

Pembroke Regional Hospital

MEMO

To: All Staff
From: Sheldon Higginson, Manager, Occupational Health and Safety
Date: July 25, 2025
Subject: ED Safety & Security Update

As a follow up to last week's communication on July 18, 2025 regarding the ED Safety/Security Update, please see 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 – Meeting with security on August 1, 2025 to update the contract and scope of the duties, especially as it relates to role in Code White.
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 – Meeting with security on August 1, 2025 to update the contract and the security guard schedule and status of recruitment efforts.
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.	Stationary Panic alarms have been installed in Triage and at the ED Nursing Station. In conjunction with the OPP, the Policy and

	Education and training on usage, and on the “Personal Panic Alarms” Policy, and “Standard Work Process for Personal Panic Alarms”, available on Policy Medical. For any questions, please contact your manager.	Standard work has been updated and standardized, and will be live on Policy Medical on August 1, 2025.
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 have been established (including frontline staff). First meeting on July 31, 2025. Preliminary visit by OPP on July 22, 2025 will support the working group conversations.
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.	In progress – Briefing note to be submitted to SLT for review on August 6, 2025. Education on restraints usage is currently being planned.
ED Building Access Control	Strengthening access between the waiting room and clinical areas. The Working Group reviewed locking mechanisms and recommended using the same systems as AMH and SDC. As a result, The Security Company has been issued a PO, and the technology has been ordered, to ensure the appropriate locking of doors.	The contractors were on site July 24, 2025 to prepare the doors for upgrades. Implementation targeted for August 20, 2025. In addition, the security company is on site on July 28, 2025 to review upgrades to camera installations.
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	Reviewing and updating search policy and procedures in collaboration with ED and security teams. Current policies “Search of Patient Property” and “Weapons”	In progress – meeting on July 28, 2025 between Manager, AMH and Manager, ED to revise standard work and policy.
Signage	Prevention of Violence Committee recommended violence prevention signage. This was approved and will be displayed organizationally on digital displays.	In progress - Approved and uploaded on digital signage boards on July 19, 2025. French translation in progress.

If you have any questions, please reach out to:

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