

Subject: FACILITY LOCKDOWN	Staff
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Cross Reference: Vaughan Community Health Centre Emergency Plan. Occupational Health and Safety Act, RSO 1990 – Ontario. Accessibility for Ontarians with Disabilities Act, 2005	Approved By: Executive Director

POLICY:

Vaughan Community Health Centre (VCHC) will lock down its facility as required for an internal emergency situation in which it would be unsafe to evacuate or when there is danger outside the building: e.g., a serious accident, violent incident or act of terrorism. A lockdown minimizes access and visibility and shelters staff, clients, and visitors in a secure location. Ordinarily a lockdown would only be implemented in situations which constitute life-threatening events, and where an evacuation could be fatal.

All emergency situations that are deemed to impact the safety of staff, clients, and the public on VCHC premises, will be handled in accordance with the Accessible Customer Service Standards, Integrated Standards, and other related regulatory requirements such as those in accordance with the Occupational Health & Safety Act., Ontario.

PROCEDURE:

A lockdown in an emergency situation isolates staff, clients and visitors from danger by requiring everyone to remain inside the building. In all lockdowns staff will establish communications with police and the Leadership Team and will provide a crisis report as soon as possible. However, all VCHC staff are empowered to call a facility lockdown should they consider the threat of imminent danger is present and ensure that Management onsite is notified.

Full lockdown – Internal (Vaughan Site):

1. A full lockdown is used in a serious emergency situation where the danger is in the building. In this situation staff not immediately involved in the situation should stay in their offices or the room in which they are located at the time. If possible, staff clients and/or visitors in open areas should be taken to a safer location.
2. When front desk reception staff on both the 1st and 2nd floor are made aware of the threat of danger, they will secure building entrances by pushing the lockdown button, thereby ensuring that no unauthorized persons can access the building. There are three lockdown buttons, one installed in the 1st floor reception area and two installed in the 2nd floor reception areas (Primary Care and Chronic Disease Centre). The front desk reception staff has been trained on how to lock/unlock the outside doors. Management onsite will provide the front desk staff with further instructions regarding communications with clients in the reception areas, rescheduling of client appointments, etc.
3. During an internal lockdown, lights are turned off in offices, blinds are closed, and all interior windows should be avoided to prevent visibility from outside.
4. When there is a violent incident within the VCHC facility, any staff member can call for an internal lockdown; a **Code White** and the location of the incident should be announced.

Full lockdown – Internal (Keswick site):

1. A full lockdown is used in a serious emergency situation where the danger is in the building. In this situation staff not immediately involved in the situation should stay in their offices or the room in which they are located at the time. If possible, staff clients and/or visitors in open areas should be taken to a safer location.
2. When front desk staff or the Keswick Site Manager are made aware of the threat or danger, they will secure the office entrances by closing the main front office door and delegating the closest staff member at the far back of the office building, to lock the door of the Reconnect Room (program room); thereby, ensuring that no unauthorized persons can access the VCHC facility. The Keswick Site Manager will provide the front desk staff with further instructions regarding communications with clients in the reception area, rescheduling of client appointments, etc.
3. During an internal lockdown, lights are turned off in offices, blinds are closed, and all interior windows should be avoided to prevent visibility from outside.
4. When there is a violent incident within the VCHC facility, any staff member can call for an internal lockdown; a **Code White** and the location of the incident should be announced.

Full lockdown – external (Vaughan Site):

1. An external full lockdown is used in serious emergency situations where the danger exists immediately outside the facility: e.g., explosion of a neighboring building.
2. All staff, clients and visitors should be moved to the safest area of the building, away from the outside situation. No one should exit the building until advised by the Police/Fire department that it is safe to do so.
3. When front desk reception staff on both the 1st and 2nd floor are made aware of the threat or danger, they will secure building entrances by pushing the lockdown button, thereby ensuring that no unauthorized persons can access the building. There are three lockdown buttons, one installed in the 1st floor reception area and two installed in the 2nd floor reception areas (Primary Care and Chronic Disease Centre). The front desk reception staff has been trained in how to lock/unlock the outside doors. Management onsite will provide the front desk staff with further instructions regarding communications with clients in the reception areas, rescheduling of client appointments, etc.

Full lockdown – external (Keswick Site):

1. An external full lockdown is used in serious emergency situations where the danger exists immediately outside the facility: e.g., explosion of a neighboring building.
2. All staff, clients and visitors should be moved to the safest area of the building, away from the outside situation. No one should exit the building until advised by the Police/Fire department that it is safe to do so.
3. When front desk staff or the Keswick Site Manager are made aware of the threat or danger, they will secure the office entrances by closing the main front office door and delegating the closest staff member at the far back of the office building, to lock the door of the Reconnect Room (program room); thereby, ensuring that no unauthorized persons can access the VCHC facility. The Keswick Site Manager will provide the front desk staff with further instructions regarding communications with clients in the reception area, rescheduling of client appointments, etc.

Partial Lockdown:

1. A partial lockdown ensures the safety of staff, clients and visitors when a serious incident occurs in the community: e.g. potentially dangerous police action near the area. This event poses no immediate danger to staff, clients or visitors unless they were to leave the

building. In this situation staff should be aware of what is going on outside the building but continue with their normal day activities.

**During a Lockdown:
Do Not Pull Fire Alarm**

Leadership Team Responsibility:

1. It is the responsibility of a member of the Leadership Team to notify building occupants/visitors over the intercom as follows:

“ATTENTION ALL STAFF: THIS IS AN E M E R G E N C Y . THE BUILDING IS NOW IN AN INTERNAL OR EXTERNAL (state the type of lockdown) LOCKDOWN MODE. PLEASE FOLLOW LOCKDOWN PROCEDURES” (Repeat the message three times.)

2. Call 911 immediately if it is an internal full lockdown.
3. Lock all outside doors (the only exception would be when there is police/emergency response or advice to leave one door open for access)
4. Monitor situation as it develops
5. When advised by emergency personnel that the danger has passed, the lockdown will be lifted. The final word will be given by one of the Leadership Team or by emergency personnel only.
6. A member of the Leadership Team will advise the front desk reception staff to unlock the outside doors on both 1st and 2nd floor for Vaughan site and the main front office door and Reconnect Room door for the Keswick site.
7. Once a lockdown has been lifted, the Leadership Team will meet with staff to provide an explanation of why a lockdown was initiated. This can be a brief summary. Counseling will be provided if required.

Staff Responsibility:

It is the responsibility of all staff to follow the lockdown procedures, thereby keeping all staff, clients and visitors safe.

1. Remain calm and reassure clients/visitors that the emergency is under control.
2. Direct clients in hallways to seek shelter in the nearest office/meeting room.
3. Take the names of all the people in each room.
4. Turn off all electronic devices (cell phones, electronic watches, tablets, pagers etc.) to prevent them ringing which could result in identifying where staff/clients are located. Turn off radios/TV.
5. Do not use land line for calls unless calling emergency services.
6. Keep everyone facing away from the glass and doors where possible. Stay away from windows and open or exposed situations.
7. Close shades and turn off office lights in outside rooms/offices.
8. All staff/clients should move down onto the floor unless they hear otherwise from someone in authority.
9. All individuals should make as little noise as possible
10. Don't release anyone from your area unless directed to by a member of the Leadership Team
11. Only open the doors when an "all clear" is given.
12. All clients and visitors are required to obey lockdown procedure instructions while on VCHC property.

Staff who may require assistance during a facility lockdown:

VCHC staff are strongly encouraged to inform their direct supervisor of their need for assistance during a facility lockdown. The direct supervisor will work with the staff to provide individualized emergency response information.

Other key factors:

1. Lockdown procedures must not interfere with the occupants' abilities to evacuate promptly should the circumstances warrant it.
2. Lockdown and emergency plans must be practiced being effective. Regular drills and information sessions for all staff are required.