





Pembroke Regional Hospital



MEMO

To: All Staff
From: Sheldon Higginson, Manager, Occupational Health and Safety
Date: August 29, 2025
Subject: ED Safety & Security Update #6

As a follow up to previous communications regarding the ED Safety/Security Update, please see further updates below. **Given the timelines of the outstanding items, the next update will be provided on October 3, 2025.**

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.	Complete - Security will participate in ongoing restraint training refreshers and code exercises as appropriate.	
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 – Full schedule is still on track for October 31, 2025.	
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.	Complete - Stationary Panic alarms have been installed in Triage and at the ED Nursing Station.	 

	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.	Complete – Panic Alarm Policy and Standard Work has been updated and 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.	<p>In progress - The ED Working Group has completed its review of the 16 recommendations brought forward.</p> <p>The outcomes are as follows:</p> <ul style="list-style-type: none"> • 11 recommendations were approved and will move forward for implementation. • 4 items require further follow-up and review before a final decision can be made. • 1 recommendation was not approved at this time. <p>These outcomes will be shared with the ED staff to ensure transparency and alignment.</p>	
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.	<p>In progress –Training to commence the week of August 11, 2025, for a period of two months.</p> <p>Policies to be updated following the completion of training. Effective date to be after policies are updated, and after completion of training.</p>	
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.	<p>Complete – Regarding the double doors, the work is complete to ensure the appropriate locking of doors.</p> <p>In progress - The Security Company came on site to</p>	