

# Mercy Kids Children’s Hospital & Ronald McDonald Family Room

## Emergency Protocols

All safety announcements will be made by overhead page

### EMERGENCY CONDITIONS AND BASIC VOLUNTEER RESPONSE

Overhead Announcement:	Description:	Initial Response/In your Area:	Secondary Response:	Follow-Up if in your area:
<b>“Code Blue + location”</b>	<i>Medical Emergency (patients, visitors, staff)</i>	Call <b>314-251-6050</b> if it is in your area. Describe the situation to the operator. Clear the area of all visitors and be ready to answer any questions when the emergency team arrives.	If the code is not in your area, stay clear of that area and remain in the Family Room.	Fill out an incident report from the filing cabinet and notify Family Room Staff at your earliest availability.
<b>“Code Red + location”</b>	<i>FIRE, smoke, smell of something burning or alarm sounding.</i>	Call <b>314-251-6050</b> to report the location of fire/smoke.  <b>R</b> -Remove persons in immediate danger. <b>A</b> -Activate the nearest alarm. <b>C</b> -Close all doors and windows. <b>E</b> -Extinguish the fire if you can.	Use the fire extinguisher to put the fire out using: <b>P</b> - Pull the pin <b>A</b> - Aim the hose <b>S</b> - Squeeze the handle <b>S</b> - Sweep from side to side	If the fire is on the floor you’re on, or in the Family Room, go to the nearest Nurse’s Station to follow their directions OR evacuate using the nearest staircase. Announce to the families in your area to do the same. Do not utilize the elevator.
<b>“Missing child + description of child + last seen location + description of abductor if available”</b>	<i>Child Abduction or Against Medical Advice</i>	Do not jeopardize your safety and do not enter yourself into danger. Stay in the Family Room and keep your eyes and ears open for the description of the missing person to report to security. All main entryways and exits will be secured.	IF you see the missing person, get a physical description of the person with them, if they flee, and the direction that they are leaving. Notify security at x24911 from a landline.	Cooperate with authorities. Provide information as needed. Wait for the all-clear announcement.
<b>“Armed Intruder + intruder description + location last seen”</b>	<i>Person with a weapon</i>	Remain calm. Close all RMFR doors, shut off lights, keep yourself safe and unseen, like in the storage closet or bathroom. Recommend to parents that they do the same, although you cannot force them.	Run, Hide, Fight, or Flight.  Evacuate vertically in the building, not horizontally, until you can get out of the building.	Listen for the all-clear or other orders over intercom.

<b>“Combative Patient/Person + location”</b>	<i>Behavioral Emergency (patients, visitors, staff)</i>	Keep yourself safe if the response is in your area. The medical response team has a behavioral plan in place to take action.	If the code is not in your area, continue doing what you were doing.	Follow-up with staff if you were involved in this scenario and fill out an incident report from the filing cabinet.
<b>“Severe Weather Warning/ Watch”</b>	<i>Severe weather or tornado has been sighted or indicated by radar.</i>	Remain calm. Close all blinds or curtains. Move to the interior of the room or hallway, away from windows and recommend families do this as well.	Check for damage to area and families.	Listen for the all-clear to evacuate or until it is deemed safe.
<b>“Earthquake”</b>	<i>Building shaking</i>	Stay inside the building. Move away from windows. Drop, cover, and hang on.	Check for damage to the area. Check for injuries. Look for people who might be trapped.	Evacuate when necessary.