Volunteer Safety Section

All staff & volunteers must take appropriate measures to provide a safe and secure environment for patients, families and staff in the Medical Center. **All hospital staff, faculty and volunteers are required to wear an approved name badge with picture identification prominently displayed.** Anyone found carrying or transporting an infant or child without proper identification will be questioned by staff. If a child or infant is missing, a “Code” will be announced by hospital operator. Volunteers should contact their Supervisor to assist as needed.

**NOTE:** No public statements should be made to patients, hospital staff or media.

**Security Routines**

Call 1-1911 or use a Blue Light emergency phone if emergencies or crimes are in progress:

If you encounter

- A combative patient.
- Someone making threats.
- A disruptive or hostile person.
- A suspicious person.
- A missing patient.
- Harassing phone calls.

Things to remember:

- Never assume “it won’t happen to me” - it takes mere seconds for a theft to occur.
- Avoid bringing expensive items or large amounts of cash when volunteering.
- Avoid leaving any articles in open view in vehicles.
- Secure valuable removable stereos and other valuables in trunk.
- Use Escort service: call 1-8888 or 2-8888.

**Missing Patient**

If a staff member suspects an infant, child, or adult patient is missing, they will take the following steps:

1. Call the Operator and request ‘Missing Patient’ followed by infant, child or adult descriptor (e.g., Code *, 8 North).
2. Secure unit and restrict access.
3. Call Security (1-1911).
4. Notify Administrator On Call – through the Hospital Operator.
5. Staff of the unit for which the ‘Missing Patient’ was called must immediately return to the unit.
6. Refer all questions to News and Public Affairs.
7. Activate the unit specific security plan.
8. Overhead announcement for activation is: **Code * Infant, Child or Adult** descriptor.
**Fire Safety**

Upon receiving notice of a fire via hospital operator paging system (“There is a Red Alert in __________ location”), adhere to the following:

1. Be calm, don’t shout.
2. If you are in the Red Alert area, move to safety.
3. Cease activity until Red Alert is canceled. Close all windows and doors.
4. Do not use the elevators or telephones during the Red Alert unless otherwise instructed by your supervisor.
5. Resume normal activity when operator announces “Red Alert is lifted.”

In the event of a fire, perform the following response plan (in the order listed):

- **R** - RESCUE patients in immediate danger
- **A** - ALARM, sound the alarm
- **C** - CONFINE the fire by closing all doors, etc.
- **E** - EXTINGUISH or EVACUATE
  - Extinguish fire by smothering with blanket or using fire extinguisher
  - To USE FIRE EXTINGUISHER:
    - **P** - PULL the pin
    - **A** - AIM at the base of the fire
    - **S** - SQUEEZE the handles
    - **S** - SWEEP from side to side to evenly coat the area
  - Evacuate patients/visitors/staff from the unit/area only if directed to do so by fireman/supervisor.

Emergency number for Fire: 1-1911 (to notify Police & Security - they call Fire Station)

**Tornado**

1. When possible, all patients should be moved to interior areas away from exterior walls and windows.
2. Critical patients who cannot be moved should be protected by:
   - **A.** Closing window drapes
   - **B.** Covering patient with blankets
   - **C.** Moving bed so that patients’ heads are turned away from windows
3. Staff and visitors should be moved to interior areas away from exterior walls and windows.
4. Contact Emergency Operations Center if additional resources are required (2-4362).

Overhead announcement for Potential Tornado threat is:

**Yellow Alert Standby For Tornado**

Overhead announcement for Tornado Plan Activation is:

**Orange Alert Tornado Warning**
**Mass Casualty**

Upon receiving notification of a Mass Casualty or Disaster Alert via the hospital operator paging system adhere to the following:

1. All volunteers on duty should remain in their assigned areas.
2. Be calm, don’t shout.
3. Cease activity until Mass Casualty Plan alert is canceled. Close all windows and doors.
4. Do not use the elevators or telephones during the Mass Casualty Alert unless otherwise instructed by your supervisor.
5. Resume normal activity when operator announces “Mass Casualty alert is lifted.”

Overhead announcement for Potential Mass Casualty is:

**Yellow Alert Stand-By For Mass Casualty**

Overhead announcement for Mass Casualty Plan activation is:

**Orange Alert Mass Casualty**

**Bomb Threat**

In the event of a bomb threat, your supervisor will take the following steps:

1. Make detailed notes of encounter.
2. Document the actual “time” of the occurrence.
3. Do not hang up the phone (even if caller hangs up).
4. Report the call to Security (1-1911).
5. Report the call to the Administrator on Call (use the Hospital Operator to contact Administrator).

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**Emergency Codes**

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<thead>
<tr>
<th>CODES</th>
<th>ANNOUNCEMENT ON OVERHEAD PAGE</th>
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<tbody>
<tr>
<td>Medical Emergency call for Resuscitation team</td>
<td>STAT</td>
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<td>Red alert “location”</td>
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<td>Missing Patient</td>
<td>Code Pink (0-12 months), Code Purple (1-12 years), Code Walker Adolescent (12-17 years), Code Walker Adult (Adult age)</td>
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<td>Potential weather for tornado</td>
<td>Yellow Alert Standby for “Tornado”</td>
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<tr>
<td>Potential mass casualty</td>
<td>Yellow Alert Standby for “Mass Casualty” (Plane, bus accident will multiple persons needing medical care)</td>
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<td>Actual mass casualty</td>
<td>Orange Alert “Mass Casualty”</td>
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<tr>
<td>Actual tornado</td>
<td>Orange Alert “Tornado”</td>
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*The emergency number for Vanderbilt Security is 1-1911.*