



TITLE: CODE GREY - IMMEDIATE SECURITY ASSISTANCE – DANBURY HOSPITAL

PURPOSE:

To establish a policy for Security response to incidents that may present a threat to personal safety through acts of violence.

POLICY:

Security at Danbury Hospital responds to situations when patients' or visitors' conduct or actions pose a risk of injury to themselves or others; when there exists a potential for damage or theft of property; or, situations which present an imminent threat to personal safety.

PROCEDURE:

To summon immediate Security assistance DIAL 55 from any hospital phone extension.

USE THE CODE GREY BUTTON IF YOU'RE WORK AREA HAS ONE.

Many Departments and work areas have "direct to the Operator" silent alarms mounted on walls or under countertops. You should be familiar with the location of these alarms if your department has them. Ask your Supervisor or manager if you are unsure of their location.

PRESS YOUR PERSONAL ALARM DEVICE, IF YOU HAVE ONE.

Many employees have been issued a personal alarm device (PAD) because their work hours or location could present conditions where they might be unable to use a phone to summon help. The Security Department, at Ext 7999, can advise you if your area has this type alarm installed.

THE OPERATOR WILL OVERHEAD PAGE "CODE GREY" and a location. This message, repeated three times, will serve to announce that Security assistance is enroute

IN THE RIZZO GARAGE summon assistance by using the Blue Light Emergency intercom system.

IN THE RED AND GOLD GARAGES assistance intercoms are located at the end of each parking section and ramp, mounted on yellow painted columns.

GUIDELINE:

Outbursts of violent or threatening behavior are often caused by the negative emotions people feel when confronted with the sudden onset of injury or illness. Pain, sorrow, fear and frustration can all lead to disruptive situations that require immediate control in the interest of safety

If you sense a situation is escalating to a point control may be lost, or if you witness a violent or offensive incident, Dial 55 and alert the Operator. Security will immediately respond and work with the involved staff to calm and resolve the issue(s).

It's helpful to have one staff member be the primary speaker with the upset person. In many cases it helps for the upset person to explain what the problem is, as they perceive it.

Avoid interrupting as circumstances allow, even if the person's statements are inaccurate. When the person finishes, stress the importance of trying to accommodate their needs and reassure them the Hospital has many resources to resolve problems. Explain those solutions you feel will best resolve the issue.

It's important to understand not all conflicts can be resolved without the intervention of authority and physical restraint. Some situations involve criminal acts and may require police assistance.

Ultimately, in a CODE GREY situation we must balance the rights of the individual with the legal obligation of the Hospital to maintain a safe environment

Responding Security Officers are expected to utilize crisis prevention skills

When the code situation has been resolved, operations shall advise the Operator to announce that CODE GREY is ALL CLEAR.

ORIGINATOR:
DATE OF INCEPTION:
REVISION DATE:
LATEST REVIEW DATE:
APPROVED BY:

SECURITY DEPARTMENT
8/27/2013
7/7/2015
7/7/2015
VP FACILITIES