



Emergency Preparedness

UPMC Systemwide Annual Mandatory Training

In order to create a safe environment for staff and customers, we need to be well prepared to deal with any and all possible emergency situations.



1

Types of Disasters

EXTERNAL DISASTERS are events that occur outside of the facility but can cause an impact to UPMC, such as mass casualty incidents.

Examples:

- Motor vehicle accidents
- Industrial emergencies
- Civil disturbance
- Terrorist attack

External disasters may be reported via the emergency services authority.



INTERNAL DISASTERS are classified as incidents that occur in or affect the interior of a hospital or facility complex.

Examples:

- Structural collapse of a building
- Utility loss (telephone, electric, water)
- Explosions
- Fires
- Floods
- Chemical spills

The person who discovers the incident is responsible for reporting the internal disaster through the local emergency number.

[See Facility Specific Information.](#)



All facilities have a set of plans that cover actions to be taken in the event of internal and/or external disasters.

These cover things such as:



Mass Casualty Events



Utility Loss



Security Events

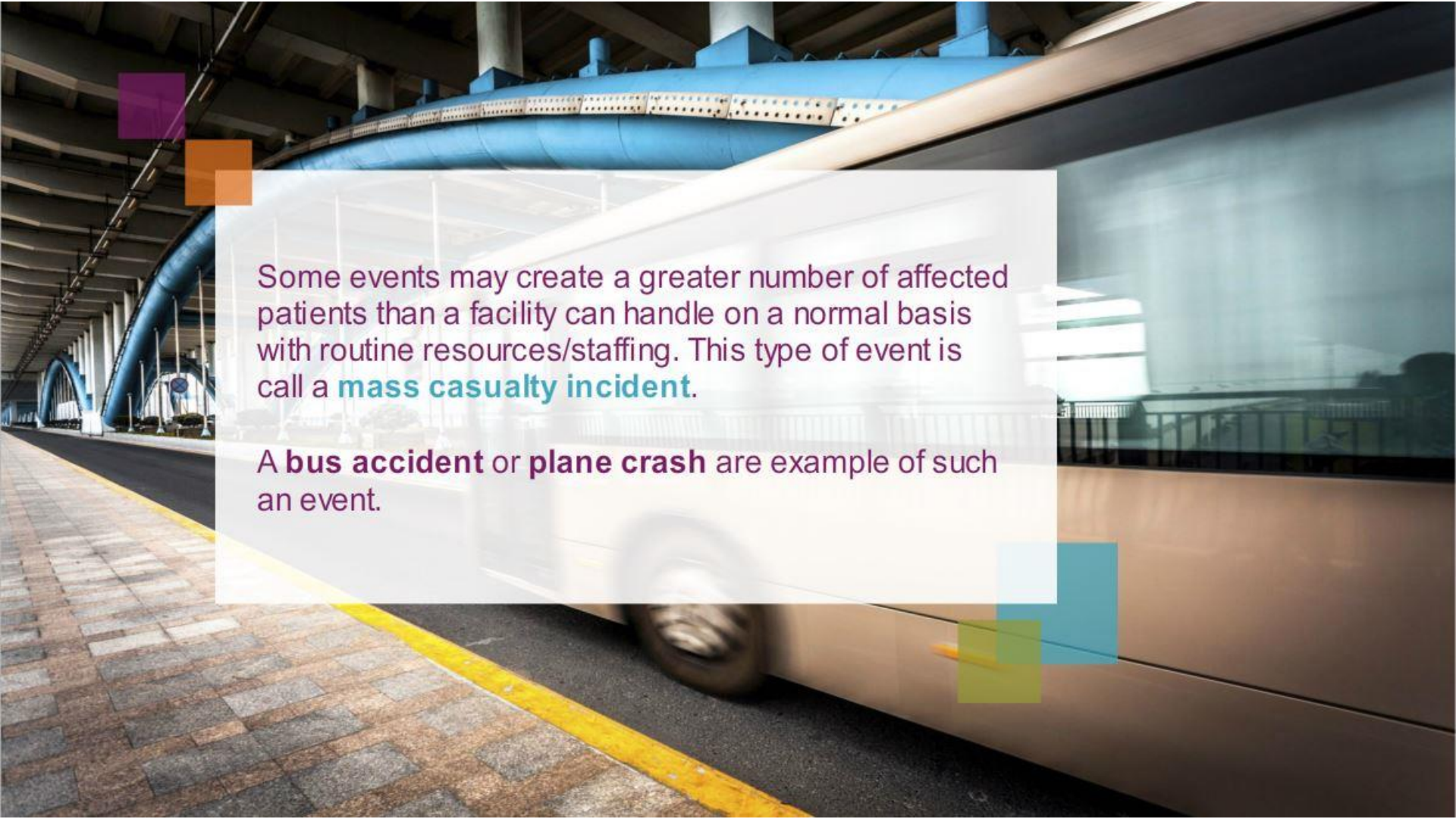


Evacuation



Infectious Disease Outbreaks

You should familiarize yourself with these plans and how to access them in an emergency.



Some events may create a greater number of affected patients than a facility can handle on a normal basis with routine resources/staffing. This type of event is call a **mass casualty incident**.

A **bus accident** or **plane crash** are example of such an event.



2

Disaster Plan

Who activates a disaster plan

The designated person(s) (usually an administrator) makes the decision whether or not to activate the disaster plan. If activated the staff receive notification.



Emergency Notifications

An announcement may be made to alert staff that the disaster plan is in effect. Refer to the [Disaster and Emergency Management Program](#) for more information.



The UPMC [Emergency Notification System](#) (ENS) enables the distribution of emergency messages to staff and physicians using text (SMS), voice, and e-mail.

Staff can opt-in to receive ENS messages by going to Infonet/[My HUB](#) and registering their mobile telephone number.

Staff Responsibilities

If an emergency occurs, you must be aware of your responsibilities.

Refer to your Emergency Operations Plan and the Emergency Reference Guide on what to do in case of a specific emergency.

- 
- Finish your current duties.
 - Report to your immediate supervisor and await further instructions.
 - If possible, return patients to their rooms.
 - Ask patient visitors to remain in the rooms with the patients.
 - Maintain patient confidentiality.
 - Discuss disaster information only with appropriate staff.
 - Only use telephones out of necessity and keep at least one line open at all times.
 - Initiate your own personal family emergency plan.
 - Direct questions and information to the appropriate department(s).



Why Have a Family Emergency Plan?

Consider This:

It is important you prepare a family emergency plan, so that your family will be cared for and kept informed in the event of an emergency.

What questions should you ask when developing your plan?

Click on the icons for more information.

For more information about Family Emergency Planning, click [here](#).



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What are your community's warning signals?

What questions should you ask when developing your plan?

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Ask about animal care after a disaster. Animals may not be allowed inside emergency shelters because of health regulations.

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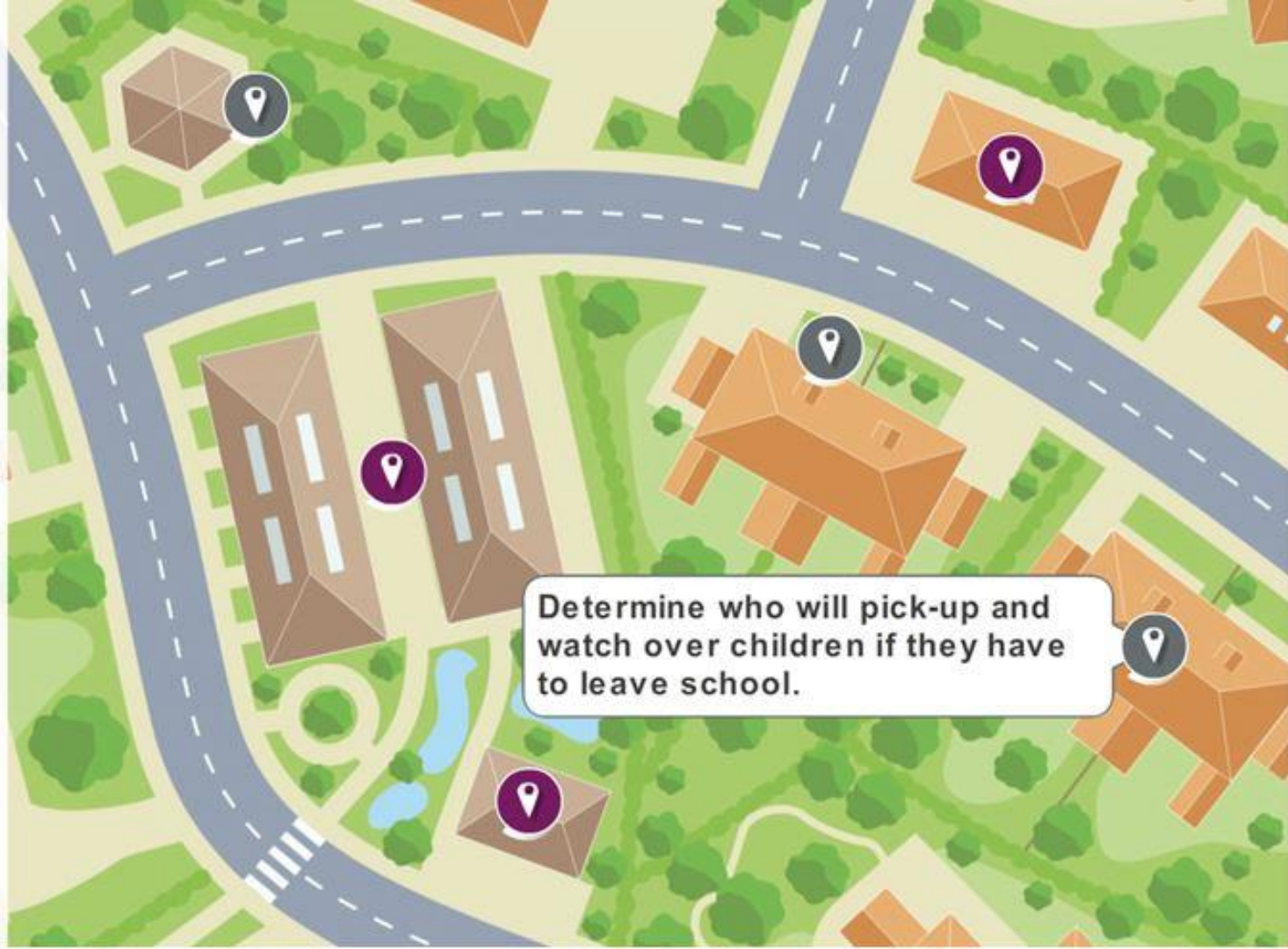


What disaster plans are used at your child's school, daycare, eldercare, etc.?

What questions should you ask when developing your plan?

Click on the icons for more information.

For more information about Family Emergency Planning, click [here](#).




Determine who will pick-up and watch over children if they have to leave school.

What questions should you ask when developing your plan?

Click on the icons for more information.

For more information about Family Emergency Planning, click [here](#).



Ask an out-of-state friend to be your “family contact.” After a disaster, making local calls may be difficult or impossible, and it’s often easier to call long distance. Family members should call this person and tell them where they are. Everyone must know the contact’s phone number.



3

Preparations in Case of Emergency

BOMB THREATS

If you receive a bomb threat over the phone, do you know what to do???

Bomb Threat Checklist



Remain calm.



Ask a co-worker to contact security immediately.



DO NOT HANG UP, even if the caller does.



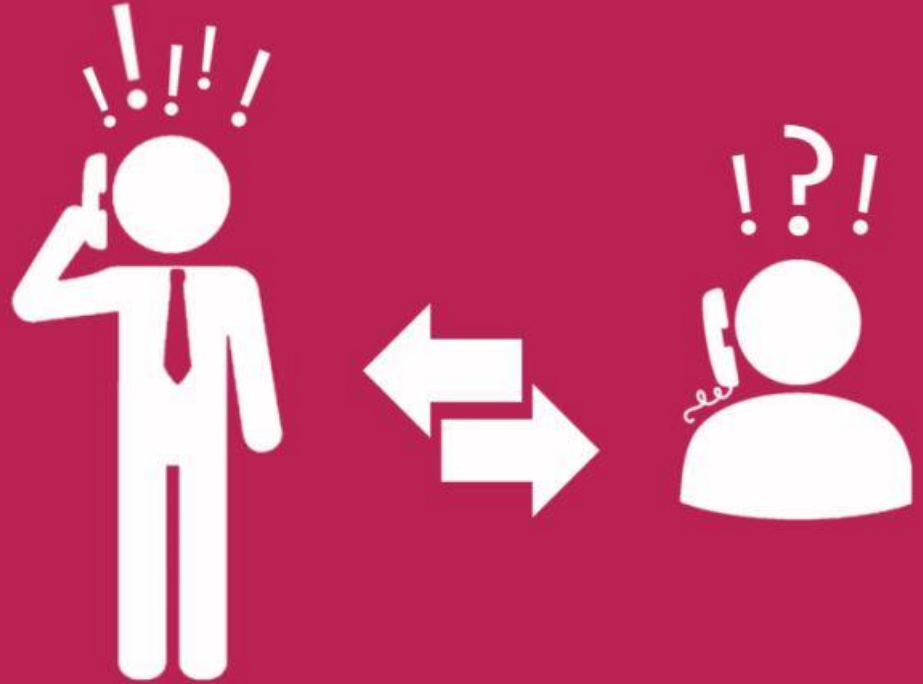
Try to gather as much information from and about the caller as possible (voice/speech, accents, nasal, foul language, and any background noises).




Leave the phone off the hook, even after the call has ended.

Bomb threats are often used by disgruntled persons as a way of interrupting normal business operations. They may, however, represent an actual danger to the building and occupants.

It is for this reason that all threats are assumed to be serious and are afforded full attention.



**No  bomb threat
should be taken
lightly or ignored.**

A close-up photograph of a person's hand pressing a button on a control panel. The panel has several rows of buttons, some of which are blue and some are purple. The background is blurred, showing what appears to be a control room or a similar environment. A large, semi-transparent purple circle is overlaid on the left side of the image, containing white text.

If you see a suspicious package, make sure to **TURN-OFF ALL** two-way radios, cell phones, and pagers to avoid accidental detonation.

Contact building security or call 9-1-1 if a suspicious package is found.

There are many different events that can occur within your facility that can cause disruptions in day-to-day operations.

The rest of this section will review these events.

Severe Weather

In **hospital buildings**, prepare for electrical power loss by confirming that all patient care equipment is plugged into a red outlet.

Prepare emergency extension cords and flashlights for use.

If the severe weather involves heavy snow or ice, it may be necessary to implement departmental plans for staff call-in and/or staff to stay in the facility.



Severe Weather: Wind

In hospital buildings:

- Close all drapes or curtains to protect against flying or shattered glass.
- Lower patient beds to the lowest position and move them away from windows.
- Provide blankets for patients that do not have them, so that they may cover themselves.
- Open the doors to rooms with outside windows.
- Secure any loose items that may become airborne in high wind conditions.



Severe Weather

In **non-hospital locations**, follow the procedures in your Emergency Reference Guide.

If your supervisor activates your department's disaster plan, be prepared to implement your Family Emergency Plan.

If you are unsure of what you should do, contact your supervisor.

Refer to UPMC
policy:

Disasters/Severe
Weather/Emergencies:
Communication and
Staffing for additional
information.

Weather

Emergency
Emergency

Policy
activates your
plan, be
your Family

what you should
supervisor.



Utility Failure Response Plans



Check all critical care equipment and make sure each is properly functioning and plugged into the red emergency outlets. If the facility is equipped with emergency generators, there may be a ten-second delay before restoration of power to the red outlet. Obtain emergency extension cords and flashlights if necessary. These items should be located in your department.



Use of water should be minimized.



Follow downtime procedures.

Some types of disasters may require additional personal protective equipment (PPE) and measures.

For example, in event of a nuclear, biological, or chemical release, certain hospital areas may be closed to routine access. It may be necessary to wear PPE to protect yourself from these hazardous agents.

You should check with your supervisor to see if you will be required to wear PPE in emergency situations. If so, there is additional training to be completed by employees in these positions.



Evacuation Plan for Hospitals

Hospitals should attempt to limit evacuations if at all possible.

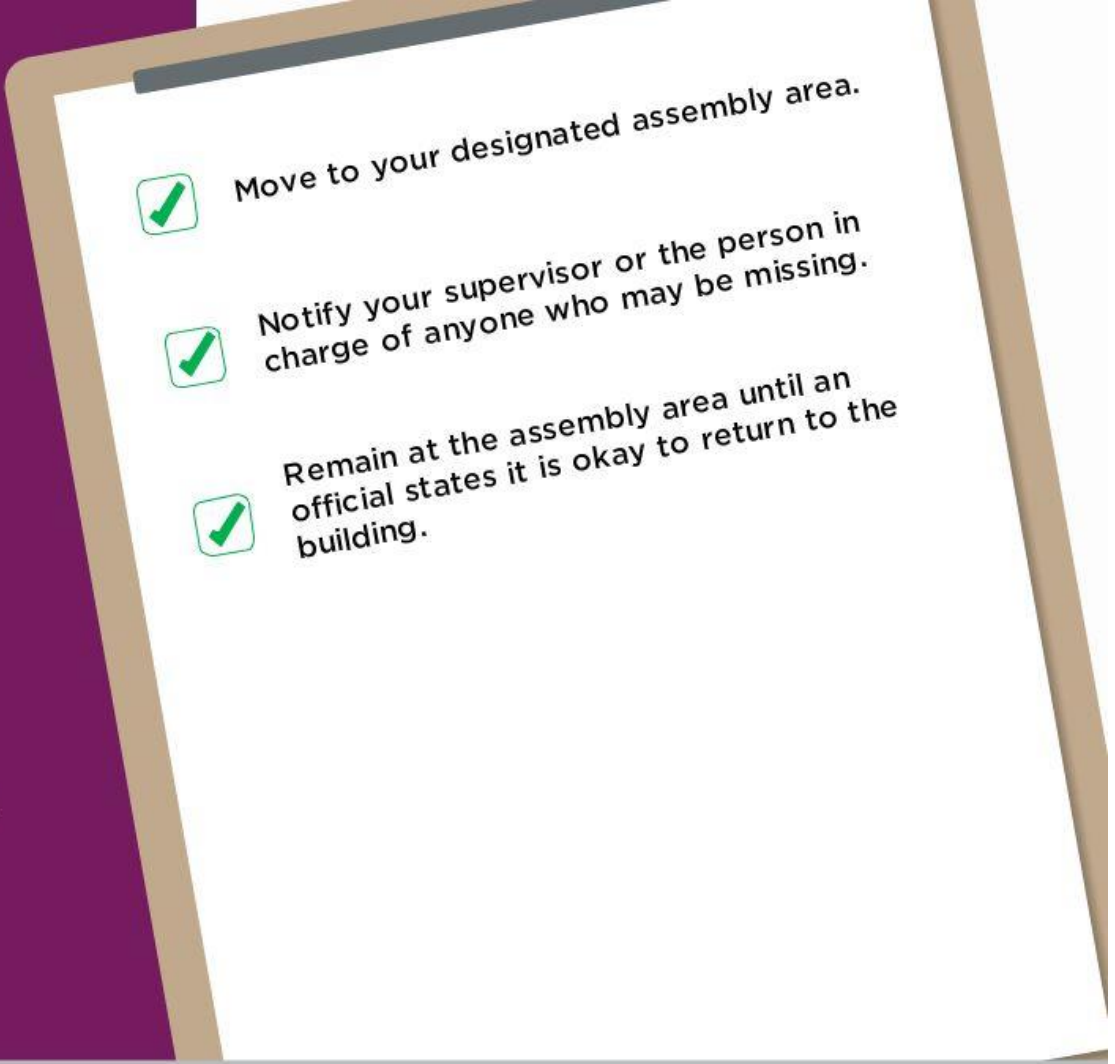
When and if evacuation becomes necessary:

- Keep Patient Safe Discharge to Other Facility forms with the patient during evacuation.
- Maintain a record of all patients moved.
- Assess patient medication needs and transport appropriate medications with patient.
- Assist with movement of patients as needed.
- Leave in place (with attendants if possible) those patients who cannot be moved due to life support systems, traction, or the danger from trauma of movement.
- Obtain additional support equipment, such as portable oxygen and pumps.

Evacuation Plan for Non-hospitals

Evacuation plans have been developed for all buildings.

In non-patient care buildings, evacuation may be the first response to some emergencies.

- 
- Move to your designated assembly area.
 - Notify your supervisor or the person in charge of anyone who may be missing.
 - Remain at the assembly area until an official states it is okay to return to the building.

There are three categories of civil disturbances:



**DEMONSTRATION
& PROTEST**



RIOTING



PICKETING

Things to consider during times of civil unrest:



Follow directions given by your supervisor or security department.



You may be directed to an alternate entrance/exit.



You may want to limit your display of UPMC-branded items, such as ID badges, outside of your facility.



Advise visitors or guests to remain inside the facility until it is safe to leave.



Stay away from lower level windows and glass doors.



“Shelter-in-place” is a precaution aimed to keep you safe while remaining indoors. This may be required if there are large amounts of debris or contaminated air outside your facility.

Shelter-in-Place

If local authorities call for shelter-in-place, then:



Air handling systems may be shut down to minimize building contamination.



Exterior doors may be locked against entry; all occupants should be asked to stay inside.



Staff should be prepared to activate their family emergency plan for childcare and other home-care needs.



Information or official instructions may be available through TV, local radio, or through the Internet.



4

**Bronze Alert &
Active Weapons Incident**

“Bronze Alert” is the
UPMC code for an active
weapons situation.

An **active weapon incident** refers to an individual actively engaged in killing or attempting to kill people in a populated area, typically through the use of firearms.

Emergency communications will call a "Bronze Alert" code to make you aware of an incident.

UPMC Security has a response plan:

- The facility may be locked down during this time.
- Normal operations should cease temporarily until it is safe to resume.

See business unit emergency operations plan or emergency reference guides for additional information regarding the plan for your building.

Surviving an Active Weapons Situation

RUN

HIDE

FIGHT

Click on the words to the left for information about what to do if you are in the area during an active weapons incident.

To report an active weapon incident in your area, call the **security department for your facility**, or if you do not have a site security department, **call 9-1-1**.

Please review your [facility specific information](#) for more details.

If you are in an area nearby (same floor, one floor above, one floor below) where the code was called, please make sure you do the following:

DO NOT send patients or staff to incident site.

- Quickly round patient rooms and assure people they are safe.
- Turn cell phones to vibrate or silent mode.
- Ask them to remain quiet and stay off the telephone.
- Close corridor fire doors.
- Close and lock office doors. If applicable, attempt to block door.

Other Areas:

- Assure patients and visitors they are safe.
- Stand by for further instructions provided by management, leadership and/or law enforcement.

To report an active weapon incident in your area:

Call the security department for your facility or if you do not have a site security department, call 9-1-1.

Please review your [Facility Specific Information](#) for more details.





To maximize the effectiveness of Bronze Alert:

Discuss - Have candid discussions in your department about how to handle a bronze alert.

Be part of the solution, not part of the problem. All levels of leadership should get involved.

Be proactive and recognize warning signs. “If you see something, say something.”

Become familiar with everyday objects and how they might become improvised weapons used by you or against you.

**If you have additional questions on
Emergency Management in your area,
contact your Emergency Management
Coordinator or Safety Officer.**

At UPMC, safety means that staff and customers need to be well prepared to deal with any and all possible emergency situations.

We have highly detailed protocols for disaster plans, defined preparations for emergency situations and procedures and training for alerts of all types, in particular, a bronze alert.