

# Cardinal Glennon 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>“Rapid Response Team + location”</b>	<i>Medical Emergency (patients, visitors, staff)</i>	Dial <b>x4444 from the landline</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>“Fire + location”</b>	<i>FIRE, smoke, smell of something burning or alarm sounding.</i>	Dial <b>x4444 from the landline</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 5 <sup>th</sup> floor, or in the Family Room, evacuate using the nearest staircase and announce to the families in your area to do the same. Do not utilize the elevator.  <i>Go out the single doorway to the right of the Family Room. To the immediate right is a staircase.</i>
<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 <b>x4444</b> from 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>“Strong Team”</b> (combative patient) <i>or</i> <b>“BERT Team”</b> (escalating/agitated patient)	<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>“Weather alert + description”</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, away from windows and recommend families do this as well.	Check for damage to area and families.	Listen for the all-clear or the evacuation order.

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Dialing x4444 while utilizing a landline inside of Cardinal Glennon will dial you to the in-house emergency team. You can still dial 911 and they will assist you, but since we have an in-house emergency team, x4444 will respond to your emergency quicker.