fitness Center
REVISED	11/14, 12/16, 5/25	Manual	VHWFC P & P
APPROVAL			
SIGNATURE	TITLE		
	VH Director of Valley Health Wellness & Fitness Center		
SIGNATURE	TITLE		
	Operations Manager, VHWFC		

PURPOSE

To state the responsibilities and procedure for providing assistance to persons other than in-patients, who experience a life threatening event or serious injury while at the Valley Health Wellness & Fitness Center.

POLICY

Established processes for medical emergency response assistance to any reported life-threatening event or serious injury to a member, guest, or non-patient while at the Valley Health Wellness & Fitness Center. EMS are the primary responders for the Valley Health Wellness & Fitness Center.

I. Responsibilities

A. First Responder

1. Use two-way radios to announce **"Code EMS-Fitness floor/pool,etc.(exact location) 3 Times."**
2. If in the pool, safely remove participant from the pool (if needed) using appropriate rescue techniques. If there is suspected spinal cord injury, the removal will involve a 2nd responder.
3. Begin CPR, Basic Life Support as outlined by American Heart Association/American Red Cross.

B. Front Desk Staff

1. Radio to staff: **"This is _____. I am calling "911" 3 Times."**
2. Diall "911" and tell the operator: **This is Valley Health Wellness & Fitness Center at 401 Campus Blvd, across from the Outpatient Diagnostic Center. We have a medical emergency at the Fitness Center/Or in the Pool."**
3. Front desk will call 71234 to have an alert sent out through VH informacast. Direct EMS to the code location opening all doors and clearing as needed. Direct to the rear entrance for pool area as needed.

C. Second Responder

1. Ensure that Emergency Services "911" has been called.
2. Take emergency supplies and AED to the scene.
3. Assist in removing participant from the pool, if needed.
4. Assist with BLS.

D. Other Staff/Departments

1. Direct EMS/ALS rescue squad to the scene.
2. Obtain supplies as needed or participant/member records.
3. Remove family members from the scene, accompany them to a quiet area of the center, remain with them and support them as possible.
4. Remove other patrons from the vicinity or screen them from the activity.
5. Assist in providing privacy to the participant who is receiving medical care.
6. Maintain safety at all other areas of the center.
7. Inform EMS of participant/member clinical status prior to/and after the Code EMS in the transition of the patient to their care.

E. EMS

1. Assume care of the participant of Valley Health Wellness & Fitness Center.

F. Director/Member of Management

1. Notify the participant's next of kin or emergency contact of the event or condition and the outcome after patient is transported.
2. Fill out an incident report with the primary responders within 24 hours of the incident.
3. Create Alert in computer software that participant will need Provider's Approval to return to the Wellness Center.

II. Code EMS Post Conference

1. First responder and/or team may need to meet immediately following the incident depending on the severity of the incident.
2. The Director will conduct a Code EMS Post Conference to discuss the events of the Code EMS with the team members within 72 hours to actively seek opportunities to improve the process.

III. Physician Approval

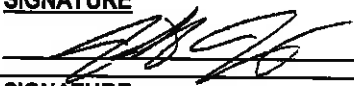
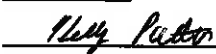
1. Participant will have to present a Provider's Approval (PA) after the incident in order to return to the Wellness Center.

IV. Enforcement of Policy

- A. Failure to comply with this policy may result in disciplinary actions in accordance with Human Resources Policies.



Wellness & Fitness

TITLE	CHEMICAL & HAZARDOUS MATERIAL RESPONSE	CODE #	EOC Security Management Plan
FACILITY	• Valley Health Wellness & Fitness Center	PAGE #	1 OF 3
DEPARTMENT(S)	• All Departments		
EFFECTIVE DATE	10/08	FUNCTION	Environment of Care
REVIEWED	11/10; 10/12; 12/17; 01/19; 11/21; 11/22	RESOURCE	Valley Health Wellness & Fitness Center
REVISED	11/14, 12/16, 12/19; 9/2020	Manual	VHWFC P & P
APPROVAL			
SIGNATURE 		TITLE VH Director of Valley Health Wellness & Fitness Center	
SIGNATURE 		TITLE Operations Manager, VHWFC	

PURPOSE

Establish procedures for responding to unplanned releases of chemicals, hazardous materials or wastes in order to minimize injury to personnel or damage to the environment.

OVERVIEW

- ◆ A hazardous material emergency shall be defined as a leak or spill which is occurring or has occurred, which if left unattended could cause injury, death, fire, explosion, or catastrophe to their environment.
- ◆ Safe and appropriate response to an accidental release or spill of hazardous materials is essential to the safety of employees, patients and visitors.
- ◆ It shall be the policy of Valley Health Wellness & Fitness Center to respond to and properly manage all hazardous spills.

I. Initial Actions

- A. Persons discovering the spill or leak shall do the following:

Follow S.I.N. Acronym
SAFELY leave the area
ISOLATE and keep anyone from entering the area
NOTIFY Central Communications by dialing your Facilities Emergency Number 71234

1. When dialing your facilities emergency number to report the hazardous material emergency; make sure to give the following information:
 - a. Location of spill.
 - b. Type of material (if known).
 - c. Number and types of injuries (if any).
 - d. Amount/size of release (estimated).

2. Evacuate all personnel from the incident area and keep anyone from entering
3. Close all doors to the incident area (if possible and can be done safely).
4. Obtain the Safety Data Sheet (SDS) for the material(s) spilled by calling the SDS Hotline at 1-800-451-8346 and give to the responding emergency personnel.

B. Minor Leak/Spill Steps (Chlorine)

1. Staff member will notify Management.
2. Management will notify AFO/CPO or Director.
3. Management will contact VH Maintenance (**Internal Phone: 68911 Pager #081**
External Phone: 540-536-8911 Pager #081)
4. AFO/CPO or VH Maintenance will attempt to repair chlorine lines and/or stop leaks.

C. Major Spills

1. Staff will call Emergency Number 71234 to report the spill
2. Staff can press panic button in Kids Zone, Wellness Services, Member Services Desk, or Sales Office

II. HOSPITAL EMERGENCY PERSONNEL RESPONSIBILITIES

UPON NOTIFICATION OF THE EMERGENCY, THE FOLLOWING SHALL TAKE THE CORRESPONDING ACTIONS:

- A. Central Communications shall do the following upon receiving notification of the spill or leak:
 1. Notify the following:
 - a. Administrator On Call (AOC).
 - b. Director of Safety & Emergency Management.
 - c. Director of Facilities/Construction Services Department.
 - d. Director of Environmental Services Department.
 - e. Employee/Occupational Health (EOH) or Nursing Supervisor.
 2. Inform the persons who are responding to the incident scene of any known information received during the initial notification of the emergency.
- B. AOC / Incident Commander
 1. Initiate Hospital Command Center (HCC); if deemed necessary.
- C. Safety/Security
 1. Respond to the incident location to conduct initial size-up of the incident.
 2. Review/Obtain the correct Safety Data Sheet (SDS) for the material(s) involved.
 3. Identify the character, exact source, amount and real extent of any released material(s) (observation, review of records and/or manifests, chemical analysis).
 4. Assess possible hazard (direct and indirect) to human health or the environment that may result from the spill, release or explosion.
 5. If necessary; secure a direct route to the Emergency Department for transporting victims (making sure not to contaminate the facility).

D. Facilities/Construction Services

1. Secure equipment that is contributing to the incident or that could possibly contribute to the incident.
2. Contain the emergency incident using adsorbents for spills.
3. For flammable material spills, use absorbent material to contain the liquid while personnel standby with fire extinguishers to act in the event of a fire. Place the absorbent material(s) in appropriate container(s) and properly label contents.

E. Environmental Services

1. Assist as needed.

III. DECONTAMINATION OPERATIONS

- A. Follow Decontamination Procedures as listed in the Safety Data Sheet (SDS) for the Material(s) involved in the spill or leak.

IV. CONTAINMENT/CLEAN-UP PROCEDURES

- A. Follow Containment/Clean-up Procedures as listed in the Safety Data Sheet (SDS) for the Material(s) involved in the spill or leak.

V. DISPOSAL PROCEDURES

- A. Follow Disposal Procedures as listed in the Safety Data Sheet (SDS) for the Material(s) involved in the spill or leak.

VI. DISCONTINUING/RELOCATION OF SERVICES

- A. Upon assessment of the emergency, the Incident Commander shall determine if any facility/work area, including VH offsite facilities (during community wide emergencies), shall be evacuated and services temporarily discontinued or relocated to another site.
- B. The Incident Commander shall have the authority to close any facility/work area and send Staff home or to a relocation site.
- C. If the Department Director of the facility/work area affected is not reachable during the incident, the HCC shall advise the Department Director of the discontinuing/relocation of services via voice mail as soon as possible.
- D. Completion of Risk Report(s) and notification to Employee/Occupational Health and/or Nursing Supervisor shall be followed up on.

VII. ENFORCEMENT OF POLICY

- A. Failure to comply with this policy may result in disciplinary actions in accordance with Human Resources Policies.

ValleyHealth

Wellness & Fitness

TITLE	SECURITY EMERGENCY -COMBATIVE PATIENT/MEMBER	CODE #	EOC Security Management Plan
FACILITY	• Valley Health Wellness & Fitness Center	PAGE #	1 OF 3
DEPARTMENT(S)	• All Departments		
EFFECTIVE DATE	10/08	FUNCTION	Environment of Care
REVIEWED	10/09; 11/10; 10/11; 10/12; 11/13; 12/17; 01/19; 11/21; 11/22	RESOURCE	Valley Health Wellness & Fitness Center
REVISED	11/10; 11/13; 11/14; 12/16; 12/19; 9/2020; 6/25	Manual	VHWFC P & P
APPROVAL			
SIGNATURE			TITLE
			VH Director of Valley Health Wellness & Fitness Center
SIGNATURE			TITLE
			Operations Manager, VHWFC

PURPOSE

This plan outlines steps to take to ensure patient and staff safety.

A Security Emergency is designed to have security and/or other designated trained, staff to respond to emergency situations for safe containment of members, guests, or non-patients who are immediate threats to the physical safety of themselves or others, or who are acting out uncontrollably.

OVERVIEW

Should a member/visitor become combative or escalating in behavior that could result in physical harm to staff or another person, staff will immediately activate Security Emergency.

I. INITIAL ACTIONS

- A. Person(s) observing behavior will use the 2-way radio to activate Security Emergency by announcing 3 times (if possible) "Security Emergency (location)."
- B. Front Desk staff will dial Public Safety at 64175.
As time allows call 71234 to report the emergency to the Emergency Operator and inform them of a Security Emergency.
 - a. Any employee can press the panic button located in Kids Zone, Wellness Services, Member Services Desk, or Sales Office
- C. Front Desk staff will use 2-way radio, after speaking to VH Safety & Security, saying "Calling Security" 3 times.

II. HOSPITAL EMERGENCY PERSONNEL RESPONSIBILITIES

- A. Upon notification of a Security Emergency, the Switchboard shall:
 1. Notify the following:

- a. Security by 2 way radio

B. Security

1. All available officers as designated by the Security Captain or Security Supervisor will respond immediately to the location of the Security Emergency.
2. Security personnel will follow the direction of the Manager on Duty unless a crime has been committed or a staff member is in danger of injury then the Security Supervisor/OIC will assume command of the situation until returned to normal.
3. Once the patron is under control the Security Supervisor/OIC will determine how many Officers need to remain in the area until the patron is properly restrained.

III. Completion of the Code Situation

- A. Security will call the switchboard operator to clear the code.
- B. The operator will radio to all security personnel that the code is clear by repeating "security emergency on (give location) is now clear".
- C. Staff (unit involved and security) will have a post-code conference/debriefing to evaluate management techniques, safety issues, and any concerns on their specific units.
- D. Documentation will be completed per each department requirement

IV. ENFORCEMENT OF POLICY

- A. Failure to comply with this policy may result in disciplinary actions in accordance with Human Resources Policies.

APPENDIX A

TECHNIQUES FOR ASSISTING IN DE-ESCALATION

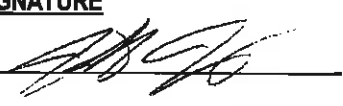
(Take the HEAT)

1. Do not criticize the individual.
2. Do not argue with the individual.
3. Keep repeating yourself in calm tones.
4. Ensure member, visitor and staff safety at all times.
5. Gain eye contact.
6. Use open ended sentences, i.e. "Tell me about what happened." or "Tell me what I can do to help you."
7. Avoid physical contact.
8. Maintain the individual's dignity.



ValleyHealth

Wellness & Fitness

TITLE	BIOHAZARD EMERGENCY	CODE #	
FACILITY	Valley Health Wellness & Fitness Center	PAGE #	1 of 1
DEPARTMENT(S)	All		
EFFECTIVE DATE	8/07	FUNCTION	
REVIEWED	11/10; 1/11; 5/12; 5/13; 7/15; 12/17; 01/19; 12/19, 11/22	RESOURCE	Valley Health Wellness & Fitness Center
REVISED	7/11; 9/11; 5/12; 5/13; 7/15, 12/16; 9/2020, 11/21	MANUAL	VHWFC P & P
APPROVAL			
SIGNATURE	TITLE	SIGNATURE	TITLE
	Director VHWFC		Operations Manager, VHWFC

PURPOSE:

To describe procedures for dealing with situations of vomit or fecal exposure to minimize transmission or contamination.

STATEMENT OF POLICY:

1. To designate the procedures during the occurrence of vomit or fecal exposure.
2. To minimize risk of disease transmission through such an exposure.
3. To establish responsibilities of team members.

PROCEDURES:

Biohazard Emergency Protocol (Vomit, Fecal, Urine Procedure) – Non-Aquatics Areas

1. Equipment

- a. Appropriate PPE is to be worn during clean up procedures.
- b. Appropriate disinfectant materials and procedures are to be used by EVS staff.

2. Employee will:

- a. Recognize contamination.
- b. Use 2 way radios to alert “**EVS needed (location)**”
- c. Ensure participants do not come within 5 feet of the contaminated area.
- d. Use PPE to assist housekeeping in clean up and disinfection procedures.
- e. Alert Director of incident if major.

3. Environmental Services (EVS) will:

- a. Use sanitary procedures to clean and disinfect the area.
- b. Instruct other staff of ways he/she may assist.
- c. Dispose of waste properly and disinfect cleaning equipment used.

Biohazard Emergency (Vomit, Formed Stool, Urine Procedure) – Water (Pools)

1. Equipment

- a. Skim pole and net on wall in the lap pool area.
- b. Gloves and other appropriate PPE are to be worn during clean up procedures.

2. The Lifeguard will:

- a. Promptly evacuate the pool.
- b. Not let anyone back into the water until all decontamination procedures are completed.
- c. Use the telephone to alert on duty management.
- d. Lifeguard will clean pool and discard any contaminant.

3. The Director will:

- a. Have an on duty CPO respond.
- b. If there is no CPO on duty, the director will alert staff to respond.

4. The CPO/or staff will:

- a. Skim any visible contaminants from water, sanitarily discard.
- b. Clean and disinfect net.
 - i. Clean with 9 parts water, 1 part bleach.
 - ii. After cleaning leave net in pool during disinfection.
- c. **Raise Free Chlorine to 2 ppm.**
- d. **Adjust pH to between 7.4-7.6**
- e. Ensure filtration system operates throughout process.
- f. **Maintain for 30 minutes before reopening pool.**
- g. Record incident in the Aquatics/Pool log located in the Aquatics Office.
 - i. Date and time
 - ii. Formed or Loose Stool
 - iii. Chlorine levels at the time of the incident.
 - iv. Procedures followed in response.
 - v. pH just prior to reopening of the pool.
 - vi. Contact time.
- h. Confirm to the lifeguard that the pool may be reopened after completion.

Biohazard Emergency (Loose Stool Procedure) – Water (Pools)

1. Equipment

- a. Skim pole and net on wall in lap pool area.
- b. Gloves and other appropriate PPE are to be worn during clean up procedures.

2. The Lifeguard will:

- a. Promptly evacuate the pool.
- b. Not let anyone into the water until all decontamination procedures are completed.
- c. Report incident to on duty management.

3. The Director will:

- a. Have an on duty CPO respond.
- b. If there is no CPO on duty, the Director will have staff respond.

4. The CPO/or staff will:

- a. Skim any visible contaminant from water, sanitarily discard.

- b. Clean and disinfect net.
 - i. Clean with 9 parts water, 1 part bleach.
 - ii. After cleaning leave net in pool during disinfection.
- c. Raise chlorine to the following concentration maintain for the corresponding time:

Chlorine (ppm)	Time (hours)
5	24

- d. **Adjust pH to between 7.4-7.6**
- e. Ensure that the filtration system is operating throughout the entire process.
- f. Backwash the filter thoroughly after maintaining the required free chlorine concentration and time.
- g. Adjust free chlorine concentration to less than 5 ppm before letting anyone back into the water.
- h. Record the incident.
 - i. Date and time
 - ii. Formed or Loose Stool
 - iii. Chlorine levels at the time of the incident.
 - iv. Procedures followed in response.
 - v. pH just prior to reopening of the pool.
 - vi. Contact time.
- i. Confirm to the lifeguard that the pool may be reopened after completion.

Biohazard Emergency (Vomit, Fecal, Urine Procedure) – Pools Decks

1. Equipment

- a. Appropriate PPE is to be worn during clean up procedures.
- b. Appropriate disinfectant materials and procedures are to be used by EVS staff.

2. The Lifeguard will:

- a. Recognize contamination.
- b. Use 2 way radios to alert “EVS needed (location)”
- c. Ensure participants do not come within 5 feet of the contaminated area.
- d. Use PPE to assist housekeeping in clean up and disinfection procedures.
- e. Alert Director of incident if major.

3. EVS will:

- a. Use sanitary procedures to clean and disinfect the area.
- b. Instruct lifeguard of ways he/she may assist.
- c. Dispose of waste properly and disinfect cleaning equipment used.

ValleyHealth

Wellness & Fitness

TITLE	FIRE EMERGENCY/ALARM ACTIVATION RESPONSE	CODE #	EOC Security Management Plan
FACILITY	• Valley Health Wellness & Fitness Center	PAGE #	1 OF 4
DEPARTMENT(S)	• All Departments		
EFFECTIVE DATE	10/08	FUNCTION	Environment of Care
REVIEWED	11/09; 10/10; 10/11; 10/12; 11/13; 12/17; 01/19; 12/19; 11/21; 11/22	RESOURCE	Valley Health Wellness & Fitness Center
REVISED	11/14, 12/16; 9/2020; 6/25	Manual	VHWFC P & P
APPROVAL			
SIGNATURE	TITLE		
	VH Director of Valley Health Wellness & Fitness Center		
SIGNATURE	TITLE		
	Operations Manager, VHWFC		

PURPOSE

Establish procedures for minimizing the impact, upon member care and customer services, in the event of a fire emergency.

POLICY

In the event of a fire, all staff will follow the basic plan for the facility in which they are located.

OVERVIEW

- ◆ A fire emergency shall be defined as fire and/or smoke found inside the facility, outside on the grounds or in a vehicle.
- ◆ A fire door shall be defined as a door that is designed to contain fire and/or smoke for a period of time to prevent the fire from spreading, to protect life and to assist with fire suppression.
- ◆ A fire zone or compartment shall be defined as an area within a building which is made of walls which go from floor to the next floor and fire doors and is designed to contain a fire and/or smoke for a period of time to prevent the fire from spreading, to protect life and to assist with fire suppression.
- ◆ Non-essential staff shall be defined as persons who are not directly involved in response to the emergency, direct patient care or facility functions.

I. Intital Actions

- A. Person(s) discovering fire/smoke shall do the following:
 1. When a fire is discovered the **RACE** acronym shall be initiated.
 - a. **R**escue people in immediate danger
 - b. **A**larm, activate manual pull and/or call facility emergency phone number 25800
 - c. **C**lose all doors to the affected area(s).
 - d. **E**xtinguish fire if possible.

2. When a fire is discovered the **PASS** acronym shall be initiated.

- a. **P**ull pin
- b. **A**im low or at base of fire
- c. **S**queeze the handle
- d. **S**weep side to side

II. RESPONSIBILITIES

UPON NOTIFICATION OF THE EMERGENCY, THE FOLLOWING SHALL TAKE THE CORRESPONDING ACTIONS AND PATRONS SHOULD BE DIRECTED FROM THE EXIT DOOR TO CONGREGATE AT THE SOUTHERN MOST END OF THE MAIN PARKING LOT*:

*In the case of inclement weather patrons should be directed from the exit door to congregate at the Systems Support Building or the Diagnostics Center

A. First Responder

1. Announce "Fire Emergency" 3 times with 2-way radio.
2. Pull Fire Pull.

B. Front Desk

1. Pull Fire Pull (if not already pulled).
2. Radio to staff, "This is _____. I am calling 911." 3 times
3. Dial 911 and tell the Operator "This is the Valley Health Wellness & Fitness Center at 401 Campus Blvd. We have a FIRE EMERGENCY at the Fitness Center.
4. Call 71234 to notify Emergency Operator or press panic button.

C. Fitness Staff

1. Calmly evacuate patrons from fitness floor, track and group exercise using the **BUILDING EVACUATION** Protocol – top to bottom, back to front, through nearest exit(s).
2. Evacuate patrons from elevator lobby and restrooms through nearest exit.
3. 2nd floor evacuation should proceed down the back staircase. Communicate with HCC and emergency responders if patrons need assistance to go down stairs.
4. Provide necessary assistance to disabled and elderly participants exiting the fitness area.

D. All Staff/Department General Guidelines

1. Ensure all doors are properly closed.
2. Evacuate areas in which they are working.
3. Ensure participants congregate away from the building.
4. Watch for smoke, fire, water, or other hazards; report problems found by calling the emergency number (71234).
5. Review department specific emergency duties and prepare for action.
6. Remove any movable equipment out of the hallways.
7. Keep persons from moving beyond the closed fire doors until the all clear is given.

III. Valley Health Emergency Personnel

A. Valley Health Switchboard

1. Upon notification of a fire emergency the Switchboard shall do the following:
 - a. Notify the following:
 - i. 911 Emergency Dispatch to ensure receipt of alarm and to give location of emergency.
 - ii. Security Department
 - iii. Respiratory Services Department
 - iv. Facilities/Construction Services Department
 - v. VH Director of Safety/Emergency Management
 - vi. Administer on Call (AOC).
 - vii. Director of Environmental Services Department.
 - b. Send out all clear Fire Alarm upon direction of Safety/Security Department.
- B. AOC/Incident Commander
 1. Initiate Hospital Command Center (HCC); if deemed necessary.
- C. Security Department
 1. Respond to the fire/alarm scene to assist as necessary and to communicate with the Director.
 2. Meet and direct in-coming Fire Department Personnel.
 3. Restrict travel of members, visitors and other employees during the entire Fire Alarm Code. Exception: All emergency procedures pertaining to any member will continue.
 4. Reset the fire alarm system upon direction by the fire department.
 5. Secure the incident scene until completion of the investigation.
 6. Maintain crowd and traffic control until cleared by the HCC.
 7. Ensure all exterior doors are secured after evacuation and fire suppression operations are complete.
 8. Ensure all security sensitive areas are secure after evacuation and fire suppression operations are complete.
 - a. Medical Records in Rehabilitative Services and Wellness Services
 - b. Membership File Records
 - c. Fitness and Massage File Records
 - d. Safe
- D. Facilities/Construction Department
 1. Personnel who are not performing critical tasks shall respond to the fire scene and assist however necessary.
 2. Assist the fire department as requested.
 3. Replace any part of the fire alarm system upon direction by the fire department.)
 - a. Sprinkler Heads
 - b. Smoke and Heat Detectors
 - c. Alarm Boxes and Panels
 4. Monitor other essential facility equipment, such as:
 - a. Electrical Closets and Panels

- b. Utilities (water, HVAC)
 - c. Elevator Systems
 - d. Investigate other incoming fire alarms, accidental or faulty.
- 5. Assure that all fire hydrants and exterior fire department connections to the building are free and clear of all obstructions and debris.
- 6. Initiate startup procedures on utilities that were shut down during the fire.
- 7. Ensure the elevator systems are safe and in working condition.
- 8. Ensure the evaluation of the building for structural damage is completed.
- 9. Assist city building officials and the fire chief with the assessment of building damage.

E. Environmental Services

- 1. Obtain and stand-by with the necessary post-fire clean up equipment.
- 2. Respond to the incident scene and all affected areas after the all clear is given with the following equipment to control fire suppression water run-off and aid in ventilation of smoke and gases:
 - a. Wet/dry vacuums
 - b. Floor fans
 - c. Mop buckets
 - d. Dehumidifiers, to aid in drying and the growth of mold in smaller close-quarters.
- 3. Initiate cleanup only after investigation of the incident has been completed.

IV. DISCONTINUING/RELOCATION OF SERVICES

- A. Upon assessment of the emergency, the Incident Commander shall determine if any facility/work area, including VH offsite facilities (during community wide emergencies), shall be evacuated and services temporarily discontinued or relocated to another site.
- B. This decision shall be based on the severity of the emergency, the safety of staff, patients and/or visitors and the resources needed to manage the emergency.
- C. The Incident Commander or Security Officer shall have the authority to close any facility/work area and send staff home or to a relocation site.
- D. If the Department Director of the facility/work area affected is not reachable during the incident, the HCC shall advise the Department Director of the discontinuing/relocation of services via voice mail as soon as possible.

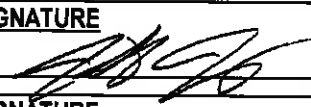
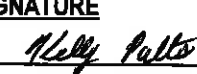
V. ENFORCEMENT OF POLICY

- A. Failure to comply with this policy may result in disciplinary actions in accordance with Human Resources Policies.



ValleyHealth

Wellness & Fitness

TITLE	SUSPICIOUS ITEM/CALL	CODE #	EOC Security Management Plan
FACILITY	• Valley Health Wellness & Fitness Center	PAGE #	1 OF 4
DEPARTMENT(S)	• All Departments		
EFFECTIVE DATE	10/08	FUNCTION	Environment of Care
REVIEWED	11/09;10/10;10/11;10/12;11/13; 12/17; 01/19; 11/21	RESOURCE	Valley Health Wellness & Fitness Center
REVISED	11/14, 12/16, 12/19; 9/2020	Manual	VHWFC P & P
APPROVAL			
SIGNATURE 		TITLE VH Director of Valley Health Wellness & Fitness Center	
SIGNATURE 		TITLE Operations Manager, VHWFC	

PURPOSE

Establish procedures to be followed in the event of a bomb threat, extortion letter or suspicious package.

OVERVIEW

A bomb threat shall be defined as a verbal or written threat that a bomb is located at the facility or an object is found which may be considered a suspicious item or bomb.

I. INITIAL ACTIONS

A. Phone Call.

1. Person(s) receiving a bomb threat phone call shall do the following:
 - a. Keep the caller on the line as long as possible. Record every word spoken by the person on the **Bomb Threat Report**.
 - b. Ask the caller to provide information about the location of the bomb or the time of possible detonation.
 - c. Listen for distinguishing background noises; such as traffic, music, voices, aircraft, church bells, etc.
 - d. Note distinguishing voice characteristics (sex, voice quality, accent, impediments).
 - e. Note if caller indicates knowledge of Winchester Medical Center Campus by his/her description of locations.
 - f. Complete a Bomb Threat Report form (see attachment) while you are on the phone or as soon as the caller hangs up.
 - g. Do not alert patients and other personnel that you have received a threat. (Security will respond to assist with notification to prevent panic.)
 - h. Dial the facility emergency phone number (71234) to report the bomb threat and supply any details noted.
2. Evacuate only upon instruction from the Hospital Command Center (HCC), Police or Fire Department.
3. Evacuation shall be conducted in accordance with the Evacuation/Relocation Emergency Plan.
4. In an extreme emergency, an immediate decision to evacuate could be made by the HCC.

5. When evacuated to the exterior of the facility, Evacuation areas shall be at least 1000 feet from the facility.
6. The person(s) who received the bomb threat or finds a suspicious package will be interviewed by Security and the law enforcement agency having jurisdiction.

B. Extortion Letter

1. Person(s) receiving or discovering a bomb threat extortion letter shall do the following:
 - a. Immediately secure the area.
 - b. Do not handle the letter.
 - c. Dial the facility emergency phone number 71234 to report the bomb threat to the Emergency Operator.
2. In an extreme emergency, an immediate decision to evacuate the area could be made by the HCC.
3. The person(s) who received the bomb threat or found the suspicious package will be interviewed by Security and the law enforcement agency having jurisdiction.

C. Suspicious Package

Recognition Points (This information is courtesy of the Federal Bureau of Investigation.)

Excessive postage	Lopsided or uneven envelope
Incorrect titles	Protruding wires or tin foil
Titles but no names	Visual distractions
Misspellings of common words	Foreign mail, air mail and special delivery
Oily stains or discolorations	Restrictive markings, personal or confidential
No return address	Hand written or poorly typed addresses
Excessive light	Excessive securing material, string, tape, etc.
Rigid envelope	

1. Person(s) receiving or discovering a suspicious package shall do the following:
 - a. Do not handle the package.
 - b. Secure and Evacuate the incident area.
 - c. Dial the facility emergency phone number to report the discovery of a suspicious package.
2. Evacuate only upon instruction from the Hospital Command Center (HCC), Police or Fire Department.
3. In an extreme emergency, an immediate decision to evacuate could be made by the HCC.
4. The person(s) who received the bomb threat or found the suspicious package will be interviewed by Safety/Security and the law enforcement agency having jurisdiction.

II. RESPONSIBILITIES

A. Staff

1. Call 911
2. Press panic button in Kids Zone, Wellness Services, Member Services Desk, or Sales Office

2. Call 71234 for VH Safety & Security
 3. Remain in departmental area for further instructions from the HCC.
- B. Switchboard
1. Notify the following:
 - a. AOC
 - b. 911 Emergency Dispatch
 - c. Security Department
 - d. Facilities Construction Services Department
 - e. VH Director of Safety/Emergency Management
 2. Transfer all incoming calls about the emergency to the HCC.
- C. Incident Commander (AOC)
1. Establish the HCC and implement VH's Incident Command System.
- D. Security
1. Turn off radios and cell phones.
 2. Communicate via telephone or runner.
 3. Retrieve the completed "Bomb Threat Report" form.
 4. Obtain any further documentation/ information and report it to the HCC.
 5. Meet the Police Department to direct to briefing area.
 6. Identify the danger area, and secure it by establishing an outer perimeter around the area.

III. DISCONTINUING/RELOCATION OF SERVICES

- A. Upon assessment of the emergency, the HCC shall determine if any facility/work area, including VH offsite facilities (during community wide emergencies), shall be evacuated and services temporarily discontinued or relocated to another site.
- B. This decision shall be based on the severity of the emergency, the safety of staff, patients and/or visitors and the resources needed to manage the emergency.
- C. The HCC shall have the authority to close any facility/work area and send staff home or to a relocation site.
- D. If the Department Director of the facility/work area affected is not reachable during the incident, the HCC shall advise the Department Director of the discontinuing/relocation of services via voice mail as soon as possible.

IV. ENFORCEMENT OF POLICY

- A. Failure to comply with this policy may result in disciplinary actions in accordance with Human Resources Policies.

**VALLEY HEALTH
SAFETY/SECURITY MANAGEMENT PROGRAM**

BOMB THREAT REPORT

TIME OF CALL: _____ **EXACT WORDS OF CALLER:** _____

. **ASK CALLER TO REPEAT MESSAGE.**

QUESTIONS TO ASK CALLER:

Location of Bomb? _____

Type of Bomb? _____

What does it look like? _____

Why did you do this? _____

Where are you calling from? _____

***** PLEASE CHECK ALL THAT APPLY *****

WAS VOICE FAMILIAR? Yes [] No [] **IF SO, WHOSE?** _____

AGE RANGE: Child _____ Teenager _____ Middle Aged _____ Elderly _____

VOICE/SPEECH: Raspy _____ Fast _____ Slow _____ Distinct _____ High Pitched _____ Slurred _____ Pleasant _____ Nasal _____

Distorted _____ Intoxicated _____ Stutter _____ Soft _____ Deep _____ Loud _____ Muffled _____ Other _____

LANGUAGE: Good _____ Foul _____ Poor _____ Other _____

ACCENT: Local _____ Racial _____ Regional _____ Foreign _____ Sure _____ Unsure _____

MANNER: Calm _____ Rational _____ Angry _____ Irrational _____ Serious _____ Incoherent _____ Tense _____

Emotional _____ Righteous _____ Nervous _____ Deliberate _____ Laughing _____ Joking _____ Other _____

BACKGROUND NOISE: Voices _____ Office Machines _____ Animals _____ Music _____ Factory Machine _____ Airplanes _____

Trains _____ Street Traffic _____ Quiet _____ **Describe:** _____

PHONE CONNECTION: Clear _____ Pay Phone _____ Static _____ Long Distance _____ Other _____

TIME HUNG-UP: _____ **DATE:** _____

REMARKS: _____

NAME OF PERSON RECEIVING CALL: _____

JOB TITLE: _____

DEPARTMENT: _____

PHONE: _____

SECURITY ALERTS

The purpose of this guideline is to provide team members with procedure to be followed in the event of a verbal altercation, threats of violence, physical altercations, or if there is an armed intruder event that involves members, guests, patrons, or team members.

Safety of all individuals is the top priority

VERBAL ALTERCATION: A verbal altercation is a verbal disagreement where **no threats of physical harm or violent actions occur**.

Common Verbal Altercation Identifiers:

- Angry/Confrontational or foul language
- Loud voices
- Name calling
- General statements of anger - no specific target, time, or method identified
- Individual(s) is/are cooperative when approached

A verbal altercation may escalate to a Security Alert if not resolved promptly

FIRST RESPONDER Politely ask the parties to lower their voices or continue their conversation outside of the facility *as their interaction is making our team members and members uncomfortable*.

- If the behavior immediately stops, note any information you have on the individuals involved and notify the Center Director.
 - If the behavior stops:
 - Document known information
 - Notify the Center Director
- If the behavior does not immediately stop after team member intervention, the incident is upgraded to a **“Security Alert”**.

SECURITY ALERT - UNRESOLVED VERBAL ALTERCATION

If a verbal altercation does not end after team member intervention, the incident is upgraded to a **“Security Alert”**.

FIRST RESPONDER Politely ask the parties to lower their voices or continue their conversation outside of the facility. If the situation does not immediately stop, the incident is upgraded to a **“Security Alert - Assistance”**.

- Communicate using emergency paging system/two-way radios and state: **“Security Alert – Assistance (and location)”** three times
- Ask participants to separate and provide their statements
- Maintain communication with other responders and Incident Commander after they arrive on scene
- When directed to do so, uses paging system/two-way radios to clear the code, **“Security Alert, all clear”** three times

SERVICE DESK:

- Communicate using emergency paging system and announce **“Security Alert Assistance (and location)”** three times
- Maintain communication with Incident Commander after they arrive on scene.
- Stay ready to activate a **“Security Alert – Emergency”**
- When directed to do so, uses paging system to clear the code, “Security Alert, all clear” two times

SECOND RESPONDER/FITNESS

- Bring First Aid Bag and AED to scene
- Stay calm when approaching the situation, do not engage unless directed by the First Responder or Incident Commander.
- Allow the First Responder and Incident Commander to take charge of the scene, if safe to do so.
 - Support any de-escalation activities occurring.
- Assist with crowd control.
- Observe and be ready to complete a written witness statement after the incident.

ALL TEAM MEMBERS: If a **“Security Alert - Assistance”** is activated, all available team members, if safe to do so, respond to the location and maintain a safe distance.

- Stay calm when approaching the situation, do not engage unless directed by the First Responder or Incident Commander.
- Allow the First Responder and Incident Commander to take charge of the scene, if safe to do so.
- Assist with crowd control.
- Observe and be ready to complete a written witness statement after the incident.

INCIDENT COMMANDER:

- Arrive and remain on scene until code is cleared, if safe to do so.
- Attempt to de-escalate the situation, as trained.
- Direct other team members to support with crowd control and any other actions needed to maintain safety on scene.
- Manage communications with Emergency Responders, Team members, Center Director, and Power Wellness Risk.
- If the Security Alert ends without threats of violence or physical altercation, document the incident in an Incident report and notify the Center Director. Center Director will communicate with the Director of Operations and Risk and Safety Director to investigate the situation and determine next steps.

SECURITY ALERT - THREATS OF VIOLENCE:

Threats of Violence: Any statement, behavior, or conduct that communicates with intent to cause physical harm to another person, or that a reasonable person would interpret as expressing such intent.

Threats of violence may include, but are not limited to:

- intimidation,
- bullying,
- physical or mental abuse,
- antagonizing (ex: aggressively lunging toward someone),
- detainment/hostage situation
- or coercion.

Threats of violence toward team members or patrons will not be tolerated
On-site security and/or police must be notified if a threat of violence is made
Any altercation or threat of violence may escalate to an ARMED INTRUDER situation

Vague Threat: A statement or suggestion that implies harm or danger but lacks specific details or clarity.

- Non-specific statements that could be interpreted as threatening
- No specific target, time, or method identified

Imminent Threat: a credible threat where physical harm is likely or about to occur

Examples of Imminent Threat Scenarios

- Specific target identified
- Pattern of prior aggressive behavior
- Refusal to de-escalate or leave premises
- Others report feeling unsafe

FIRST RESPONDER

- Communicate using emergency paging system/two-way radios and state: **“Security Alert – Emergency (and location)”** three times
- Maintain communication with Incident Commander after they arrive on scene
- When directed to do so, uses paging system/two-way radios to clear the code, **“Security Alert, all clear”** three times

SECOND RESPONDER/FITNESS

- Bring First Aid Bag and AED
- Maintain a safe distance
- Do not engage unless directed
- Support de-escalation and crowd control
- Stay calm when approaching the situation, do not engage unless directed by the
- Assist with crowd control.
- Observe and be ready to complete a written witness statement after the incident.

SERVICE DESK:

- Communicate using emergency paging system and announce **“Security Alert – Emergency (and location)”** three times
- Call VH Public Safety x64175
- Contact Police via the security button or phone.
- Maintain communication with Incident Commander after they arrive on scene
- When directed to do so, uses paging system to clear the code, “Security Alert, all clear” two times

ALL TEAM MEMBERS: If a **“Security Alert- Emergency”** is activated, all available team members, if safe to do so, respond to the location and maintain a safe distance.

- Stay calm when approaching the situation, do not engage unless directed by the First Responder or Incident Commander.
- Allow the First Responder and Incident Commander to take charge of the scene, if safe to do so.
- Assist with crowd control.
- Observe and be ready to complete a written witness statement after the incident.

INCIDENT COMMANDER:

- Arrive and remain on scene until code is cleared, if safe to do so.
- Attempt to de-escalate the situation, as trained.
- Direct other team members to support with crowd control and any other actions needed to maintain safety on scene.
- Manage communications with Emergency Responders, Team members, Center Director, and Power Wellness Risk.
- After the scene is cleared:
 - Call Risk & Safety and Center Director.
 - Document the incident in an Incident report and notify the Center Director.

CENTER DIRECTOR will communicate with the Director of Operations and Risk and Safety Director to investigate the situation and determine next steps.

SECURITY ALERT - PHYSICAL ALTERCATION: A confrontation involving intentional physical contact or force, with or without injury. Indicators include:

- Physical violence is occurring or has just occurred
- Weapon is visible, referenced, or suspected
- Stalking or repeated harassment despite warnings

Maintain a safe distance from all altercations, if necessary, leave the area and notify others via the two-way radio that you are leaving the area.

Team members should never physically intervene unless necessary to protect life and they are trained to do so.

If an individual has a weapon, activate Armed Intruder code (“Run, Hide, Fight”).

FIRST RESPONDER Verbally call for help or use two-way radio or phone

- **“Security Alert – Emergency (and location)”** three times over the two-way radio. Give location of the situation and brief description of the situation (number of people involved, description of those involved)

SECOND RESPONDER/FITNESS

- Bring First Aid Bag and AED to scene – if the scene is safe
- Stay calm when approaching the situation, do not engage unless directed by the First Responder or Incident Commander.
- Allow the First Responder and Incident Commander to take charge of the scene, if safe to do so.
 - Support any de-escalation activities occurring.
- Assist with crowd control.
- Observe and be ready to complete a written witness statement after the incident.

SERVICE DESK:

- Communicate using emergency paging system and state: **“Security Alert – Emergency (and location)”** three times
- Press security button or call VH Public Safety x64175
- Call 911
- Maintain communication with Incident Commander after they arrive on scene
- When directed to do so, uses paging system to clear the code, “Security Alert, all clear” two times

ALL TEAM MEMBERS: If a **“Security Alert- Emergency”** is activated, all available team members, if safe to do so, respond to the location and maintain a safe distance.

- Stay calm when approaching the situation, do not engage unless directed by the First Responder or Incident Commander.
- Allow the First Responder and Incident Commander to take charge of the scene, if safe to do so.
 - Support any de-escalation activities occurring.

- Assist with crowd control.
- Observe and be ready to complete a written witness statement after the incident.

INCIDENT COMMANDER:

- Arrive and remain on scene until code is cleared, if safe to do so
 - Notify Service Desk to clear code
- Coordinate responding team members
 - Crowd control
 - Any other support deemed necessary for the situation
- Manage communications with Emergency Responders, Team, Center Director, and Power Wellness Risk.
- Notify Center Director and Risk & Safety
- Complete the Incident Report

CENTER DIRECTOR will manage further communications with Client, Power Wellness Risk, and Senior/Operations Director. If the threat of violence is toward a team member the Human Resources Department will also be contacted.

SECURITY ALERT - ARMED INTRUDER

ALL BUILDING OCCUPANTS:

RUN - Evacuate if possible.

HIDE - If evacuation is not possible, move to a room/area with a door and barricade/lock if possible

- Direct everyone to:
 - Silence phones and turn off lights to give the appearance of an empty room or area
 - Wait quietly for the all clear before leaving the barricaded area or reentering the fitness center
 - Present your hands above your head, follow instructions of law enforcement when they arrive

FIGHT - If you cannot run or hide, you have no choice but to fight in an attempt to disarm the assailant

FIRST RESPONDER:

- If safe to do so, contact 911 and state “there is an armed intruder”
- Inform the Operator of the following, if possible, without jeopardizing yourself: location, number of individuals, male or female, physical description of the armed intruder(s) (height, weight, hair, clothing, etc.), what kind of weapon and how many, did they say anything, the last direction they were heading
- If safe to do so, contact the Service Desk
- If safe to do so, alert all staff on two-way radio

SERVICE DESK:

- If safe to do so, alert all staff on two-way radio
- If safe to do so, communicate using emergency paging system and state “Armed Intruder (and location)” three times
- If safe to do so, press security button or call VH Public Safety x64175
- If safe to do so, leave buildings, evacuating all encountered individuals, and use a cellular phone to contact 911

ALL STAFF MEMBERS:

- If safe to do so, immediately attempt to evacuate the building, following Evacuation Procedures where possible
- If safe to do so, direct parents as to the outdoor location or System Support Building of their children

CHILDCARE SUPERVISOR: If safe to do so, evacuate or hide with children brings Sign-In/Sign-Out sheet.

INCIDENT COMMANDER:

- Collect information from managers of known individuals in the building at the time of the emergency.
- Note any individuals that leave the evacuation meeting area
- Manage communications with Emergency Responders, Staff, Center Director, and Power Wellness Risk

SECURITY ALERT POST INCIDENT PROCEDURES

- **WRITTEN STATEMENTS:** All team members involved, witnessing, and/or responding to the incident will complete a written statement and submit it to the Center Director and The Director of Risk & Safety within 24 hours of the incident.
 - Date, time, and location of incident
 - Name of reporting employee and any other known witnesses
 - Name of individuals(s) involved (if known)
 - Verbatim statements or detailed description of behaviors witnessed
 - Actions taken and de-escalation steps followed
 - Final outcome and response actions taken
- **INVESTIGATION/FUTURE ACTION:** The Center Director, Director of Risk & Safety, Legal, and the Director of Human Resources (when applicable) will conduct an investigation to determine actions to be taken regarding the incident with those involved, up to and including termination of membership, employment, and legal proceedings.

ALTERCATION/THREAT OF VIOLENCE QUICK ACTION GUIDE

REMEMBER:

- Your safety comes first
- Maintain distance
- Follow direction of the Incident Commander
- Complete written statements within 24 hours

If you observe a verbal altercation:

- Politely ask parties to lower voices or move conversation outside
- If resolved → Notify Center Director
- If unresolved → Activate **Security Alert – Assistance**, immediately

If there is a threat of violence

- Activate **Security Alert – Emergency** immediately
- Contact Police and VH Public Safety
- Maintain distance and do not engage

If there is physical violence or a weapon is present

- Activate **Security Alert – Emergency** immediately
- If weapon present → Activate **Armed Intruder Protocol (Run, Hide, Fight)**
- Do NOT physically intervene unless necessary to protect life

INCIDENT COMMANDER

An Incident Commander (IC) is the lead in any emergency in which they are present. The IC will work with responders to manage the emergency.

1. Center Director
2. Manager on Duty
3. Operations Manager
4. Fitness Manager
5. Member Services Manager
6. Safety Lead
7. Fitness Staff



Date Of Original Issue 03/2011
 Approved 03/2024
 Effective 03/2024
 Last Revised 03/2024
 Next Review 03/2026

Resource Richard Hill:
 Director - Safety
 Emergency
 Management
 Policy Area Security
 Applicability Valley Health
 System - System
 Wide
 Regulatory Tags EC -
 Management
 of the
 Environment
 of Care

Active Violence Response

PURPOSE:

Health care providers are trained to take care of others. During an active violence incident, the natural human reaction—even for those who are highly trained—is to feel fear and anxiety. Initial reactions may include disbelief and denial. The purpose of this policy is to establish Valley Health System (VH) procedures for notification and response to an active shooter(s) incident in all VH Facilities, recognizing that individual employee responses during an active violence incident will be an intensely personal choice that may be influenced by personal past experiences, moral, ethical, religious, and/or professional views.

POLICY:

It is the policy of the VH Public Safety Department to help assure the safety of all VH patients, staff, visitors, and property in the event of an armed violent incident.

DEFINITIONS:

- Active Violence - an event where a person(s) who is actively engaged in causing violence at a location using a weapon or other method to cause serious bodily harm to others. This includes an active shooter incident.

- Active Shooter(s) - a person(s) who deliberately or randomly discharges a firearm on the campus of any Valley Health Facility with intent to inflict bodily harm to any individual. The term "active shooter(s)" will also include anyone who uses any other deadly weapon (knife, club, bow and arrow, explosives, etc.) to deliberately or randomly inflict death or bodily harm on people.
- Law enforcement – those who respond having legal jurisdiction and arrest powers at the incident location.
- Liaison officer – a representative from the group of officers who respond to the event and have legal jurisdiction. This is also the person who communicates with the health care entity incident command center leader or delegate.
- Informacast – the mass communication process utilizing pagers for notification of an Active Shooter(s)
- Hospital Command Center (HCC): the location that is identified after the shooter(s) has been neutralized that is determined to be safe by the LIAISON OFFICER and where the members of the Hospital Command Center will respond to when notified.
- Enforcement Incident Command System (ICS): the system used for commanding, controlling, and coordinating the efforts of law enforcement agencies as they work towards neutralizing the shooter(s).
- Critical Incident Stress Management (CISM): a therapy system that provides critical incident stress debriefing to those affected by this event during and after an emergency anywhere in VH.
- Incident Commander (IC): the person responsible for overall management of the incident who has the authority within the health care entity to allocate resources to respond to the incident AFTER THE LIAISON OFFICER communicates that the shooter(s) has been neutralized. This person will coordinate and organize the return to normal operations following evaluation of field data received from the LIAISON OFFICER.
- Recovery: the measures taken by the organization to return all facilities, services, utilities, etc. to normal or improved levels.

PROCEDURE:

I. RESPONSIBILITIES

- A. Any VH employee discovering/witnessing an active violence situation will immediately contact the 911 Emergency Police Operator by phone or text and share all available information, such as the location, description of attackers, types of weapons, and methods and direction of travel of the attackers.
- B. The VH employee will then contact the VH facility's emergency number by dialing 71234. Provide the operator with the same information provided to the 911 dispatcher.
- C. **Central Communications Personnel receiving notification of Active Shooter(s):**
Upon notification of an active shooter incident, the operator shall do the following:
 1. Contact local law enforcement by calling 911 and provide the 911 operator with all available information, such as the number of attackers, last known location of the attackers, description of attackers, types of weapons, and

methods and direction of travel of the attackers, if you are the first to become aware of the incident.

2. Use the Informacast system for that location and announce the active violence event.
3. Activate the Active Violent response by initiating the VH mass communication process and also overhead page as applicable. The VH mass communication system will go to all directors/supervisors/managers and other designated staff (at the affected location).

i. Overhead page number for VH Hospitals

a. **Dialing Pattern Recipients**

70705 DC ALL
70714 Urgent Care Centers-All
70724 Our Health FMC All
75715 WMC System Support Building - ALL
75718 Cork Street - ALL
75719 WMC - ALL
75720172 Linden Drive - ALL
75722 Spring Mills - ALL
75732 WMC MOB2 Pulmonary-all
70743 PMH ALL
45800 WAR-Code-45800
75700 WAR MOB 2 - IM
75701 WAR MOB 2-rehab
75717 Berkeley Family Medicine
44800 HMH-Code-44800
75728 WMH ALL
70720 Mt View-All
70742 SMH ALL
75742 SMH FM Strasburg

- a. VH employee who receives the alert page is responsible for communicating, as they are able, to all available employees and any other person, such as medical providers, visitors, or vendors located within their work area as escaping danger and help others do the same.
- b. When the incident occurs and a VH Public Safety Officer is aware they will notify all other VH Public Safety Officers on site by radio and contact local police at 911 or text and then call x71234. The VH Public Safety Officer will then use their radio turned to channel 1 and send out a message to all other radios about the active violence incident including if known, location,

number of shooters, direction of travel, and that 911 has been notified.

4. Notify the Administrator on Call (AOC) of all available information about the Active Shooter(s) incident.

D. All employees in a building in vicinity of shooter(s):

1. When shots are heard or an employee is notified of an active violence event, escape the danger and assist others in doing the same. Immediately close and lock/barricade all doors in the department and take shelter in a space that can be locked or barricaded.
2. Employees sheltered within a room or locked department should do as much of the following as possible:
 - a. Stay as quiet as possible and out of sight. Do not attract attention.
 - b. Place all work and personal cell phones on silent. Quietly contact 911 by phone or text.
 - c. Turn off any radios, televisions, or other devices that emit sound.
 - d. Turn off any lights.
 - e. Close blinds.
 - f. Stay away from windows and stay low to the ground.
 - g. If possible, place additional barricades behind any entryways. This can help increase time in case the shooter tries to get in so law enforcement can respond and stop the shooter.
 - h. If you are in an area in which an armed subject is entering and there are no means of escape or area to hide, be prepared to defend yourself as a last resort, utilizing whatever means are available.
3. Employees are encouraged to remain in their department until they are directed by law enforcement and/or a VH notification system that all is clear. This is to prevent an employee from going into an area where the shooter(s) may be targeting people who are fleeing and to prevent an employee from being inadvertently mistaken as a threat by law enforcement officers who are searching for the shooter(s). Employees may choose to leave an area of **imminent threat** and seek safety or shelter.
4. Employees will follow directions given by law enforcement and/or Public Safety personnel:
 - a. Remain calm and follow instructions.
 - b. **Do NOT** run towards any law enforcement officer or make any sudden movements.
 - c. Make sure that the police can see your hands and spread your fingers. Drop anything you are holding on the floor.

- d. **Do not** distract the police by asking multiple questions.
- 5. Medical/Surgical Emergency Team (M-SET), Rapid Response Teams (RRT), and/or any medical teams **should not** be dispatched and/or enter into an area until it has been declared safe by law enforcement.
- 6. In the event that a fire alarm sounds, employees should remain in place unless there is **imminent threat** to personal safety, such as visible flames, intense smoke, or heat. This is to prevent an employee from going into an area where the shooter(s) may be targeting people who are fleeing an alarm that they have purposely initiated. Moving from a secure location that is not visible into a visible line of sight of the shooter(s) creates a threat to the employee's safety.
- 7. **Do not** pull the fire alarm in an active shooter situation unless there is visible signs of fire or smoke as the fire alarm will unlock all electronic access controlled doors and provide the shooter with access to locked areas that they may not have access to.

E. All employees in an outside area who encounter an active violence/shooter(s):

- 1. Remain calm.
- 2. Move away from the active violence/shooter(s) or the sound of gunshot(s) and/or explosions(s).
- 3. Look for appropriate locations for cover or protection such as brick walls, retaining walls, or parked vehicles. Call 911 by phone or text and provide the 911 operator with all available information.

F. Hospital location distant from the active/violence shooter(s), such as on a different unit or floor

- 1. Remain calm.
- 2. Warn other staff, visitors and patients to take immediate shelter.
- 3. Go to a room that can be locked or barricaded and help others do the same.
- 4. Lock and barricade doors or windows.
- 5. Turn off lights.
- 6. Close blinds and stay low to the ground.
- 7. Turn off radios or other devices that emit sound.
- 8. Keep out of sight and take adequate cover or protection such as concrete walls, thick desks, or filing cabinets.
- 9. Silence cell phones.
- 10. Have one person call 911 by phone or by text and provide the:
 - a. Name of facility with exact location.
 - b. "We have an active shooter(s) in the [LOCATION NAME]. Gunshots fired."

G. Law enforcement

1. Law enforcement will respond to the VH Facility requesting assistance and assume command of the incident until the violence/shooter(s) has been neutralized and the subsequent investigation is completed.
2. The objectives of responding law enforcement officers are:
 - a. Immediately engage or contain the active violence/shooter(s).
 - b. Identify threats such as improvised explosive devices.
 - c. Provide "Stop the Bleed" type of care and remove casualties of the incident for care.
 - d. Identify victims to facilitate medical care, interviews, and counseling.
3. After the threat is neutralized, the police will maintain a presence until they have completed their investigation.

H. Administrator On Call

1. The Clinical Administrator/Nursing Supervisor are the default Incident Commander until the AOC or Facility Leader arrives and takes over command or appoints another Incident Commander.
2. **Do not** respond to location of the active violence/shooter(s). Remain in location or outside of entity if not on premises at the time of the incident at the law enforcement command center that has been set up.
3. Determine location of the HCC based on assessment of the active situation in collaboration with police incident commander. The HCC will need to be virtual in the beginning and by conference line until the event is deemed safe by law enforcement.
4. Notify the VH Public Information Officer immediately. This will be an intensive PIO event. Ask them to:
 - i. Coordinate with the law enforcement Public Information Officer for the release of information both internal and external and plan for media arrival and communication.
 - ii. Monitor social media posts for rumors and inaccuracies.
 - iii. Activate the VH community information line. This is a message you or others can record and then have the switchboard direct callers to that recording for more information about the event. It will need to be updated regularly to be effective.
5. Develop a family and staff reunification plan, determining where the reunification center will be located and who will manage it.
6. Upon receiving all clear from local law enforcement:
 - a. Initiate the HCC through the steps outlined in the Emergency Operations Plan.

- b. Initiate the HCC functions through the use of the Incident Command Systems.

7. Engage in post-incident assessments and activities including:

- a. Coordinate with Liaison Officer and VH directors/supervisors/managers to account for all individuals to determine who, if anyone, is missing or potentially injured. Staff leaving the facility should report their location to the director/supervisor/manager by answering the question in the Informacast alert and by texting their director/supervisor/manager.
- b. Coordinate with Liaison officer to determine the best method for notifying families of individuals affected by the shooter.
- c. Coordinate with law enforcement to have these departments operational ASAP. NOTE some of these departments need staff to travel through the hospitals. An armed escort may be needed.
 - a. ED
 - b. Lab
 - c. Respiratory Therapy
 - d. Imaging
 - e. Pharmacy
 - f. O.R.
 - g. Critical Care
- d. Liaise with law enforcement as needed to control access onto the campus.
 - a. Driveways
 - b. Entrances
- e. Coordinate with VH personnel available to assess the emotional health of individuals at the scene, ensuring access to victim's resources including the Critical Incident Stress Management team, Employee Assistance Program personnel, Care for the Caregiver, Office for Victims of Crimes counselors, and establishing platforms for contact and recovery support.
- f. Ensure equal access to all such resources and programs for people who are deaf, hard of hearing, blind, have low vision, low literacy, and other communication disabilities and individuals with limited English proficiency.
- g. Coordinate with Liaison Officer to activate an employee family unification plan, communicating this to employees and providing a safe place away from media personnel.
- h. Identify any critical personnel or operational gaps left in organization as a result of the incident.

- i. Coordinate with Liaison Officer, VH leaders, and medical providers to determine when to resume full services.

II. Discontinuing Active Violence/Shooter IC Response

- A. The Incident Commander will direct the switchboard to announce the all clear. The VH mass communication process, overhead page, Informacast system, phone, and other means of mass notification will be utilized to alert VH personnel that the active violence/shooter(s) has been neutralized and the immediate threat of the incident is over.

REFERENCE:

U.S. Department of Health and Human Services, Office of the Assistant Secretary for Preparedness and Response, Incorporating Active Violence/Shooter Incident Planning into Health Care Facility Emergency Operations Plans, Washington, DC, 2014.

All Revision Dates

03/2024, 05/2023, 03/2023, 05/2022, 05/2020, 04/2015, 01/2015, 01/2012, 12/2011, 03/2011

Approval Signatures

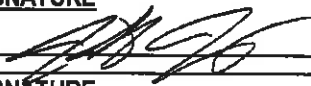
Step Description	Approver	Date
	Mark Baker: VHS VICE PRESIDENT FACILITIES MGMT AND SAFETY	03/2024
	John Williams: Senior Director, Safety, Security	03/2024

Applicability

Hampshire Memorial Hospital, Northern West Virginia Home Health, Page Memorial Hospital, Shenandoah Memorial Hospital, Valley Health Surgery Center, Valley Health System, Valley Physician Enterprise, Valley Regional Enterprises, War Memorial Hospital, Warren Memorial Hospital, Winchester Medical Center



Wellness & Fitness

TITLE	EVACUATION/RELOCATION	CODE #	EOC-Life Safety Management
FACILITY	• Winchester Medical Center/Cork Street Campus	PAGE #	1 OF 3
DEPARTMENT(S)	• All Departments		
EFFECTIVE DATE	10/08	FUNCTION	Environment of Care
REVIEWED	11/09; 10/10; 10/11; 10/12; 11/13; 12/17; 01/19; 12/19; 11/21; 11/22	RESOURCE	Safety/Security Department
REVISED	11/14, 12/16; 9/2020	Manual	VHWFC P & P
APPROVAL			
SIGNATURE 		TITLE VH Director of Valley Health Wellness & Fitness Center	
SIGNATURE 		TITLE Operations Manager, VHWFC	

PURPOSE

Establish procedures for the evacuation/relocation of persons and hospital services when partial or complete evacuation is necessary due to an internal or external emergency.

OVERVIEW

- ◆ Evacuation shall be defined as the movement/relocation of persons to alternate areas within the building or completely outside of the building. The movement/relocation of persons can proceed in the following ways:
 - a. Horizontal Evacuation: The movement of persons to a safe area on the same floor level.
 - b. Vertical evacuation: The movement of persons to a safe area on a different level below the area of the incident.
 - c. Total Building Evacuation: The movement/relocation of persons to established staging areas within/ outside the building, and then to alternative care sites outside of the building.

I. INITIAL ACTIONS

- A. Person(s) discovering an evacuation emergency shall do the following:
 - 1. Dial the facility emergency phone number 71234 to report an evacuation emergency is occurring (if an emergency has not already been reported I.E. fire).
 - 2. Notify the Front Desk to use the facility's paging system to announce that a building evacuation is necessary in a calm and reassuring manner. "Attention Members and Guests, we have an emergency condition in the (location). We would like to ask that all members and guests please vacate the building for your safety. Please exit by the closest exit available to you OR the main entrance (and take your belongings with you). We will update you as soon as possible on when you can return. Thank you for your cooperation."
 - 3. Management will notify Wellness Services and Rehabilitative Services by phone or in person.

4. Evacuate all persons out of immediate danger to temporary areas of refuge (I.E. out of the incident area into the hallway) as follows:
 - a. Persons in immediate danger
 - b. Persons in areas next to the area of immediate danger
 - c. Members, Guests, Children
 - d. Non-ambulatory patients - those unable to walk, or with extensive equipment.
 - e. All other areas as directed by the Hospital Command Center (HCC).
 - f. Construct list of individuals' names if they are leaving the site.

Persons in the following facilities shall evacuate completely out of the facility:

- a. Wellness & Fitness Center
 - b. Wellness Services
 - c. Rehabilitative Services
5. Have all evacuated persons move to the designated safe area of the SOUTH parking lot closest to the Systems Support Building (SSB) parking deck. If inclement weather is present, staff and members can move to the lobby of the Outpatient Diagnostic Center or Systems Support Building. If non-hazardous, patrons can access their transportation and leave the premises.

II. RESPONSIBILITIES

A. All Staff/Departments

1. Keep all staff within the department and await instructions from HCC.
2. Do not evacuate/relocate unless in immediate danger or fire, smoke, water (from fire suppression) or other hazards threaten your work area.
3. Prepare for evacuation of area or building. Work from the top to bottom and rear to the front.
4. Staff will use 2-way radio to say, " ____ room cleared".
5. Standby for further instructions from the HCC.

B. Valley Health Switchboard

1. Notify the following:
 - a. Security Department
 - b. Engineering Department
 - c. AOC
 - d. Vice President of Operations
 - e. Valley Health Director of Safety/Emergency Management
 - f. VH Director of Facilities and Construction

C. Incident Commander (AOC)

1. The Incident Commander will establish the HCC by implementing VH Incident Command System.

III. TOTAL BUILDING EVACUATION

- A. The HCC shall do the following:
 - 1. Establish staging areas for patrons awaiting transport and ambulance staging areas for patron loading, depending upon the circumstances of the incident.
 - 2. Begin total building evacuation in the following manner if an emergency:
 - a. Evacuation shall be limited to one level at a time.
 - b. Evacuation operations shall be directed by HCC.
 - 4. Coordinate the transfer/relocation of all patrons.
 - 5. Determine the location for off site relocation of patrons and staff.
 - 6. Select evacuation teams from the staffing staging area to assist patrons down stairwells via evacuation chair/Paraslide in the event of the failure of the elevator systems.
 - a. Evacuation chairs are available on the second floor near back stairwell.
 - b. Paraslides are available through HCC.
- B. In the event a total building evacuation is ordered, the following personnel shall remain on campus to liaison with responding emergency agencies, monitor the facilities systems and secure VH/WMC interests.
 - 1. Engineering Technicians (2)
 - 2. On Duty Security Officers
 - 3. HCC Staff
 - 4. Member of Management/Director

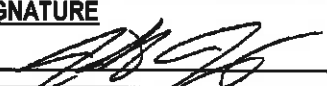
IV. ENFORCEMENT OF POLICY

- A. Failure to comply with this policy may result in disciplinary actions in accordance with Human Resources Policies.



ValleyHealth

Wellness & Fitness

TITLE	GAS LEAK/FAILURE	CODE #	EOC Security Management Plan
FACILITY	• Valley Health Wellness & Fitness Center	PAGE #	1 OF 2
DEPARTMENT(S)	• All Departments		
EFFECTIVE DATE	10/08	FUNCTION	Environment of Care
REVIEWED	6/10;9/12;9/13;11/14; 12/17; 01/19; 12/19; 11/21; 11/22	RESOURCE	Valley Health Wellness & Fitness Center
REVISED	3/09;9/12, 12/16; 9/20	Manual	VHWFC P & P
APPROVAL			
SIGNATURE 		TITLE VH Director of Valley Health Wellness & Fitness Center	
SIGNATURE 		TITLE Operations Manager, VHWFC	

PURPOSE

Establish procedures to be taken in the event of a gas leak/failure emergency.

OVERVIEW

A gas leak/failure shall be defined as the confirmed leak or apparent odor of gas in an area or the total failure of the gas service to the facility.

I. RESPONSIBILITIES

A. Staff

1. Report the emergency by calling the facility emergency number 71234.
2. Follow instruction from responders/HCC.
3. Prepare to evacuate/relocate if advised.

B. Switchboard

1. AOC
2. Security Department
3. Facilities/Construction Services Department
4. AOC
5. 911 Emergency Dispatch
6. Director of Safety/Emergency Management

C. Safety/Security

1. Respond to confirm odor/leak/failure is occurring.

D. Facilities/Construction Services

1. Respond to assess where the odor/leak/failure is originating.
2. Make provisions to repair leaks or mitigate the hazard.

E. AOC

1. Establish VH ICS if needed.

II. DISCONTINUING/RELOCATION OF SERVICES

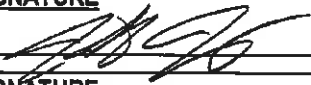
- A. Upon assessment of the emergency, the Incident Commander shall determine if any facility/work area, including VH offsite facilities (during community wide emergencies), shall be evacuated and services temporarily discontinued or relocated to another site.
- B. The Incident Commander shall have the authority to close any facility/work area and send staff home or to a relocation site.

III. ENFORCEMENT OF POLICY

- A. Failure to comply with this policy may result in disciplinary actions in accordance with Human Resources Policies.



Wellness & Fitness

TITLE	INFANT/CHILD SECURITY ALARM ACTIVATION EMERGENCY PLAN/PREVENTION POLICY	CODE #	EOC Security Management Plan
FACILITY	• Valley Health Wellness & Fitness Center	PAGE #	1 OF 3
DEPARTMENT(S)	• All Departments		
EFFECTIVE DATE	10/08	FUNCTION	Environment of Care
REVIEWED	10/09; 11/10; 10/11; 10/12; 11/13; 01/19; 11/21; 11/22	RESOURCE	Valley Health Wellness & Fitness Center
REVISED	11/10; 10/11; 10/12; 11/13; 11/14; 12/16; 12/17; 12/19; 9/2020	Manual	VHWFC P & P
APPROVAL			
SIGNATURE		TITLE	
		VH Director of Valley Health Wellness & Fitness Center	
SIGNATURE		TITLE	
		Operations Manager, VHWFC	

PURPOSE

Establish procedures for response to infant/child abduction alarms and incidents within the Valley Health Wellness & Fitness Center.

OVERVIEW

Infant/child abduction shall be defined as the confirmed absence of an infant or child from the Valley Health Wellness & Fitness Center or the activation of the Infant/child Security Alarm Activation Alert System.

I. INITIAL ACTIONS

- A. Person(s) discovering or suspecting an infant/child abduction or alarm shall do the following:
1. Hit panic button located in Kids Zone, Member Services Desk, Wellness Services, or Sales Office.
 2. Use two way radios to call **"Child Abduction (exact location and description if know)" 3 times.**
 3. Dial the facility emergency phone number 71234 to report the abduction giving the following information:
 - a. Child's last name
 - b. Child's approximate age, clothing description, etc.
 - c. Parent's name
 - d. Any other requested information

II. UNIVERSAL ACTIONS FOR ALL RESPONDENTS

- A. All staff should go to exit doors and observe anyone exiting the facility with a child. Observe for

anyone possibly carrying or concealing an infant/child, and report any suspicious activity by dialing the facility emergency phone number, 71234.

- B. If an infant/child is observed being carried outside, staff shall approach and politely attempt to verify identity of suspect. If staff member fears confronting the person carrying the infant/child; or the person becomes verbally/physically inappropriate; then the staff member shall delegate someone to dial the facility emergency phone number to report an infant abduction emergency while keeping the person under observation.
- C. Staff witnessing an actual or suspected abduction shall attempt to follow the person and take note of height, weight, race, sex, hair color, clothing, location of escape, direction of egress, car entered (type, color, license if possible).
- D. All employees shall cooperate and work in concert with local and federal police agencies. Security, Safety and Risk Management Directors shall assist these Authorities with their investigation. Any request, which might conflict with established VH policy or compromise patient confidentiality, shall be referred to the Hospital Command Center (HCC).
- E. Staff shall not contact or give information to any media personnel and shall direct media personnel to the Media Information Release area.

III. RESPONSIBILITIES

- A. Security
 - 1. One officer should respond to the Valley Health Wellness & Fitness Center.

IV. INCIDENT INVESTIGATION

- A. Security shall document available information and furnish it and any evidence to investigating law enforcement agencies.

*****INFANT/CHILD ABDUCTION PREVENTION MEASURES*****

V. CRITERIA FOR AT RISK PATIENTS

- A. The following shall be considered criteria to determine if a child under the age of 18 is at risk for abduction.
 - 1. Infant/child, 11 years old or younger
 - 2. Known domestic discord
 - 3. Suspected or confirmed abuse
 - 4. Voiced concern on the part of the person(s) admitting the child

VI. INFANT/CHILD IDENTIFICATION

- A. Identification of Infants
 - 1. Parents and Guardians have their pictures taken in the Compete software program. The Kid Zone associate will not allow a child to be removed from anyone other than the person's identified on the child's account.

XI. CRIMINAL BACKGROUND CHECK

- A. All Valley Health Wellness & Fitness Center staff shall submit to a criminal background check as a condition of employment.

XVI. CONFIDENTIAL INFORMATION

- A. This policy shall not be shared with any person or organization outside the Valley Health without the prior approval of at least one of the following:
 - 1. Director of Valley Health Wellness & Fitness Center
 - 3. VH Risk Manager
 - 4. VH Security
- B. Staff shall refer anyone requesting information concerning this policy or the Kid Zone area of the Valley Health Wellness & Fitness Center to VH Security.

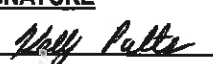
XIX. ENFORCEMENT OF POLICY

- A. Failure to comply with this policy may result in disciplinary actions in accordance with Human Resources Policies.



ValleyHealth

Wellness & Fitness

TITLE	NON-EMERGENCY PROTOCOL	CODE #	EOC Security Management Plan
FACILITY	• Valley Health Wellness & Fitness Center	PAGE #	1 OF 1
DEPARTMENT(S)	• All Departments		
EFFECTIVE DATE	10/08	FUNCTION	Environment of Care
REVIEWED	11/09; 10/10; 10/11; 10/12; 11/13; 12/17; 01/19; 12/19; 11/21; 11/22	RESOURCE	Valley Health Wellness & Fitness Center
REVISED	11/14, 12/16	Manual	VHWFC P & P
APPROVAL			
SIGNATURE 		TITLE VH Director of Valley Health Wellness & Fitness Center	
SIGNATURE 		TITLE Operations Manager, VHWFC	

PURPOSE

Establish procedures to be followed in the event a participant experiences a NON-emergency situation.

OVERVIEW

Staff will implement the non-emergency procedures in order to provide care for a member or visitor who presents signs of physical distress or injury.

I. INITIAL ACTIONS

A. Staff

1. Assist the person to sit/lie down in a safe place and assess his/her condition by taking blood pressure, heart rate, and O2 Saturation (if available).
2. Ask the person about the pain/symptoms/signs of distress to determine severity.
3. If NOT severe, staff will use 2-way radio stating: " **This is _____. I need a member of Management/MOD to (location) IMMEDIATELY.**"
4. If becomes severe, activate Medical Emergency Response, **Code EMS.**

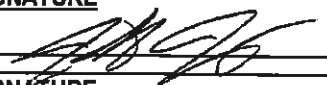
B. Manager/Available Staff

1. Respond via radio: " **This is _____. I am on my way.**"
2. Assist and complete the Incident Report.



ValleyHealth

Wellness & Fitness

TITLE	SEVERE WEATHER	CODE #	EOC Security Management Plan
FACILITY	• Valley Health Wellness & Fitness Center	PAGE #	1 OF 5
DEPARTMENT(S)	• All Departments		
EFFECTIVE DATE	10/08	FUNCTION	Environment of Care
REVIEWED	1/09;12/11;12/12;12/13;11/14; 12/17; 01/19; 11/22	RESOURCE	Valley Health Wellness & Fitness Center
REVISED	5/09;1/11;12/12;12/13;11/14; 12/16; 9/2020; 11/21	Manual	VHWFC P & P
APPROVAL			
SIGNATURE 		TITLE VH Director of Valley Health Wellness & Fitness Center	
SIGNATURE 		TITLE Operations Manager, VHWFC	

PURPOSE

Establish procedures for protection of patrons, staff and visitors and minimizing impact upon customer services during severe weather conditions.

OVERVIEW

- ♦ A severe weather emergency shall be defined as weather, which is predicted, in progress or could have already occurred and could cause damage to the facility; injury to persons or that could shutdown or hinder the organization's ability to function.

Severe weather events covered in this annex include:

- High Wind
- Severe Thunderstorm

I. HIGH WIND CONDITIONS/SEVERE THUNDERSTORM

A. Initial Actions

1. Person(s) discovering the severe weather emergency shall do the following:
 - a. Dial **the facility emergency phone number 71234** to report a severe weather emergency.
 - b. Determine the need to evacuate/relocate. If evacuation/relocation is necessary, the Evaluation/Relocation Emergency Plan shall be initiated.

B. Responsibilities

1. Valley Health Switchboard
 - a. Notify the following:
 - i. Security Department
 - ii. Facilities/Construction Services Department

- iii. AOC
 - iv. Director of Safety/Emergency Management
- 2. AOC
 - a. AOC will establish Incident Command Structure if needed.
- 3. All Staff/Departments
 - a. Verify quantities of supplies to assure adequate supply exists for anticipated duration of conditions. Additional supplies required shall be coordinated by supervisory personnel in accordance with established procedures through the Supplies and Equipment Emergency Plan.
 - b. Arrange required staffing levels.
 - c. Report any building damage to the HCC immediately.
 - d. Draw all shades and close all drapes as protection against shattering glass.
 - e. Close as many doors as practical throughout the area.
 - f. Obtain portable flashlights and other required portable equipment (i.e., heating equipment, lights, etc.) as needed through the HCC.
 - g. Move cutomers to areas away from windows and glass doors.

II. TORNADO

A. Initial Actions

- 1. Person(s) discovering the tornado emergency shall do the following:
 - a. Dial the facility emergency phone number 71234 to report the emergency.

B. Responsibilities

- 1. Valley Health Switchboard
 - a. Notify the following:
 - i. AOC
 - ii. Security Department
 - iii. Facilities/Construction Services Department
 - iv. Director of Safety/Emergency Management
 - b. Transfer all incoming calls about the emergency to the HCC.
- 2. AOC
 - a. Implement the Incident Command Structure.
- 3. All Staff/Departments
 - a. Move patients into the hallway away from windows, until evacuation is ordered or the all clear is given.
 - b. Close all room doors.
 - c. Standby for further instructions from the HCC.

4. Security

- a. Move all persons who are on the outside of the building to the interior of the building.

III. HURRICANE

A. Initial Actions

- 1. Person(s) discovering the tornado emergency shall do the following:
 - a. Dial the facility emergency phone number 71234 to report the emergency.

B. Responsibilities

- 1. Valley Health Switchboard
 - a. Notify the following:
 - i. AOC
 - ii. Security Department
 - iii. Facilities/Construction Services Department
 - iv. Director of Safety/Emergency Management
- 2. Incident Commander
 - a. Implement the Incident Command Structure.
- 3. All Staff/Departments
 - a. Move patients into the Fitness Center away from windows, until evacuation is ordered or the all clear is given.
 - b. Prepare all patient records for evacuation/relocation.
 - c. Close all room doors.
 - d. Standby for further instructions from the HCC.
- 4. Security
 - a. Move all persons who are on the outside of the building to the interior of the building.

IV. FLOODING

A. Initial Actions

- 1. Person(s) discovering the flood emergency, shall do the following:
 - a. Dial the facility emergency phone number 25800 to report a flood emergency occurring in the building.

B. Responsibilities

- 1. Valley Health Switchboard

- a. Notify the following:
 - i. AOC
 - ii. Security Department
 - iii. Facilities/Construction Services Department
 - iv. Environmental Services Department
 - v. 911 Emergency Dispatch
 - vi. Infection Control (if the flood involves Nutrition Services or sanitation)
 - vii. Director of Safety/Emergency Management
- 2. Incident Commander
 - a. Implement the Incident Command Structure.
- 3. All Staff/Departments
 - a. Horizontally evacuate/relocate in accordance with the Evacuation/Relocation Emergency Plan if necessary.
- 4. Environmental Services Department
 - a. Respond with the following spill control and cleanup equipment and initiate cleanup.
 - i. Wet-dry vacuum
 - ii. Mops/buckets
 - iii. Protective clothing
 - iv. Proper signage
- 5. Security
 - a. Assist with utility system shutdown as required.
 - b. Isolate area to the extent possible to minimize traffic through the area.
 - c. Monitor areas adjacent to, and all levels below, the affected area.
 - d. Assist with evacuation/relocation operations.

V. DISCONTINUING/RELOCATION OF SERVICES

- A. Upon assessment of the emergency, the Incident Commander shall determine if any facility/work area, including VH offsite facilities (during community wide emergencies), shall be evacuated and services temporarily discontinued or relocated to another site.
- B. The Incident Commander shall have the authority to close any facility/work area and send staff home or to a relocation site.

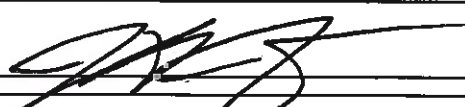
VI. ENFORCEMENT OF POLICY

- A. Failure to comply with this policy may result in disciplinary actions in accordance with Human Resources Policies.



Valley Health

Wellness & Fitness

TITLE	EARTHQUAKE	CODE #	EOC Security Management Plan
FACILITY	• Valley Health Wellness & Fitness Center	PAGE #	1 OF 2
DEPARTMENT(S)	• All Departments		
EFFECTIVE DATE	10/08	FUNCTION	Environment of Care
REVIEWED	11/09;10/10;10/11;10/12;11/13; 12/17; 01/19	RESOURCE	Valley Health Wellness & Fitness Center
REVISED	11/14, 12/16	Manual	VHWFC P & P
APPROVAL			
SIGNATURE 		TITLE VH Director of Valley Health Wellness & Fitness Center	
SIGNATURE 		TITLE VH Director of Safety/Emergency Management	

PURPOSE

To establish procedures to be taken in the event of an earthquake.

OVERVIEW

The scope of this procedure covers response to earthquakes.

I. RESPONSIBILITIES

A. Member of Management/Director

1. Report the emergency by calling the facility emergency phone number 25800.

B. All Staff/Departments

1. Evacuate pool areas.
2. Direct patrons to doorways, bottom areas of stairwells, and under desks.
3. Stand by for further instructions from the HCC.
4. Contact the HCC to request supplies, personnel, etc.
5. Assist victims as needed.

C. Valley Health Switchboard

1. Upon notification of an earthquake, the Switchboard shall notify the following:
 - a. AOC
 - b. Security Department
 - c. Facilities/Construction Services
 - d. 911 Emergency Dispatch
 - e. VH Director of Safety/Emergency Management
 - f. Security Captain

g. VH Director Facilities and Construction

D. Security

1. Implement lockdown procedures.
2. Provide for free flow of emergency vehicles.
3. Direct employees and visitors to the appropriate area.
4. Provide security of sensitive areas as directed by the HCC.

E. Facilities/Construction Services

1. Check the status of facility systems i.e. water, electricity, etc.
2. Check for damage to the facility and report information to the HCC.
3. Contact HCC for assistance such as water tankers, generators, etc.

F. Incident Commander (AOC)

1. Implement VH Incident Command System

II. DISCONTINUING/RELOCATION OF SERVICES

- A. Upon assessment of the emergency, the Incident Commander shall determine if any facility/work area, including VH offsite facilities (during community wide emergencies), shall be evacuated and services temporarily discontinued or relocated to another site.
- B. The Hospital Command Center shall have the authority to close any facility/work area and send staff home or to a relocation site.
- D. If the Department Director of the facility/work area affected is not reachable during the incident, the HCC shall advise the Department Director of the discontinuing/relocation of services via voice mail as soon as possible.

III. ENFORCEMENT OF POLICY

- A. Failure to comply with this policy may result in disciplinary actions in accordance with Human Resources Policies.

ELEVATOR OUTAGE

ELEVATOR OUTAGE

The purpose of this guideline is to identify the responsibilities of all facility staff, security, and emergency personnel to respond to an elevator outage in the building.

FIRST RESPONDER:

- Using two-way radio, immediately report elevator outage to Center Management (Center Director, Manager on Duty) and notify the Service Desk of the elevator outage
 - If working without team members, appoint a bystander to assist
- Elevator Occupant Check Procedure
 - **Do NOT attempt to pry open doors or access the elevator shaft** under any circumstances. This is extremely dangerous and should only be done by trained elevator technicians or emergency personnel.
 - Assess for Occupancy
 - Verify that the elevator is out of service
 - Stand clear of the elevator doors. DO NOT attempt to open the doors manually
 - Listen for signs of elevator occupancy – voices, movement, banging/knocking, emergency alarms
 - If it is confirmed or likely that there are occupants in the elevator, have Service Desk or another responder/bystander call Emergency Services (911) immediately.
 - If possible, communicate with occupants to stay clear of the doors and not to attempt to exit the elevator
 - Notify individual's emergency contact

SERVICE DESK:

- Communicate using two-way radio and emergency paging system and state "Elevator Outage" three times
- Notify Facility Management of the outage and determine if they may have access to the elevator's built in communication system to assist in determining communication with any elevator occupant(s)
- Maintain communication with Responders and Incident Commander to determine if additional emergency support is needed. If there are occupants in the elevator, contact Emergency Services (911) immediately

FITNESS STAFF: Respond to location and brings primary First Aid bag and AED

SECOND RESPONDER(S):

- Place “Out of Order” signage at all elevator access points
- Ensure the scene is safe and assist in crowd control, if needed

INCIDENT COMMANDER:

- Arrive and remain on scene until all occupants of elevator have been rescued
 - If there are no occupants in the elevator, ensure that “Out of Order” signage has been placed at all access points
- Identify individuals requiring elevator access (e.g., those using wheelchairs, walkers, or with mobility impairments)
 - If a member or guest **cannot safely navigate the stairs** and **must exit or relocate within the building**, the following protocol applies:
 - **Do not attempt to carry or assist them down stairs manually.**
 - Contact **non-emergency medical transport services** (e.g., local EMS or third-party providers) to provide safe stair descent using appropriate mobility devices (e.g., stair chair)
 - Remain with the individual or designate a team member to stay with the individual until assistance arrives. Provide comfort, communication, and reassurance
- Provide updates to members and staff periodically, especially those affected by mobility concerns.
- Manage communications with Center Director, Emergency Responders, Team Members, Valley Health, Security and Power Wellness Risk
- Complete Incident Report