**Canberra Hospital and Health Services**

**OperationalProcedure**

**ACT Health Village Creek Centre**

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| Purpose |

This procedure will define relevant processes relating to the Village Creek Centre (VCC) in order to minimise risk to staff, visitors, patients, clients and ACT Health assets.

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| Scope |

This procedure applies to all staff, patients and visitors to the Village Creek Centre.

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| Section 1 – Access |

This section defines appropriate access and utilisation of the ACT Health Village Creek Centre outside normal operating hours.

## 1.1 Procedure

* Staff employed at the Village Creek Centre will only undertake work duties within defined core working hours.
* Workshop equipment and consumables are not to be utilised for any purpose other than ACT Health Directorate business. The Clinical Technology Workshop is not to be accessed at any time after hours.
* The Equipment Services inventory is not to be utilised for any purpose other than ACT Health Directorate business. The Equipment Services store is not to be accessed at any time after hours.
* Consult rooms are not to be utilised for any purpose other than ACT Health Directorate business. The Consult rooms are not to be accessed at any time after hours.
* Information and Communication Technology (ICT) must be used in accordance with the ACT Health Acceptable Uses of ICT Resources policy.
* The administration/office areas are not to be accessed at any time after hours.

## 1.2 Exceptions

* The Village Creek Centre may be accessed outside the span of hours defined in the relevant Enterprise Agreements in certain circumstances, but only with appropriate approval. This includes:
* Administration and Equipment services personnel who deliver services on weekends and public holidays from 0800 hours to midday.
* Personnel required to perform office work on the weekend may access the site but **only** within the hours when the building is usually staffed (i.e. between 0800 hours and midday). This will only be authorised with the express permission of direct service managers.

**Please note-**

* Staff wishing to work on office based work outside 0800 hours to midday on weekends/public holidays, **must** seek prior approval from their direct service manager and the Village Creek Centre site Director prior to doing so. This will only be considered in exceptional circumstances.
* Any work which is deemed necessary after hours in Equipment Stores or Workshop spaces will only be undertaken if there are a **minimum of two staff** present and this has been agreed **prior** by both the Clinical Technology Service / Equipment Services manager(s) and the Village Creek Centre site Director.

## 1.3 Reporting

* The Village Creek Centre site Director may request a report from the Canberra Hospital Security Desk detailing staff access to the site. Any access without prior permission will be a breach of this procedure and an explanation will be sought from service managers and/or the staff member(s) involved. Repeated breaches may result in disciplinary action.

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| Section 2 – Site Orientation |

All staff, visiting staff and students commencing at the Village Creek Centre must participate in Village Creek Centre site orientation.

## 2.1 Procedure

**New Staff**

* The staff member’s Team Leader/Manager or their delegate is responsible for coordinating the orientation of all new staff. Orientation will be conducted by the Village Creek Centre site Director or their delegate.
* All Orientation is booked through the Administration Team Leader and should occur within one week of commencing employment at Village Creek.
* The orientation package will be reviewed annually and updated by the Administration Team Leader and Village Creek Centre managers.
* An orientation folder will be given to all new staff which contains documentation relevant to clinical, professional and administrative functions of the Village Creek Centre.

**Visitors/Students**

* It is the responsibility of the service manger to ensure that any visitors/students to their area are appropriately orientated to Village Creek emergency procedures.

## 2.2 Expectations

All Village Creek employees will complete orientation and be provided with relevant information including:

* Site Meetings
* Parking
* Bicycle storage
* Site Access
* Linen management / Infection control
* Maintenance requests
* Designated smoking areas
* Stationary orders
* Petty Cash
* Taxi Vouchers
* Fleet car management and bookings
* Room booking system
* Duress alarms
* Emergency procedures – including evacuation point
* Other general information and expectations of staff

## 2.3 Reporting

* A copy of the attendance list will be provided to the ACT Health Staff development unit to provide confirmation that each new staff member has attended site orientation.

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| Section 3 – Emergency Management |

This section aims to ensure appropriate safety procedures are followed in case of an emergency in the Village Creek Centre.

## 3.1 Procedure

All staff of the Village Creek Centre must:

* Attend Emergency related mandatory training including:
* ACT Health orientation upon commencement and every 5 years (which includes emergency awareness training)
* Be aware of the location of the following within the Village Creek Centre:
* Fire and Emergency Alarm Instructions – Main entrance.
* Dangerous Substances Manual – Q\ACRS\Clinical Technology\OHS. Hard copies are held in folders located on the desk of Workshop Senior Technical Officer, and in the Administration Office.
* Evacuation plans – throughout Centre.
* Emergency procedures posters / information – throughout Centre.
* Fire Safety equipment including fire extinguishers, fire blankets, fire reels – throughout Centre.
* Know the following representatives for the Village Creek Centre and follow their directions in emergency situations:
* House (Fire) Warden and Deputy House (Fire) Warden
* First Aid Officer
* Know and follow emergency policy and procedures as documented by the Security and Emergency Preparedness Unit.
* In case of the absence of both the House (Fire) Warden and Deputy House (Fire) Warden follow the Fire and Emergency Alarm Checklist, located in the Administration office.

**3.2 House (Fire) Warden must:**

* In addition to other training , attend the Emergency Response and Management Training
* Fulfil their role as a House (Fire) Warden as per the emergency policy and procedures as documented by the Security and Emergency Preparedness Unit.

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| Section 4 – Duress System |

This will provide information on the operation and maintenance of the duress system at Village Creek Centre and the appropriate response to duress calls.

## 4.1 Duress System information

Site Code: CAM6477

Site Password: Kambah

Telstra SNP Monitoring Phone Number: 1300 303 132

## 4.2 Procedure

*4.2.1 Duress Alarm – Code Black – Personal Threat*

Refer to ACT Health Emergency Response Plan for Non-Acute sites located on the healthHUB.

*4.2.2 Basic Rules for Armed Hold-up / Personal Threat*

* Stay out of danger if not directly involved.
* Activate duress alarm as soon as possible (and safe to do so) and/or dial 0-000 as soon as possible and report any incident.
* Do not attempt to move to a duress alarm or telephone in view of an armed intruder. The alarm can be activated / or the 000 call made post incident to ensure safety of staff and/or clients involved.
* Don’t be heroic and turn a confrontation into a fatality.
* Remember that no amount of money, drugs or property is worth a life.

*4.2.3 Steps to follow in the event of Armed Hold-up / Personal Threat*

* Obey instruction, do nothing more.
* Do not volunteer any information.
* Stay out of danger if not directly involved.
* Observe any identifying characteristics, such as speech, mannerisms, clothing, scars, tattoos, vehicles used and registration numbers.
* Activate duress alarm as soon as it is safe to do so – dial (0-000) and advise Police.
* Record any observations made during the incident. It is best to write down important details as soon as possible after the event to ensure accuracy.
* Mark with suitable marker areas where perpetrator stood or items touched.
* Ensure any witnesses remain until Police arrive.
* Advise site management as soon as possible and keep staff and/or clients not involved away from the scene

## 4.3 Duress Alarm – Locations

* There is a duress alarm located in every consult room at the Village Creek Centre (Rooms 1-10) and at the front reception desk.
* The alarms are located under the consult room desks on your right hand side as you sit at the desk. This is in place for all rooms. Staff using these rooms should familiarise themselves with the location of these units.
* The duress alarm at front reception is fixed centrally between both front reception staff.
* Staff members who see clients at Village Creek Centre should always maintain a clear egress in any consult room. Desks are arranged to ensure this is the case and no furniture is to be rearranged in any consult room without prior approval from site management.

## 4.4 Duress Alarm – Protocols

**When a duress alarm is activated, the following occurs:**

*Offsite*

* Telstra SNP Monitoring (TSM) receives the duress alarm notification.
* TSM will attempt to contact the facility to confirm the alarm and to ascertain the cause of the activation.
* TSM will contact the SNP Senior Guard at the Canberra Hospital to notify of the alarm activation.
* TSM will despatch a patrol to the site.
* TSM will contact the Police and advise them of the alarm activation and request attendance at the site.

*Onsite*

* The duress alarm will sound in the Village Creek Centre Central Administration area. An audible and visual alert will also notify in the workshop area and Clinical Technology office to alert staff away from public areas.
* The response team (Attachment A) will identify the location of the alarm referring to the “DURESS MIMIC PANEL” located in the Administration office.
* When the response team arrives at the location of the alarm, they are required to assess the situation and take action as required including assessing the safety of all staff members. The response team will aim to de-escalate any potential issue/s and will ensure the situation is not escalated.
* If there is an event placing any person at risk, it is paramount that the response team attending will take appropriate measures to ensure the safety of staff and other persons who may be in the building including their own safety.
* If it is a false alarm, a staff member from the response team will advise TSM as soon as possible on 1300 303 132 (refer to “Duress Alarm – False alarm activation”) This number is displayed with the MIMIC Panel in the Administration office.
* The response team will advise the Village Creek Centre Site Director of the alarm and provide an update of the current situation. If the Director is off site a senior manager will be advised.
* At any time the situation is deemed as out of control (that is; unable to be resolved by the response team and is placing any staff member and/or client in immediate danger), the response team will evacuate all staff / clients/ visitors from “public” areas of the site to a secure part of the facility and remain distanced from the situation until help arrives. A secure part of the site is defined as any location which is protected by lock and / or swipe card access.
* A “triple 0” call to police may also be warranted in these situations; remember to dial 0-000 from ACT Health phones.
* Upon completion of any event, an appropriate assessment will be undertaken by management and counselling services made available if required. This will be arranged through the Employee Assistance Program.
* The Village Creek Centre site Director and the Executive Director of RACC will be immediately briefed of any significant incident/s (or the Senior “on call” Executive Director if outside normal business hours)
* Staff involved in any incident will also ensure a report of the instance is completed and a RISKMAN entered as appropriate.

## 4.5 Code Blue – Medical Emergency

* The duress system at the Village Creek Centre may also be used for any medical emergency where assistance is required.
* The response team will assess the situation on arrival and determine the appropriate course of action; an ambulance will be called in any circumstance in which the client / staff member / visitor requires specialist medical assistance.
* A “triple 0” call will be made to request an ambulance; remember to dial 0-000 from ACT Health phones.
* The response team will alert a first aid officer to care for the client/ staff member/ visitor until the arrival of the ambulance.
* Telstra SNP Monitoring must be contacted as soon as practicable to inform them that this is a medical emergency and not a personal threat.
* The response team will advise the Village Creek Centre site Director of the alarm and provide an update of the current situation. If the Director is off site a senior manager will be made aware.
* The Village Creek Centre site Director and the Executive Director of RACC will be immediately briefed of any significant incident/s (or the Senior “on call” Executive Director if outside normal business hours).
* Staff involved in any patient incident will ensure a report of the instance is completed and a RISKMAN entered as appropriate.

## 4.6 False Alarm Activation

**When a duress alarm is falsely activated, the following must occur:**

* Telstra SNP Monitoring (TSM) must be contacted on 1300 303 132 to advise the notification is a false alarm.
* TSM will request the following information:

1. Cause of the alarm
2. The site code: CAM6477 and site password: Dario Gomes.

TSM will advise SNP Senior Guard, any patrols despatched to the site that the alarm was falsely activated.

## 4.7 Duress Alarm – Testing Schedule / Procedures

* Telstra SNP Monitoring (TSM) must be contacted prior to duress alarm testing being undertaken at the facility.
* All individual duress alarms will tested quarterly using the following process:

1. Contact TSM and advise that a test is going to be undertaken of site code: CAM6477 and the site password: Dario Gomes
2. TSM will confirm that the system is in test mode for an allocated time period and that the duress alarm test can be undertaken.
3. TSM will still receive alarm notifications but will not employ the assigned protocols during the testing period.
4. After the testing has been completed contact TSM and advise that testing has been finalised and that all further alarms are to be responded to.
5. The duress system will be tested quarterly and a copy of the test result will be kept in an official file located in the Administration Office.
6. Duress testing will be coordinated by the Administration Team Leader and the Village Creek Centre Site Director.
7. All batteries will be changed every 6 months

## 4.8 Duress Alarm Testing Logs

* It is the responsibility of the site to maintain and file duress alarm testing logs (Attachment B) which will be required by the Security Operations Manager for evidence during the accreditation cycle. Testing logs will be kept by the Village Creek site Director.
* All repairs and defects identified during the testing process are to be reported immediately through the MyFM reporting tool for urgent follow up through the Property Management Unit. The MyFM job number must be logged on the Duress Alarm Testing Schedule Report.

**4.9 Further information**

Further information and assistance is available from -

* (02) 6244 2141 – Health Security Office
* (02) 6174 4773 – Health Security Operations Manager
* (02) 6244 2114 - Emergency Training Coordinator
* Email [TCHSecurity.Office@act.gov.au](mailto:TCHSecurity.Office@act.gov.au)

The Health Security Office should be contacted for any query in relation to security or duress.

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| Section 5 – Use of Personal Protective Equipment (PPE) |

This defines the use, maintenance, storage and responsibilities associated with Personal Protective Equipment (PPE).

## 5.1 Background

* Under ACT legislation the employer is required to ensure the availability of PPE that is appropriate for the person and minimises workplace safety risk.
* The staff member has responsibilities to wear or utilise available PPE according to training and instruction provided and to notify the employer if PPE is unavailable, defective, inoperative or damaged.
* The Work Health and Safety Regulation 2011 provides specific requirements relevant to certain workplace situations.

## 5.2 Use of PPE

* Safe Operating Procedures (SOPs) define the PPE required for each item of equipment or procedure.
* SOPS are displayed on the wall adjacent to each item, as well as electronically at Q\ACRS\ACT Health Village Creek Centre\Common Drive\OH & S Village Creek\SOPs Machinery and Tools.
* PPE relevant to the Village Creek Centre includes but is not limited to the following:

## 5.3 General PPE

* Safety helmets to AS1801
* Protective footwear to AS/NZS 2210:1:1994 including wet area (ELS)
* Safety glasses to AS/NZS 1337 - 1992
* Ear plugs / muffs to AS 1270
* Goggles and visors to AS/NZS 1337 - 1992
* Welding aprons to AS 1558 - 1973
* Welding goggles to AS/NZS 1337
* Welding helmet – lens to AS/NZS 1337, filters to AS/NZS 1338
* Gloves to AS2161 – 1978
* Respirator ½ masks and disposable to AS 1716 – 1991
* Safety vest to AS 4602 – 1999 / 1906.4 – 1997

## 5.4 Clinical PPE

* Gloves to AS/NZS 4011, 4179 for clinical work associated with possible bio hazard.
* Mask / face shield to AS 4381
* Eye protection to AS 1337
* Gowns / aprons to AS 3789.2 / 3789.3
* Protective footwear as above

## 5.5 Supply / Storage

* PPE is to be supplied in quantities to meet both normal and emergency demands. It will be available on request and stored in multiple, easily accessible and clearly marked locations throughout the workplace.
* It is stored in a manner ensuring it is free from potential damage and contaminants. Currently PPE is stored in designated stations within the Clinical Technology Service workshop, Machine room, Plaster room and Equipment Loan Service wash bay. Additional individual PPE is stored by staff at their respective benches and/or workstations.

## 5.6 Training

Training in the correct use, maintenance and storage of supplied PPE is provided via:

* Workshop/Equipment Services orientation.
* Annual competency machinery assessments.
* Regular staff meetings and in-service instruction where appropriate.
* Additional training will be provided as new systems or technology become available.

## 5.7 Use of PPE / Staff responsibilities

* Any issues involving PPE should be referred to the manager of the relevant area.
* The Work Health and Safety Regulation 2011 Chapter 3, Part 3.2, Division 3.2.5, Section 46 provides specific responsibilities for staff with regard to PPE. It states:
* Staff must use PPE in accordance with training and instruction provided.
* Staff must not misuse or damage PPE.
* Staff must notify the manager / employer as soon as possible when there is unavailable, damaged, defective, unhygienic or otherwise inappropriate PPE.

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| Related Policies, Procedures, Guidelines and Legislation |

**Policies**

* ACT Health Waste Management Policy-Document
* ACT Health Directorate Work Health and Safety Policy
* ACT Health Directorate Fatigue Management policy 2012
* ACT Health Directorate Acceptable Uses of Information and Communications Technology Resources policy 2012
* ACT Health Dangerous Substances Management Policy
* ACT Health Emergency Management Plans

**Procedures**

* Canberra Hospital and Health Services ClinicalProcedure Healthcare Associated Infections

**Legislation**

* *Work Health and Safety Act* 2011
* *Work Health and Safety Regulation* 2011
* *Public Sector Management Act* 1994

**Standards and Agreements**

* ACT Health Certified Agreements
* Enterprise Bargaining Agreements
* Australian Standard AS3745-2002, Emergency control organisation and procedures for buildings, structures and workplaces
* Australian Standard AS4083-1997, planning for emergencies – health care facilities

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| References |

1. Clinical Technology Service Workplace Safety Orientation
2. Health Directorate Code of Conduct
3. Village Creek Register of Dangerous Substances, parts 1 and 2.

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| Attachments |

Attachment A – Duress response team

Attachment B – Duress testing log

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| Date Amended | Section Amended | Approved By |
| *Eg: 17 August 2014* | *Section 1* | *ED/CHHSPC Chair* |
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## Attachment A – Duress response team

* Administration Team Leader
* Technical Officers
* Manager Clinical Technology Services
* Manager Transitional Therapy and Care Program
* Coordinator Oxygen & Equipment Services

All members of the Duress response team are to complete the initial PART (Predict Assess & Respond to Challenging/Aggressive Behaviour) Training and to complete the refresher course every 2 years.

## Attachment B – Duress testing log

The Administration Team Leader will test the duress alarm system every 3 months. The Batteries in the duress alarms are required to be replaced every 6 months.

[Q:\ACRS\ACT Health Village Creek Centre\Common Drive\VC Duress Alarm\Duress Alarm Testing Template](Q:\\ACRS\\ACT Health Village Creek Centre\\Common Drive\\VC Duress Alarm\\Duress Alarm Testing Template.doc)