CHATHAM-KENT FAMILY HEALTH TEAM

POLICIES & PROCEDURES Panic Alarm Procedures		SECTION: Health & Safety	
Issued By: Health & Safety	**Approved By:** Executive Director	**Issue Date:** March 13, 2019	**Revision Date:**

POLICY

Chatham-Kent Family Health Team is committed to providing a safe and healthy working environment by ensuring that all employees, visitors and the General Public are treated with respect, fairness and sensitivity.

All employees shall be conscientious about work safety including reporting potential hazards and decreasing know hazards.

PURPOSE

The purpose of the Chatham-Kent Family Health Team Panic Alarm procedures is to ensure that all installed panic alarms in all locations are functioning properly and personnel are trained to be aware of when to activate, how to activate, and what to do while waiting for Law Enforcement response.

SCOPE:

This procedure includes the Chatham-Kent Family Health Team occupied suites that are equipped with panic alarms, including:

- **Chatham-Kent Family Health Team – Chatham**
  Chatham Medical Place
  20 Emma Street
  Chatham, ON, N7L 5K5

- **Chatham-Kent Family Health Team – Wallaceburg**
  Wallaceburg Community Medical Centre
  30 McNaughton Avenue
  Wallaceburg, ON N8A 1R9

- **Chatham-Kent Family Health Team – Ridgetown**
  Howard Mutual Medical Centre
  20129 Erie Street South
  Ridgetown, ON, N0P 2C0

- **Chatham-Kent Family Health Team – Dresden**
  Dresden Community Healthcare Centre
  530 Tecumseh Street
  Dresden, ON N0P 1M0

- **Chatham-Kent Family Health Team – Blenheim**
  Blenheim Medical Centre
  30 Chatham Street North
  Blenheim, ON N0P 1A0

DEFINITIONS:

For the safety and security of everyone at the office, all visitors to Chatham-Kent Family Health Team shall come to the reception desk and sign the visitors log immediately upon arrival. Visitors include any employee that does not work out of the location so that we would have an accurate head count in the event of an emergency/evacuation.

GUIDELINES:

- Employees responsible for the Panic Alarm program, operation, and procedures with the Chatham Kent Family Health will receive training.
- Ensure the front desk person knows how to activate the panic alarm.
- Ensure personnel who would need to activate the panic alarm are aware of any specific agency response required when the panic alarm has been activated and has completed the Panic Alarm training.
- Review the Panic Alarm Procedures at a minimum of every twelve months, or when a change is made to the panic alarms.
- Coordinate quarterly testing of the panic alarm(s) with the "Monitoring Unit" .
- Ensure the alarm is working properly
- The "Monitoring Unit" is responsible for monitoring and responding panic alarm activations even if the alarm is in advertently activated and then de-activated.
- Personnel with Panic Button Access know:
  1. Know how to activate the alarm
  2. Require to take the Panic Alarm User training.
  3. Know the response procedures once the alarm is activated
  4. Know how to reset alarm.

<u>Procedures</u>

- In the event of a security incident, or if feeling threatened, the alarm should be activated.

- Once the panic alarm is activated, they will sound and a light will flash in the Contact Centre at the front desk.
- After the alarm has been activated, the front desk staff should excuse themselves from the area by saying they need to retrieve a file to obtain the information requested and immediately leave the area Law Enforcement will respond and assume control of the situation.
- Following the alarm activation the alarm must be reset.

1. **Panic alarm is pressed.**
2. **Retreat to Safe Area.**
3. **Wait for assistance.**
4. **When clear-reset alarm.**