**Purpose**

The Lockdown Emergency Response Plan details the actions to be taken by staff to ensure the safety and security of themselves, patients and visitors in the event of a lockdown. The Goal is to reduce or restrict the movement of people within, or into a facility.

This Emergency Response Plan forms a general template, as a guide for each site to utilize. It is essential that the Emergency Response Plan be site specific. Individual work sites may need to add (*or delete*) items that are specific to their operation.[[1]](#footnote-1)

**Policy**

[Organization name] is committed to preparing for all types of foreseeable emergencies.

**Definitions**

* **Lockdown:** A state of isolation or restricted access instituted as a security measure.

**Responsibilities**

Compliance with this Emergency Response Plan is required by all [Organization Name] employees, students, volunteers, and other persons acting on behalf of [Organization Name] (including contracted service providers as necessary). This Emergency Response Plan does not limit any legal rights to which you may otherwise be entitled.[[2]](#footnote-2)

**Procedure**

1. **ACTIVATION**

The Lockdown Emergency Response Plan can be initiated by any member of staff who becomes aware of a potential threat or actual situation requiring immediate response by following the preceding algorithm.

Lockdown may be accomplished by various means, including but not limited to the following:

## Card access modifications / restrictions

## Manual key lock

## Staffing of access points

## Site perimeter control / restriction

## Temporary barricades

## Any combination of the above depending upon site resources, nature of the incident, and time of day

1. **POST INCIDENT ACTIONS**

For a facility impacted by a Lockdown incident, Site Administration or Designate is to:

* Assess for injuries and facility damage
* Implement subsequent emergency response plans as appropriate
* If the incident impacts residents, complete incident documentation and reporting
* In consideration of Staff impacted by the incident, ensure the following are completed:
  + Notification of Incident
  + Arrange for staff support as needed (e.g. Employee and Family Assistance Program [EFAP]), in consultation with Site Leadership
* Complete incident documentation as follows:
  + Reportable Incident Form (Seniors Health / Continuing Care sites).
  + Urgent Notification of an Emerging Issue (all other sites).
  + Other site or zone-specific documentation as appropriate.
* Report incident to relevant external organizations

Advice on document completion may be sought from Zone Emergency / Disaster Management staff or from the Local Administrator On-Call (during evenings and weekends).

**References**

**Cross Reference:**

Violence/Aggression; Hostage; Missing Person; Shelter in Place/Air Exclusion; Evacuation and Active Assailant Emergency Response Plans

**Forms/Appendixes**

**Create Posters to indicate Lockdown in Progress and who to contact**

**ERP Lockdown may be initiated in response to incidents originating within the facility, or incidents occurring in the community that have the potential to affect the facility.**

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| **LOCKDOWN EMERGENCY RESPONSE PLAN NOTIFICATION** | |
| **Staff Member Receiving Request**  **From Emergency Personnel** | Notify your immediate Supervisor / Person In Charge Administration / Administrator On-Call (**Site Specific**)  Activate **ALGORITHM 1: SITE ACCESS LOCKDOWN**   * Community-based Emergency Personnel (e.g. Police, Fire Dept.) have contacted the facility to advise of an incident occurring in the community recommending / requesting **Lockdown** of the site      * An Emergency Response Code has been activated requiring restricted access / **Lockdown** of the facility |
| **Staff Member Upon Discovering an Incident** | If the incident requires restricting access or movement within the facility:   * Notify your immediate Supervisor / Person In Charge / Site Administration / Administrator On-Call (**Site Specific**) * Initiate Unit / Department Lockdown procedures   Activate **ALGORITHM 2: SITE INTERNAL LOCKDOWN**  An incident has occurred that requires the internal **Lockdown** of a Unit / Department / or the entire facility.  If the incident is in response to an Emergency, refer to the specific actions within the individual Response Plan:   * **Violence/Aggression ERP** * **Hostage - ERP** * **Active Assailant - ERP** * **Missing Person - ERP** * **Suspicious Item - ERP** * **Shelter in Place – ERP** * **Hazardous Spill - ERP** |

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| **ALGORITHM 1: SITE ACCESS LOCKDOWN** | |
| **Supervisors / Person In Charge** | If advised of an incident where there is a recommendation to / request for / or requirement to restrict access / Shelter in Place / **Lockdown** of the facility received from Emergency Personnel (e. g. Police, Fire Dept.):   * Ensure notification of Site Administration / Administrator On-Call (**Site Specific**)   If the incident involves Sheltering in Place for an air quality concern:   * See **Shleter in Place** (Code Grey if applicable for your site) Response Plan   Upon receiving notification of a Site Access Lockdown, in consultation with Site Administration / Administrator On-Call:   * Direct staff to advise patients and visitors to remain inside the building until advised that is safe to go outside * Identify staff to assist with Lockdown if requested * Remain engaged with Site Administration / Administrator On-Call for updates on the situation, and whether further actions might be required   When the “All **Clear**” is received, advise staff, patients, and visitors that the situation has been resolved |
| **Staff On-Duty** | Upon receiving notification of a Site Access Lockdown:   * If away from you work area, return to assist other staff, if it is safe to do so * Advise patients and visitors to remain inside the building until advised that it is safe to go outside, reassuring them of the situation\* (see suggested script, below) * Show a calm and reassuring manner * Stay away from exterior facing windows and external doors * Do not phone Switchboard (updates will be provided) * Remain engaged with your Supervisor / Designate for updates on the situation, and whether further actions might be required * Report any violations of Lockdown procedures to your Supervisor and Protective Services   When the “**All Clear**” is received, advise patients and visitors that the situation has been resolved  **\*Script for Patients / Visitors:** “For your safety, we have been advised to keep everyone inside the building until further notice. We are continuing to provide services as usual. Your safety is our top priority and we will advise you immediately if there are further actions we need to take.” |

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| **ALGORITHM 1: SITE ACCESS LOCKDOWN** | |
| **Site Administration /**  **Site Specific Leadership Role** | * Determine the need to establish a Site Command Post to coordinate actions and communications to staff / site * Ensure notification to the Continuing Care Manager On –Call (**Insert Zone Specific Contact**) * Begin to plan for future staffing needs, if staff on-duty cannot leave and replacement staff cannot report for duty   If the incident is related to an Emergency Response Code, follow the actions outlined in that Plan i.e. **Code Code Grey**  Otherwise, dependent upon the nature of the incident, initial engagement should include:   * Consult with External Emergency Personnel, Facilities, Police or Fire Department (if engaged) to determine actions, based on risk (**Site Specific**) considering: * Measures to address access into the site * Should recommended measures include taking actions to restrict or prevent access into the site, contact the * Issues to be addressed may include direction to be given to arriving staff, also persons arriving from the community seeking shelter or care. * Preparation for potential Evacuation (**Code Green if applicable at your site**) * Announce “**Initiate Site Access Lockdown Procedures”** (**Site Specific**)   In consultation with engaged parties determine when the event has concluded:   * Advise Switchboard / Designate to announce **“Lockdown Procedures, All Clear”** (three times) * Site specific variations to overhead announcements and internal activations   Ensure completion of incident documentation, including Site-Specific Reportable Incident Form  \* **Site Access Lockdown** may be *initiated* by the (Insert Site Specific Leadership Role) if a site is in a time sensitive situation where a Site Access Lockdown needs to be activated. (Insert Site Specific Leadership Role)l is to continue to attempt to speak with the Manager |

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| **ALGORITHM 1: SITE ACCESS LOCKDOWN** | |
| **Switchboard / Designate\*** | \*If Switchboard / Designate is not on-site, these duties are to be reassigned (**Site Specific**)  Upon receiving notification of Lockdown, advise all staff:   * **“Initiate Site Access Lockdown”** (three times) * Site specific variations to overhead announcements and internal activations (**Site Specific**) * Provide updates as directed by Site Admin / Admin On-Call   When directed by Site Admin / Admin On-Call, announce:   * **“Lockdown Procedures, All Clear”** (three times) * Site specific variations to overhead announcements and internal activations |
| **Supervisor / Person In Charge** | Upon receiving notification of a **Site Access Lockdown**, in consultation with Site Administration / Administrator On-Call:   * Respond to, and assist in securing, access points leading into the facility, as required. * Enable / Disable card access points of control as required * Assist Emergency Responders (e.g. Police, Fire Department), as requested. * Assist with the movement of patients, visitors and staff from outside of the facility / into the facility, as required. * Post signage on the exterior access points indicating that a lockdown is in effect, as time and resources permit (see **APPENDIX 1**).   Consult with Site Administration or Administrator On-Call to determine when the incident is resolved.  **If specifically instructed by Site Administration / Administrator On-Call**: post available staff at building access locations to restrict or prevent access into the site, direct arriving staff, patients and others as instructed by the Site Administration / Administrator On-Call. |

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| **ALGORITHM 2: SITE INTERNAL LOCKDOWN** | |
| **Supervisor / Person In Charge** | If the **incident requires the activation of an Emergency Response Code or Plan**:   * See the relevant Response Plan activation, ensuring notification of Site Administration / Administrator On-Call (**Site Specific**)   If the **incident requires a Lockdown of your specific Unit / Department**:   * Assist and direct staff to move those near the threat, to a safe area, if it is safe for staff to do so * Once in a safe area, direct staff to advise patients and visitors to remain where they are until advised otherwise * Notify Switchboard / Designate to announce **“Initiate Lockdown / specific Location ”** (to be announced three times) * Notify Site Administration / Administrator On-Call (**Site Specific**) * Continue to assess the situation, as to the possible escalation of the incident beyond the initial Unit / Department, and determine whether further response is required   If the **incident does not directly impact your Unit / Department**, in consultation with Site Administration / Administrator On-Call:   * Direct staff to advise patients and visitors to remain where they are until advised otherwise * Identify staff to assist with Lockdown if requested * Remain engaged with Site Administration / Administrator On-Call for updates on the situation, and whether further actions might be required   When the “**All Clear**” is received, advise staff, patients, and others the situation has been resolved |
| **Staff Members of**  **Affected Area** | Upon receiving notification of an Internal Lockdown involving your work area:   * If away from your work area, DO NOT RETURN to your work area, unless it is safe for you to do so * If unable to return to your work area, report to a specified alternate location (**Site Specific**) * If already in your work area, upon receiving notification of an incident involving your work area: * Ensure your own safety * If appropriate, confer with your Supervisor / Designate in your work area to determine the nature of the threat * Secure, your work area as best you can, and if it is safe to do so * Move patients and visitors to an area that can be secured, away from the threat or area * Advise patients and visitors to remain where they are until advised otherwise, reassuring them of the situation\* (see suggested script, below) * Show a calm and reassuring manner * Do not allow entry to unauthorized persons * Stay away from windows and doors * Do not phone Switchboard (updates will be provided) * Identify staff to assist with Lockdown if requested   **\*Script for Patients / Visitors:** “For your safety, we have been advised of an incident. We are asking that you remain where you are, until further notice. We are continuing to provide services as usual. Your safety is our top priority and we will advise you immediately if there are further actions we need to take.” |

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| **ALGORITHM 2: SITE INTERNAL LOCKDOWN** | |
| **All Other Staff On-Duty** | **If the Lockdown is specific to one Unit / Department**:   * If away from your work area, return to assist other staff, if it is safe to do so * Advise patients and others to remain where they are until advised otherwise, reassuring them of the situation\* (see suggested script, below) * Show a calm and reassuring manner * Stay away from the Unit / Department identified in the notification, unless assigned to assist * Do not phone Switchboard (updates will be provided) * Remain engaged with your Supervisor / Designate for updates on the situation, and whether further actions might be required   **If the Lockdown involves more than one Unit / Department** or involves the entire facility, refer to actions of **Staff Members of Affected Area**, (see algorithm above)  When the “**All Clear**” is received, advise patients and others the situation has been resolved  **\*Script for Patients / Visitors:** “For your safety, we have been advised of an incident. We are asking that you remain where you are, until further notice. We are continuing to provide services as usual. Your safety is our top priority and we will advise you immediately if there are further actions we need to take.” |
| **Switchboard / Designate\*** | \*If Switchboard / Designate is not on-site, these duties are to be reassigned (**Site Specific**)  Upon receiving notification of Internal Lockdown involving a specific Unit / Department or involving an Internal Lockdown of the entire facility, clarify the areas involved in the Lockdown with the caller.  Once the scope of the Lockdown is clarified, advise all staff with the appropriate notification:   * **“Initiate Lockdown / specific Location ”**   **Or**   * **“Initiate Site Internal Lockdown”** (three times) * Site specific variations to overhead announcements and internal activations (**Site Specific**) * Provide updates as directed by Site Admin / Admin On-Call   When directed by Site Admin / Admin On-Call, announce:   * **“Lockdown Procedures, All Clear”** (three times) * Site specific variations to overhead announcements and internal activations (**Site Specific**) |

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| **ALGORITHM 2: SITE INTERNAL LOCKDOWN** | |
| **Supervisor / Person In Charge** | Upon receiving notification of a specifically located internal **Lockdown**, or a full **Site Internal Lockdown**, in consultation with Site Administration / Administrator On-Call:   * + - * Respond to, and assist in securing, access points leading into the facility, as required. * Enable / Disable card access points of control as required * Assist Emergency Responders (e.g. Police, Fire Department), as requested. * Assist with the movement of patients, visitors and staff to safe locations, as required. * Post signage on the interior access points indicating that a lockdown is in effect, as time and resources permit (see **APPENDIX 1** and/or **APPENDIX 2**). * Consult with Site Admin / Admin On-Call to determine when the incident is resolved.   **If specifically instructed by Site Administration / Administrator On-Call**: post available staff at building access locations to restrict or prevent access into the site, direct arriving staff and others as instructed by the Site Administration / Administrator On-Call. |
| **Site Administration /**  **Site-Specific Leadership Role** | If the incident is related to an Emergency Response Code, follow the actions outlined in that Plan  Otherwise, dependent on the events:   * Consult with External Emergency Personnel, Facilities), Police or Fire Dept. (if engaged) to determine actions, based on risk (**Site Specific**): * Measures to address internal movement of persons or access into the site * Should measures include taking actions to restrict or prevent access into the site, Zone Senior Leader is also to be consulted. Issues to be addressed may include direction to be given to arriving staff, also persons seeking shelter or care. * Preparations for potential Evacuation (**Code Green if applicable at your site**) * Notify Switchboard / Designate to announce “**Initiate Site Internal Lockdown Procedures”** (**Site Specific**) * Establish a Site Command Post to coordinate actions and communications to staff / site * Ensure notification Ensure notification to Continuing Care Manager On –Call (**Insert Zone Specific Contact)** * Plan for future staffing needs, if staff on-duty cannot leave and replacement staff cannot report   In consultation with engaged parties determine when the event is resolved:   * Advise Switchboard / Designate to announce **“Lockdown Procedures, All Clear”** * Site specific variations to overhead announcements and internal activations (**Site Specific**)   Ensure completion of incident documentation, including Alberta Health Reportable Incident Form and the scheduling of an incident debriefing |

1. *OHS Code Explanation Guide*, published by Alberta Queen’s Printer for the Alberta Government [↑](#footnote-ref-1)
2. Section 31 of the Alberta OH&S Act states that:

   31(1) a worker may refuse to work or to do particular work at a work site if the worker believes on reasonable grounds that there is a dangerous condition at the work site or that the work constitutes a danger to the worker’s health and safety or to the health and safety of another worker or another person. [↑](#footnote-ref-2)