

Pembroke Regional Hospital

MEMO

To: All Staff
From: Sheldon Higginson, Manager, Occupational Health and Safety
Date: August 8, 2025
Subject: ED Safety & Security Update #4

As a follow up to previous weeks' communications on July 18 and 25, and August 1, 2025 regarding the ED Safety/Security Update, please see further updates below.

Action Plan - Key Initiatives Underway

Topic	Description	Status
Security Role Review	Clarifying responsibilities and protocols for security personnel, including their role in emergency scenarios, Code White response, and the use of restraints. This will also be communicated to staff. If security is needed, please contact Clinical Resource, or x6800 during their working hours. For Code White, follow Code White policy, and initiate by calling x6666.	In progress - Implementation in progress. New guards being trained, as well as reviewing building/physical asset security.
Security Guard Scheduling	Following an evaluation of current coverage hours and benchmarking against other hospitals, the Hospital will plan for security to be scheduled on weekdays from 1600 to 0800 and 24/7 on weekends and statutory holidays. Until then, the current hours for security are 1630 – 0030. Implementation target date is October 31, 2025.	In progress – Recruitment and vetting underway by the security company in order for PRH to add additional shifts. Target date remains the same.
Panic Alarm System Audit	Ensuring alarm reliability and staff awareness, as well as reviewing panic alarm notification process. To note, Panic Alarms are self-monitoring, and any technology failures (e.g., low battery) will result in a notification to Occ Health and Safety. Education and training on usage, and on the “Personal Panic Alarms” Policy, and “Standard Work Process for	Complete - Stationary Panic alarms have been installed in Triage and at the ED Nursing Station. Complete – Panic Alarm Policy and Standard Work has been updated and

	Personal Panic Alarms”, available on Policy Medical. For any questions, please contact your manager.	standardized. Live on Policy Medical as of August 1, 2025. Monitoring responses.
Emergency Department Nurses Station Safety	Assessing the physical layout and identifying safety enhancements specific to the Emergency Department nurses station.	In progress – Working group members met and walkthrough of ED conducted on July 31, 2025. Recommendations identified and will be brought forward for SLT’s consideration.
Restraint Protocols	Updating restraint policies to reflect a shift toward a “7-point restraint or less” approach, with a focus on safety, dignity, and appropriate use. Employees on identified units to be trained.	In progress –Training to commence the week of August 11, 2025, for a period of two months. Policies to be updated following the completion of training. Effective date to be after policies are updated, and after completion of training.
ED Building Access Control	Strengthening access between the waiting room and clinical areas: locking mechanisms and Video/Intercom (VI) Phone. As a result, The Security Company has been issued a PO, and the technology has been ordered, to ensure the appropriate locking of doors. In addition, security cameras are being reviewed/installed in the Emergency Department.	In progress – Regarding the double doors, Hospital is currently awaiting material to be delivered and executed by end of August. In progress - The Security Company came on site to review the security cameras on July 28, 2025; now awaiting detailed information and updated quote from contractors on implementation.
Violence Alerts	Enhancing after-hours alert entry into Anzer for Violence/Aggression Assessment Checklist (VAAC).	In progress – the policy will be updated to include notifying Clinical Resource after hours for VAAC application to ensure early identification of violent

		patients/visitors. Target completion August 15, 2025.
Search of Patient Property	<p>Reviewing and updating search policy and procedures in collaboration with ED and security teams:</p> <ul style="list-style-type: none"> • Search of Patient Property • Weapons 	<p>Complete - Education session conducted on August 7 and 8, 2025 on “Search of Patient Property” policy.</p> <p>In progress - New standard work created. To allow for more ED stakeholder input, it shall be circulated accordingly and then published by August 18, 2025.</p>
Signage	Prevention of Violence Committee recommended violence prevention signage. This was approved and will be displayed organizationally on digital displays.	<p>Complete - Approved and uploaded on digital signage boards on July 19, 2025.</p> <p>In progress - French translation in progress.</p>

If you have any questions, please reach out to:

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