

Crosstown Clinic: General Safety Practices

Site Applicability

Providence Crosstown Clinic

Practice Level

Basic: all staff

Need to Know

General Safety Orientation

- On-site orientation to Crosstown Clinic
- A formal orientation process with Clinic Coordinator
- Standard/consistent information on clinic practices and processes
- Safety orientation during first full shift

General Clinic Precautions

All staff (clinic assistants, pharmacists, nurses etc.) to be aware of the people around the entrance of the clinic, and do not let people into the clinic when entering and exiting the clinic.

Equipment

Personal protective devices

Magnetic door locks

Panic alarms

Protocol

Personal Protective Device (PPD)

Crosstown Clinic has PPDs available and it is an operational recommendation that staff working at Crosstown will wear a personal protective device at all times, in case of an emergency.

It is acknowledged there is a high level of professionalism, skill and expertise that Crosstown staff have working with the clients in our program, however in the event of an emergency, urgent escalated situation or threat of harm to staff, the use of a PPD adds an additional method of calling for help to reduce the risk of harm.

Chubb Edwards Security is our security system provider. Paladin will be dispatched by CHUBB Edwards if necessary. CHUBB Edwards will also dispatch the Vancouver Police Department when the panic alarm is initiated and initiate a 3-way call to the clinic.

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Entry to clinic

There are two doors at Crosstown. The entrance at 84 West Hastings is to be accessed by staff and delivery people only. The door on 404 Abbot St is accessible to anyone, specifically clients.

- Do not prop the doors open.
- Always carry keys, a swipe card and a personal protective device (highly recommended) and know how to use it.
- Do not allow visibly aggressive persons or escalated clients inside the clinic.

Client Identification:

Client photos are updated on an annual basis. Each photo includes the client's unique OAT database number, their name and birthdate.

- Security footage should be pulled if there are any security concerns or if someone needs to be identified.
- A BOLO (be on the lookout) will be created and the client's name with level of risk will be posted near the Abbot St door by the Clinic Assistants' desk to alert staff to clients who have recently demonstrated aggressive behaviour.
- Do not let unknown people into the clinic.
- Do not follow, go outside or accompany agitated, aggressive clients outside of the clinic.
- Do not open the doors when there is an aggressive person or escalated client outside.

Unresolved Issue/Incident

If there is a safety issue that is not resolved, then the clinic leader (Clinic Coordinator or charge nurse and pharmacy lead) to call all staff coming onto shift.

- Clinic staff to place a red laminated paper on the door that says "*Closed due to incident*". This can be found in the behaviour binder, in the medication room.
- This sign is visible notification to staff and clients that the clinic is on lock down.
- Communicate situation and entry procedure to all staff; pharmacy lead, social worker, dietician, admin staff, spiritual care worker and physicians.
- If you feel that agitated clients need to be approached, always approach agitated clients in pairs (do not work alone or isolate yourself with a client).
- Maintain closed access control until the person is no longer known to be, or reported to be in the area.
- Use the personal protective device, press the panic buttons, located throughout the clinic, and call 911 if you feel your safety is threatened.
 - The expectation is that staff responds when a personal protective device has been activated.
 - Panic alarms are located underneath various desks.
 - The alarm signal goes to Chubb Security and they phone the VPD.
 - Regardless of whether or not staff talk to Chubb Security, the VPD will send officers.

- Location of panic alarms is to be included in the first day of orientation and first full shift.
- Know how to release the magnetic door locks on the entrance ways into the clinic. This is included in the first day of orientation.

Removal Procedure

- If safe, remove clients from the clinic or to safe location (away from incident area).
- If the person is in the clinic, try to direct them out
 - Attempt to de-escalate/re-direct
 - Disengage mag lock to allow easy exit for client
- Keep area around person clear (if safe to do so) e.g. remove items which could be used as a weapon or thrown.

Staff Injury

- If staff member is injured:
 - Seek on-site first aid (Trained OFA)
 - Transport to St. Paul's emergency via Ambulance or via taxi using a taxi voucher.
- Staff to report to the Provincial Workplace Health Call Centre (1-866-922-9464)
- Consider calling Paladin for security – this requires leadership authorization to ensure appropriate and PCM is aware. After hours, contact Leader on Call (contact switchboard for contact information) for authorization.
- Leadership will determine when security can be cancelled.

Expected Outcome:

Increased staff and client safety.

Related Policies, Documents and Resources:

1. Crosstown Service Limitation Guideline (see below comments)
2. FOIPPA – for communication of risk information
3. Workers' Compensation Act & Occupational Health and Safety Regulation
1. PHC Connect: [Violence Prevention Program](#)
2. [B-00-11-101090](#) - PHC Code White Emergency Response
3. [B-00-11-10178](#) - Violence Risk Alert Policy
4. [B-00-11-10196](#) - Violence Prevention in the Workplace
5. [B-00-11-10198](#) - Managing Disrespectful, Violent or Aggressive Behaviours of Visitors
6. [B-00-13-10219](#) - Crosstown Clinic Code White Response
7. BC Government - [Information Privacy and Security \(FOIPPA\)](#)
8. [WorkSafe BC Occupational Health and Safety Regulation](#)

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9. [Workers Compensation Act](#)

References

Provincial Health Services Authority. (2015). *Preventing and protecting against violence in the workplace*. Vancouver, BC: Provincial Health Services Authority.

WorkSafeBC. (2019, March 29). *Occupational Health and Safety Regulation – Violence in the Workplace*. Retrieved from <https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-04-general-conditions>

Persons/Committees/Groups Consulted:

Pharmacist

Violence Prevention Coordinator

Clinic Coordinator

Clinic RNs

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