Introduction

It is imperative that Vanderbilt Health One Hundred Oaks faculty and staff familiarize themselves with the basic causes of accidents and be continuously alert to safety requirements in their area. We all share responsibility for reporting, eliminating, and preventing unsafe conditions and practices. Prevention of accidents is accomplished through the use of proper equipment, the elimination of hazards, and safe work habit training. Similarly, we are all responsible for reacting to internal and external emergencies or a disruption of services as a cohesive organization to insure a smooth transition from normal to emergency operations. Meeting this challenge requires thoughtful planning and practice involving all areas of the Vanderbilt Health One Hundred Oaks campus. This Emergency Operations Quick Reference Guide is designed to provide faculty, staff, and students with an immediate source of reference relating to safety and emergency preparedness and response on this campus.
Emergency Operations Center

**100 Oaks Emergency Operations Center (EOC)** for incident management
- Vanderbilt 100 Oaks first floor conference room (936-8880)

**Labor Pool** for managers to send non-utilized staff to be re-assigned
- Vanderbilt 100 Oaks Conference Rooms A/B/C

**Family Media Center** where visitors of patients gather for information

**Media Coordination Center** where the news media gather to obtain information
- Parking Lot – Southwest side of main building
Emergency First Response

Medical Emergency (911 from an in-house phone)
Additional Emergency Contacts:
• 100 Oaks Chief Administrative Officer (CAO) – (835-0242)
• Fire – Activate Nearest Fire Alarm Pull Station
• VPD (911 from an in-house phone)
• Environmental Health and Safety (322-2057) or On-Call Safety Officer (pager 835-4965)
• Plant Services (322-2041)
• Clinical Engineering (322-3440 or hospital operator)
• Risk Management (936-0660)
• 100 Oaks Environmental Services (343-9350)
• VUH/VCH Administrator On Call – (VUH pager – 835-1018 / VCH pager – 835-8284)
• Office of Emergency Preparedness – (322-0242)
• Poison Control Hotline – (936-2034)
## Area Specific Information

<table>
<thead>
<tr>
<th>Duties</th>
<th>Person Responsible</th>
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</thead>
<tbody>
<tr>
<td>Triage Patients for Discharge</td>
<td></td>
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<tr>
<td>Activate Staff Stand-By or Recall</td>
<td></td>
</tr>
<tr>
<td>Assess Supplies/Resources</td>
<td></td>
</tr>
</tbody>
</table>
Mass Casualty Plan Activation *(Also see Incident Command Flow Chart)*

Refer to Emergency Preparedness website home page @ http://www.mc.vanderbilt.edu/ep and select the Emergency Operations Resource needed from the list on right side of this page

1. Activate unit/department sub-plan, assess staffing levels, send non-utilized staff to the Labor Pool, and contact off-duty staff as necessary.
2. All staff are required to remain on duty until released by the Incident Commander.
3. Contact Emergency Operations Center (EOC) if additional resources are required (936-8880).
4. Assure all visitors have appropriate identification.
5. Secure facility if necessary.
6. Wait for announcement that the situation is cancelled before returning to normal operations.
7. Complete the electronic Emergency Operations Critique Form.
Evacuation

Area Specific Information

<table>
<thead>
<tr>
<th>Duties</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place Medical Record with Patient</td>
<td></td>
</tr>
<tr>
<td>Conduct Patient/Staff Head Count at Evacuation Destination</td>
<td></td>
</tr>
</tbody>
</table>

Final Unit Search

Evacuation Destination
Evacuation

Refer to Emergency Preparedness website home page @ http://www.mc.vanderbilt.edu/ep and select the Emergency Operations Resource needed from the list on right side of this page

1. Move any patient or visitor from immediate danger. Do not wait for instruction.
2. Prepare to evacuate those who are not in immediate danger.
3. Activate department sub plan.
4. Evacuation priority will be:
   1. Ambulatory Patients
   2. Non-Ambulatory Patients and Visitors
   3. Faculty and Staff
5. All facilities will be evacuated from the top floor down unless immediate danger dictates otherwise.
6. Staff are responsible for clearing all rooms and directing visitors and patients to nearest exit.
7. Do not use elevators unless directed to do so.
8. Use visitors to assist in evacuation.
9. Wait for the announcement that the situation is cancelled before returning to normal operations.
Fire

Area Specific Information

Locations of Fire Pull Stations

Locations of Fire Extinguishers

Pull the pin in the neck of the extinguisher.
Aim the spray nozzle at the base of the fire. Stand 8-10 feet away from the fire.
Squeeze the handles together.
Sweep the spray nozzle from side to side, covering the fire.
Fire

The Vanderbilt business offices and clinics at One Hundred Oaks are considered one smoke zone, but are separate from the commercial establishments. Any alarm or fire situation will impact all of the Vanderbilt facilities at OHO.

*Fire alarm pull stations are located at all major exits from the building and may NOT be located within your immediate work area.*

If there is a fire or fire alarm in your zone:
1. Remain calm and rescue anyone in immediate danger.
2. Activate the nearest fire alarm.
3. Alert any co-workers in the immediate vicinity of the fire.
4. Confine the fire by closing all doors.
5. Extinguish the fire by smothering with blanket or using a fire extinguisher.
6. Evacuate to the outside.

When you hear the fire alarm:
1. Prepare for evacuation by:
   • Alerting all staff and patients of the emergency and evacuation plan
   • Terminating procedures
   • Directing patients and staff to the nearest exit
   • Supervisor/designee assesses area for presence of visible smoke or fire
2. Evacuate to the outside
3. Contact CAO/AC (835-0242) if additional resources are required.
4. Wait for announcement that the situation is cancelled before returning to normal operations.
5. Call Risk management (936-0660) to report the incident and document the incident using the on-line incident reporting system @ https://veritas.mc.vanderbilt.edu

Overhead announcement for Fire is: Red Alert
Earthquake

Area Specific Information

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Earthquake

Refer to Emergency Preparedness website home page @ http://www.mc.vanderbilt.edu/ep and select the Emergency Operations Resource needed from the list on right side of this page

1. Remain calm.
2. Remain inside and away from windows and doors.
3. Get under any sturdy furniture. Sit down and cover your head and neck.
4. Prepare to evacuate patients in immediate danger.
5. Activate unit/department sub plan.
6. Contact CAO (835-0242) for immediate assistance.
7. When Emergency Operations Center (EOC) is activated, call EOC (936-8880) if additional resources are required.
8. Wait for announcement that the situation is cancelled before returning to normal operations.
Area Specific Information

Safe Refuge Areas


**Tornado**

Refer to Emergency Preparedness website home page @ [http://www.mc.vanderbilt.edu/ep](http://www.mc.vanderbilt.edu/ep) and select the Emergency Operations Resource needed from the list on right side of this page

1. Tornado alerts will go through the fire panel and be automatic based on information from the contracted weather service.

2. Staff are responsible for directing all patients, visitors and staff to interior areas away from exterior walls, windows and skylights.

3. Contact CAO for immediate assistance (835-0242)

4. When Emergency Operations Center (EOC) is activated, call EOC if additional resources are required (936-8880)

5. Wait for announcement that the situation is cancelled before returning to normal operations.

Code Silver

Area Specific Information

Duties

Do not attempt to negotiate, apprehend, or intervene with the suspect

Remove yourself from the situation immediately if possible

Call 911. Tell them:
• Your Location
• Location of subject(s)
• Description of subject(s)
• Types of weapons
• Description of event / Additional information related to the incident if known

Identify and note possible witnesses to the incident and refer them to Police.
Code Silver (Active Shooter)

Refer to Emergency Preparedness website home page @ [http://www.mc.vanderbilt.edu/ep](http://www.mc.vanderbilt.edu/ep) and select the Emergency Operations Resource needed from the list on right side of this page.

1. If this happens:
   - A violent assault and a weapon is involved
   - Someone firing gunshots
   - Code Silver and (Location) is announced over the public address system; "Location" is the site of the Code Silver
2. Do not attempt to negotiate, apprehend, or intervene with the suspect
3. Remove yourself from the situation immediately if possible
4. Call the Vanderbilt Police Department (VPD) at 911 from an in-house phone. Tell them:
   - Your location
   - Location of subject(s)
   - Description of subject(s)
   - Types of weapon(s)
   - Description of event / Additional information related to the incident if known
   - Number of victims and any known injuries
5. Isolate the suspect from patients, visitors, and staff if possible by adding distance and/or a barrier
6. When possible, secure patient care areas by closing, locking and/or barricading all doors leading to the Code Silver area. Use available items such as file cabinets and furniture to block access from suspect if necessary.
7. When possible, close blinds, block windows, turn off radios and cell phones, and keep quiet to reduce your vulnerability.
8. Await instructions from VPD.
9. Identify and note possible witnesses to the incident and refer to VPD.
10. Continue response until you hear a Code Silver is cancelled announcement over the public address system.
11. Wait for announcement that situation is cancelled before returning to normal operations.
13. Call Risk Management (6-0660) to report the incident and document the incident using the online incident reporting system @ [http://veritas.mc.vanderbilt.edu](http://veritas.mc.vanderbilt.edu)

Overhead announcement for an active shooter is: **Code Silver**

An announcement for a CODE SILVER must be authorized and announced by VPD.
**Person with Firearm or Dangerous Weapon**

### Area Specific Information

**Duties**

**Call 911 and arrange to meet with a Police Officer away from the person suspected of having a weapon.**

**Tell them:**

- **Your Location**
- **Location of subject(s)**
- **Description of subject(s)**
- **Types of weapons**
- **Threats – whether threats have been made and whether weapon is being used in a threatening manner**
- **Description of event / circumstances that led to the belief that a firearm or other weapon may be present**
- **Number of victims and any known injuries**

**Do not attempt to negotiate, apprehend, or intervene with the suspect**
**Person with Firearm or Dangerous Weapon**

Refer to Emergency Preparedness website home page @ [http://www.mc.vanderbilt.edu/ep](http://www.mc.vanderbilt.edu/ep) and select the Emergency Operations Resource needed from the list on right side of this page

1. If this happens:
   - You receive information that a firearm or other dangerous weapon may be present in the 100 Oaks complex, follow VMC Policy SA 30-10.04
2. Call the Vanderbilt Police Department (VPD) from a 100 Oaks phone at 911, and arrange to meet with an officer away from the person suspected of having a weapon. Advise the police of the following:
   - Your location
   - Location of subject(s)
   - Description of subject(s)
   - Types of weapon(s)
   - Threats – whether threats have been made and whether weapon is being used in a threatening manner
   - Description of event / circumstances that led to the belief that a firearm or other weapon may be present
   - Number of victims and any known injuries
3. Do not attempt to negotiate, apprehend, or intervene with the suspect.
4. Identify a non-public area where officers may speak with the individual away from other patients, visitors, and staff.
5. Contact CAO for immediate assistance (835-0242).
6. Call Risk Management (936-0660) to report the incident and document the incident using the online incident reporting system @ [https://veritas.mc.vanderbilt.edu](https://veritas.mc.vanderbilt.edu)
Security Emergency

Refer to Emergency Preparedness website home page @ http://www.mc.vanderbilt.edu/ep and select the Emergency Operations Resource needed from the list on right side of this page

1. If you encounter:
   - A combative patient
   - Someone making threats
   - A suspicious person
   - A disruptive, hostile or threatening individual
   - A missing patient (See purple Missing Person/Abduction tab.)
   - Harassing or threatening phone calls
2. Call VPD at 911 from an in-house phone
3. Tell them:
   - Your location
   - Description of subjects
   - Description of events
   - Types of weapons and threats
4. Stay on the phone until instructed otherwise.
5. Activate unit/department sub plan.
6. Contact CAO for immediate assistance (835-0242)
7. When Emergency Operations Center (EOC) is activated, call EOC (936-8880) if additional resources are required
8. Terminate response when directed by VPD.
9. Call Risk management (936-0660) to report the incident and document the incident using the online incident reporting system @ https://veritas.mc.vanderbilt.edu
Bomb Threat

Date _____________________________ Time Call Received ________________________________

Caller ID Male □ Female □ Phone Number displayed if using D-Term Phone ______________________

Approximate Age ________________________________________________________________

Voice Characteristics _____________________________________________________________

Sounds Believable _________________________________________________________________

Background Noise ________________________________________________________________

Bomb Information to Ask Caller

Time Scheduled to Explode __________ Location of Bomb ________________________________

Type of Bomb ______________________ Number of Bombs ______________________________
Bomb Threat (Code Black)

Refer to Emergency Preparedness website home page @ http://www.mc.vanderbilt.edu/ep and select the Emergency Operations Resource needed from the list on right side of this page

1. Remain calm. Do NOT hang up the phone (EVEN IF the caller hangs up).
2. Make detailed notes. (See the form above.)
3. Have someone contact VPD (911) on another in-house phone.
4. Note the time.
5. Report the call to CAO (835-0242)
6. If the caller states the bomb is in your area, scan the area for suspicious packages or devices.
7. Do not move or handle suspicious packages or devices.
8. Turn off cell phones, pagers, and radios if the caller states the bomb is in your work area.
9. On duty staff members assigned to the work area where the bomb is reported are to report to their work area for further instructions.
10. Review the work area evacuation plan.
11. Prepare to evacuate the work area, but wait until directed.
12. Await further instructions from your supervisor.
13. When Emergency Operations Center (EOC) is activated, call EOC (936-8880) if additional resources are required.
14. Terminate the response when directed by VPD, or when an overhead announcement is made that the situation is cancelled, before returning to normal operations.
15. Call Risk management (936-0660) to report the incident and document the incident using the online incident reporting system @ https://veritas.mc.vanderbilt.edu/

Overhead announcement for a bomb threat is **CODE BLACK**

An announcement for a **CODE BLACK** must be authorized and announced by VPD.
<table>
<thead>
<tr>
<th>Date</th>
<th>Time Call Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caller ID</td>
<td>Male □ Female □</td>
</tr>
<tr>
<td>Phone Number displayed if using D-Term Phone</td>
<td></td>
</tr>
<tr>
<td>Approximate Age</td>
<td></td>
</tr>
<tr>
<td>Voice Characteristics</td>
<td></td>
</tr>
<tr>
<td>Sounds Believable</td>
<td></td>
</tr>
<tr>
<td>Background Noise</td>
<td></td>
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</tbody>
</table>
Suspicious Caller

Refer to Emergency Preparedness website home page @ http://www.mc.vanderbilt.edu/ep and select the Emergency Operations Resource needed from the list on right side of this page

1. In the event you receive a suspicious phone call, collect and report the following information:
   • Take careful note of what is being asked
   • Request the identity of the caller
   • Request with whom the caller is affiliated
   • Note the caller’s phone number
   • Note any specific information about the call (background noise, voice characteristics)

2. DO NOT hang up the phone (even if the caller hangs up).

3. Remain calm.

4. Make detailed notes as they are outlined above.

5. Have someone contact VPD (911) from another in-house phone.

6. Note the time of the call.

7. Report the call to the CAO (835-0242)

8. Terminate the response when directed by VPD.
Suspicious Letter or Pkg

Area Specific Information

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Suspicious Letter or Package

Refer to Emergency Preparedness website home page @ http://www.mc.vanderbilt.edu/ep
and select the Emergency Operations Resource needed from the list on right side of this page

1. If the suspicious letter or package has not been opened:
   - Do not open, shake or disturb the contents. Do not pass to others or transport contents out of the area.
   - Call VPD (911 from an in-house phone) and provide the location of the package, a description including size, and your location and contact number.

2. If the suspicious letter or package has been opened or is leaking:
   - Do not shake, disturb or empty its contents. Do not pass the letter or note to others or transport out of area. Do not try to clean up powders or fluids. Place the envelope or package in a plastic bag or some other type of container to contain leakage of contents.
   - If nothing is available, cover the item and leave it undisturbed. Turn off fans, close door, or section off the area to minimize exposure to others.
   - Wash your hands with soap and water, and move to an area that minimizes your exposure. Call VPD (911 from an in-house phone) and provide the location of the package, a description including size, and your location and contact number. Remain in the area and restrict others from entering until the arrival of VPD.

3. Terminate response when directed by VPD.

4. Complete a “First Report of Injury” report and contact Occupational Health (936-0955) or, during off hours, call the Emergency Department (322-0145) if exposure occurred.

5. Call Risk management (936-0660) to report the incident and document the incident using the online incident reporting system @ https://veritas.mc.vanderbilt.edu/
### Hostage Crisis

#### Area Specific Information

<table>
<thead>
<tr>
<th>Duties</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Notify Security</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Clear Nonessential Persons From Area</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Conduct Head Count At Assembly Point</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Keep Possible Witnesses In Area</strong></td>
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</tr>
</tbody>
</table>
Hostage Crisis

Refer to Emergency Preparedness website home page @ http://www.mc.vanderbilt.edu/ep and select the Emergency Operations Resource needed from the list on right side of this page

1. Notify VPD immediately (911 from an in-house phone).
2. Tell them:
   • Your location
   • Description of subjects
   • Description of events
   • Types of weapons and threat
3. Clear non-essential persons from surrounding areas as soon as possible.
4. DO NOT act upon requests from hostage taker until VPD arrives, unless dangerous circumstances are present.
5. Keep possible witnesses in the area and identify them to VPD.
6. Activate unit/department sub plan.
7. Contact CAO (835-0242)
8. If Emergency Operations Center (EOC) is activated, call EOC (936-8880) if additional resources are required.
9. Terminate response when directed to do so by VPD.
10. Call Risk Management (936-0660) to report the incident and document the incident using the online incident reporting system @ https://veritas.mc.vanderbilt.edu/
Electrical Failure

Area Specific Information

Location of Flashlights
Electrical Failure

Refer to Emergency Preparedness website home page @ http://www.mc.vanderbilt.edu/ep and select the Emergency Operations Resource needed from the list on right side of this page

1. Check all electronically operated patient care equipment. Use red emergency outlets for vital or critical functions only. Confirm proper operation of battery operated equipment.
2. Emergency outlets and lights require 10 seconds for activation.
3. Report outage to Plant Services (322-2041)
4. If emergency power is not available:
   • Call Plant Services (322-2041)
   • Use flashlights as necessary
5. Activate unit/department sub plan and down time campus procedures.
6. Notify CAO (835-0242) if additional help is required.
7. Reassure patients.
8. If Emergency Operations Center (EOC) is activated, call EOC (936-8880) if additional resources are required.
9. Wait for announcement that situation is cancelled before returning to normal operations.
10. Complete the Online Emergency Operations Critique Form.
11. Call Risk Management (936-0660) to report the incident and document the incident using the online incident reporting system @ https://veritas.mc.vanderbilt.edu/
Critical Fuel Shortage

Area Specific Information

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Critical Fuel Shortage

Refer to Emergency Preparedness website home page @ http://www.mc.vanderbilt.edu/ep
and select the Emergency Operations Resource needed from the list on right side of this page.

Natural and manmade disasters have the potential for causing an interruption in fuel resources which could impact normal operations at the medical center as well as its offsite clinics. For this reason a Critical Fuel Shortage Plan has been developed to ensure business continuity when this situation is encountered.

The Critical Fuel Shortage Plan is divided into four tiers. The decision for responding to a specific TIER Level or advancing to subsequent TIERS is the responsibility of the VU/VMC Executive Leadership Team in concert with the Fuel Shortage Emergency Response Team.

**TIER 0:** No critical fuel shortage exists, normal operations. Focus of this TIER is on preparedness/mitigation activities.

**TIER 1:** Threat of a critical fuel shortage exists. The focus of this TIER is operational readiness for a potential fuel shortage.

**TIER 2:** Potential Critical Fuel shortage exists. Yellow alert Stand-By for Fuel Shortage is announced over the public address system and this message is sent via the alphanumeric paging system. Shuttle service may be reduced.

**TIER 3:** Critical fuel shortage exists. Orange alert Fuel Shortage is announced over the public address system and this message is sent via the alphanumeric paging system. Designated Emergency Operations Center (EOC) is opened and Emergency Operations Plan is activated. Shuttle service is discontinued. Accommodations may be available for faculty and staff.

**TIER 4:** Critical Fuel shortage no longer exists. Return to normal operations. Orange Alert for Fuel Shortage is cancelled and designed Emergency Operations Center is closed.

Overhead announcement for Potential Critical Fuel Shortage is: **Yellow Alert Stand-By for Fuel Shortage**

Overhead announcement for Critical Fuel Shortage is: **Orange Alert Fuel Shortage**
Facility Damage

Area Specific Information

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Facility Damage

Refer to Emergency Preparedness website home page @ http://www.mc.vanderbilt.edu/ep and select the Emergency Operations Resource needed from the list on right side of this page

Note: This response applies to situations where there is facility damage (i.e.: damage from smoke, water, or fire resulting in compromised employee and/or staff safety and business disruption).

1. Call Plant Services (322-2041).
2. Activate department sub-plan.
3. Notify CAO (835-0242) if additional help is required.
4. In collaboration with clinic management, await instructions regarding temporary re-location or closure of clinic.
5. If Emergency Operations Center (EOC) is activated, call EOC (936-8880) if additional help is needed.
6. Complete the online Emergency Operations Critique Form.
7. Call Risk Management (936-0660) to report the incident and document the incident using the online incident reporting system @ https://veritas.mc.vanderbilt.edu/

Dependent on severity, consider terminating clinic operations or providing alternate hand-washing and toileting facilities.

Facility Damage
Water Failure

Area Specific Information

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Water Failure

Refer to Emergency Preparedness website home page @ http://www.mc.vanderbilt.edu/ep and select the Emergency Operations Resource needed from the list on right side of this page

1. Do not flush toilet or use tap water, drinking fountain, or ice machine.
2. Assure all faucets are turned off.
3. Conserve water for patient use. Bottled water will be distributed by Plant Services.
4. Call Plant Services (322-2041) if problems are found.
5. Activate unit/department sub plan.
6. Notify CAO (835-0242) if additional help is required.
7. If Emergency Operations Center (EOC) is activated, call EOC (936-8880) if additional resources are required.
8. Complete the online Emergency Operations Critique Form.
9. Call Risk Management (936-0660) to report the incident and document the incident using the online incident reporting system @ https://veritas.mc.vanderbilt.edu/

Dependent on severity, consider terminating clinic operations or providing alternate hand-washing and toileting facilities.
Area Specific Information
Computer System Failure

Refer to Emergency Preparedness website home page @ http://www.mc.vanderbilt.edu/ep and select the Emergency Operations Resource needed from the list on right side of this page

1. Notify the VMC Help Desk (343-4357) and 100 Oaks ITS manager (pager 835-9246)
2. Stand by for further instructions.
3. Be prepared to provide information required to diagnose the problem, such as your name, User ID, the workstation and/or printer ID, the name of the application in which you had a problem, etc.
4. You may be told to use downtime procedures for a brief period while support personnel determine if system downtime is needed. In such cases, you may try to use another device if the problem seems to be isolated to one workstation or printer.
5. Do not use any computerized systems until directed to do so.
6. Wait for announcement that situation is cancelled before returning to normal operations.
7. Complete the Online Emergency Operations Critique Form.
8. Call Risk Management (936-0660) to report the incident and document the incident using the online incident reporting system @ https://veritas.mc.vanderbilt.edu/
### Area Specific Information

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<tr>
<th>Duties</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Standby for further instructions</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Check for messages about the failure in STAR Panel</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Assign a staff member to check the computer in your work area on an hourly basis</strong></td>
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<tr>
<td><strong>to obtain updates sent out through the Vanderbilt e-mail system.</strong></td>
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</tbody>
</table>
Laboratory Computer System Failure

Refer to Emergency Preparedness website home page @ http://www.mc.vanderbilt.edu/ep and select the Emergency Operations Resource needed from the list on right side of this page

1. Standby for further instructions.
2. Emergency Departments and Critical Care Areas receive direct phone notification about the system failure from the Laboratory Downtime Call Center.
3. Check the following communication systems for additional information regarding the outage:
   • Messages in STAR Panel
   • Messages via Vanderbilt e-mail system (assign a staff member to check the computer in your work area on an hourly basis to obtain updates via the Vanderbilt e-mail system. The designated staff member is responsible for providing updates to the supervisor/charge nurse in your work area as they become available).
4. STAT lab results during the outage are called to the ordering departments.
5. Notify the laboratory downtime call center at 322-1164 for assistance as needed
6. Wait for announcement that situation is cancelled before returning to normal operations.
7. Complete the electronic Emergency Operations Critique Form.
8. Call Risk Management (936-0660) to report the incident and document the incident using the online incident reporting system @ https://veritas.mc.vanderbilt.edu/
Phone System Failure

Area Specific Information

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Phone System Failure (Also see black tab Emergency Radio System)

Refer to Emergency Preparedness website home page @ http://www.mc.vanderbilt.edu/ep and select the Emergency Operations Resource needed from the list on right side of this page

1. Determine if nearby phones are operational.
2. Report outage to Telephone Repair at 421-1611.
3. Use a cell phone if possible.
4. Call VPD on cell phone (322-2745) if assistance is needed.
5. Use beeper system for text paging as an alternate way to communicate for emergency pages.
6. Notify CAO (835-0242) for immediate assistance.
7. When Emergency Operations Center (EOC) is activated, call EOC (936-8880) if additional resources are required.
8. Wait for announcement that situation is cancelled before returning to normal operations.
9. Complete the Online Emergency Operations Critique Form.
10. Call Risk Management (936-0660) to report the incident and document the incident using the online incident reporting system @ https://veritas.mc.vanderbilt.edu/
Beeper System
Failure

Area Specific Information

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Beeper System Failure

Refer to Emergency Preparedness website home page @ http://www.mc.vanderbilt.edu/ep and select the Emergency Operations Resource needed from the list on right side of this page

1. Use in-house phone or cell phone.
2. Notify CAO (835-0242) of beeper system failure.
3. Complete the Online Emergency Operations Critique Form.
4. Call Risk Management (936-0660) to report the incident and document the incident using the online incident reporting system @ https://veritas.mc.vanderbilt.edu/
Blood/Body Fluid Spill

Immediate First Aid
- Wash skin surfaces immediately and thoroughly with soap and water.
- Flush mucous membranes of the eye, mouth, or nose immediately and thoroughly with water for 10 - 15 minutes. Remove contact lenses.

**DO NOT** use bleach as a skin disinfectant.

Important
Make sure the exposed employee goes to Occupational Health or the ED, regardless of the source patient HIV results.

Reporting – Complete a “First Report of Work Injury”
This report must be taken with the employee to the Occupational Health Clinic or mailed directly to Office of Risk and Insurance Management Suite # 610 Oxford House

Refer to Exposure Control Policy   SA 60.10.01
Blood/Body Fluid Spill

Refer to Emergency Preparedness website home page @ http://www.mc.vanderbilt.edu/ep
and select the Emergency Operations Resource needed from the list on right side of this page

Refer to Exposure Control Policy SA 60-10.01

1. Wear the appropriate personal protective equipment.
   DO NOT PICK UP BROKEN GLASS WITH YOUR HANDS!

2. Clean up blood with an absorbent material.

3. Discard blood and clean up material in a biohazard bag.

4. Clean spill area with an approved disinfectant.

5. If necessary isolate area and contact Environmental Services (343-9350)

   or, during off hours, the Emergency Department (322-0145) if exposure occurred.
Area Specific Information
Chemical Spill

Refer to Emergency Preparedness website home page @ http://www.mc.vanderbilt.edu/ep and select the Emergency Operations Resource needed from the list on right side of this page

Refer to policy SA 20-10.02 Hazardous Material Spill

1. Evacuate anyone in immediate danger.
2. Isolate the area, closing doors as you leave.
3. Notify the following:
   • VPD (911 from an in-house phone)
   • On-Call Safety Officer (835-4965)
   • Plant Services (322-2041)
   • CAO (835-0242)
4. Keep people away from the spill until VPD arrives.
5. Obtain Material Safety Data Sheets (MSDS) on chemical, if known.
   Find MSDS information on the Internet at www.safety.vanderbilt.edu/msds/
6. Activate unit/department sub plan.
7. Terminate response when directed by On-Call Safety Officer (835-4965)
8. Complete a “First Report of Injury” report and contact Occupational Health (936-0955) or, during off hours, the Emergency Department (322-0145) if exposure occurred.
9. Call Risk Management (936-0660) to report the incident and document the incident using the online incident reporting system @ https://veritas.mc.vanderbilt.edu/
Chemotherapeutic Spill

Area Specific Information

Location of spill kit
**Chemotherapeutic Spill**

Refer to Emergency Preparedness website home page @ [http://www.mc.vanderbilt.edu/ep](http://www.mc.vanderbilt.edu/ep) and select the Emergency Operations Resource needed from the list on right side of this page.

Refer to VUMC Policy CL 30-06.09 Cytotoxic (Chemotherapy) Administration and Management.

1. Remove patient, family, visitors and staff from immediate area.
2. Wear the appropriate personal protective equipment.

**DO NOT PICK UP BROKEN GLASS WITH YOUR HANDS!**

3. Use appropriate spill kit.
4. Small spills less than 5 ml.
   - Wear personal protective equipment
   - Wipe with absorbent material
   - Place in proper disposal bag
5. Large spills greater than 5 ml.
   - Mark area to be cleaned and prevent others from entering.
   - Notify Pharmacy on-site and obtain spill kit. Follow instructions on spill kit for clean-up.
   - Notify On-Call Safety Officer (835-4965)
6. Place waste from clean-up of chemo spills in chemotherapeutic waste containers.
7. Activate unit/department sub plan.
8. Notify CAO (835-0242) if additional help is required.
9. Terminate response when area clean-up is complete, or, for large spills, when the On-Call Safety Officer (835-4965) directs you.
10. Complete a “First Report of Injury” report and contact Occupational Health (936-0955) or, during off hours, the Emergency Department (322-0145) if exposure occurred.
11. Call Risk Management (936-0660) to report the incident and document the incident using the online incident reporting system @ [https://veritas.mc.vanderbilt.edu/](https://veritas.mc.vanderbilt.edu/)
Radioactive Material Spill

Area Specific Information

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Radioactive Material Spill

Refer to Emergency Preparedness website home page @ http://www.mc.vanderbilt.edu/ep and select the Emergency Operations Resource needed from the list on right side of this page

Refer to policy SA 20-10.02 Hazardous Material Spill and policy SA 40-10.08 Radiation Safety.

1. Confine the spill.
2. Isolate area, closing doors as you leave.
3. Prevent others from entering the area.
4. Quarantine all staff involved in spill.
5. Notify:
   • VPD (911)
   • On-call Safety Officer (835-4965)
   • CAO (835-0242)
6. Only trained radiation workers should clean the area.
7. Terminate response when the On-Call Safety Officer (835-4965) directs you.
8. Complete a “First Report of Injury” report and contact Occupational Health (936-0955) or, during off hours, the Emergency Department (322-0145) if exposure occurred.
9. Call Risk Management (936-0660) to report the incident and document the incident using the online incident reporting system @ https://veritas.mc.vanderbilt.edu/
Mercury Spill

Refer to Emergency Preparedness website home page @ http://www.mc.vanderbilt.edu/ep and select the Emergency Operations Resource needed from the list on right side of this page

Refer to policy SA 20-10.01 Mercury Safety

1. Report all mercury spills, no matter how small, to:
   • On-Call Safety Officer (835-4965)
   • VPD (911)

2. Only trained staff should clean up a mercury spill using the appropriate materials.

3. Evacuate the immediate area and isolate the spill.

4. Notify CAO (835-0242) if additional help is required.

5. Terminate response when you are directed by On-Call Safety Officer (835-4965)

6. Complete a “First Report of Injury” report and contact Occupational Health (936-0955) or, during off hours, the Emergency Department (322-0145) if exposure occurred.

7. Call Risk Management (936-0660) to report the incident and document the incident using the online incident reporting system @ https://veritas.mc.vanderbilt.edu/
Medical Equipment Failure

Area Specific Information
Medical Equipment Failure

Refer to Emergency Preparedness website home page @ http://www.mc.vanderbilt.edu/ep and select the Emergency Operations Resource needed from the list on right side of this page

If medical equipment fails during use or a malfunction is suspected you should:

1. Assess patient for injury.
2. Discontinue use.
3. Leave all selector knobs, switches and push buttons in same position as they were at the time of the incident. Take equipment out of service. Save for Clinical Engineering Services.
4. Contact Clinical Engineering Services (322-3440)
   After hours, call hospital operator for an on-call technician (322-5000).
5. Obtain approval of Clinical Engineering (322-3440) or Risk & Insurance Management (936-0660) before notifying the equipment vendor.
6. Activate unit/department sub plan.
7. Notify CAO (835-0242) if additional help is required.
8. Call Risk Management (936-0660) to report the incident and document the incident using the online incident reporting system @ https://veritas.mc.vanderbilt.edu/
## Area Specific Information

<table>
<thead>
<tr>
<th>Duties</th>
<th>Person Responsible</th>
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</table>

All staff hearing the announcement should watch for the person described.

Report information to VPD.
Missing Person/Abduction

Refer to Emergency Preparedness website home page @ http://www.mc.vanderbilt.edu/ep
and select the Emergency Operations Resource needed from the list on right side of this page

Refer to Policy SA 30-10.01 Missing Person/Abduction Response

**Code Pink** - Missing Infant (younger than 12 months old)
**Code Purple** - Missing Child (age 1-12 years)
**Code Walker Adolescent** (age 13 -17 years)
**Code Walker Adult** (18 years or older)

If a staff member suspects an infant, child, adolescent, or adult person is missing:

1. The Charge Nurse/Manager/Designee notifies VPD at 911 from an in-house phone and provides the dispatcher with the following information:
   - Race
   - Build (slender, medium, heavy)
   - Gender
   - Hair color
   - Age
   - Clothing description
   - Height
   - Weight
   - Medical device
2. The Charge Nurse/Manager/Designee notifies the CAO (835-0242). CAO/AC is responsible for overhead announcement.
3. Staff of the area for which the Missing Person or Abduction occurred must return to the area.
4. Refer all questions to News and Public Affairs (322-4747)
5. Activate the clinic specific security plan.
6. Staff in areas located at or around exits/access points of the center should monitor those areas and report any possible sightings of the missing or abducted person immediately to VPD (911).
7. All clinical staff in the clinic area should search their respective clinics and all adjacent common areas for the missing or abducted person.
8. Support and administrative staff not assigned to the incident should search common areas of the medical facility to include hallways, corridors, garage connectors, cafeterias and break areas, basement and sub-basement connectors.
9. Wait for announcement that the situation is cancelled before returning to normal operations.
10. Call Risk Management (936-0660) to report the incident and document the incident using the online incident reporting system @ https://veritas.mc.vanderbilt.edu/

Overhead announcement for activation is **Code Pink, Code Purple**, Code Walker Adolescent or Code Walker Adult (depending upon the age of the missing person), followed by unit identification and a description of the missing person.

Note: Any overhead announcement for Missing Person or Abduction is authorized and announced by CAO or designee.
Elements of Emergency Operations Plan Overview

1. Emergency Response Team

2. Department Sub-Plan Activation

3. Emergency Operations Center

4. Recovery Operations

Internal Disasters Include: Fire, Flood, Earthquake, Tornado, and Utility Systems Shutdown

External Disasters Resulting in Mass Casualties Include: Transportation Related Accidents, Chemical, Biological or Radioactive Terrorist Threats, Natural Disasters, and Manufacturing Plant Accidents
Emergency Operations Plan Overview

Refer to Emergency Preparedness website home page @ http://www.mc.vanderbilt.edu/ep and select the Emergency Operations Resource needed from the list on right side of this page

The Emergency Operations Plan is designed to outline the responsibilities of Vanderbilt Medical facility (VMC) personnel in the event of an internal and/or external (Mass Casualty) Disaster to provide for an orderly transition of operations. The VMC Emergency Operations Plan is modeled after the Incident Command Protocol used by local, state, and federal emergency response agencies. Through the Emergency Operations Plan, VMC will:

1. Establish an Emergency Response Team
2. Assess the impact of the event on normal business activities
3. Continue to provide normal service unless the event precludes that ability
4. Establish an Emergency Operations Center (EOC) to implement necessary elements of the Incident Command System
5. Prepare for a modification of normal operations to include Area Specific Sub-Plan Activation if necessary

The Chief Administrative Officer on Call, when notified of an event, will assume the role of the Incident Commander and contact the following:

- Chief Administrative Officer/Administrator on Call
- VPD Shift Commander
- Safety Officer on Call
- Plant Services On-Site
- Medical Director

DOES THE EVENT PREVENT MAINTAINING NORMAL OPERATIONS?

- YES
  - Activate necessary elements of Emergency Operations Center
- NO
  - Resolve with Available Resources
# Activation Announcements

## Area Specific Information

<table>
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<th>ANNOUNCEMENT</th>
<th>BASIC RESPONSE</th>
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<td>Follow Fire Plan (RACE), Close Doors, Evacuate the Building</td>
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<tr>
<td>Yellow Alert Standby For (Situation)</td>
<td>Prepare to Activate Response</td>
</tr>
<tr>
<td>Orange Alert For (Situation)</td>
<td>Activate Response</td>
</tr>
<tr>
<td>Code Pink</td>
<td>Missing Infant (younger than 12 months old)</td>
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<td>Code Purple</td>
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<td>Code Walker</td>
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<td>Code Black</td>
<td>Bomb Threat</td>
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<tr>
<td>Code Silver</td>
<td>Active Shooter</td>
</tr>
</tbody>
</table>
**Activation Announcements**

**STAT** - Medical Emergency  
**Red Alert (Location)** - Potential Fire Condition  
**Code Black (Location)** - Bomb Threat  
Code Pink – Missing Infant (younger than 12 months old)  
Code Purple – Missing Child (age 1-12 years)  
Code Walker Adolescent – (age 13 – 17 years)  
Code Walker Adult – (18 years or older)  
Code Silver – Active Shooter  

**Yellow Alert Standby for (Situation)** - Prepare to activate Emergency Operations Plan for (Situation)  
**Orange Alert (Situation)** - Activate Emergency Operations Plan for (Situation)

**Applicable Situations**
- Tornado
Elements of Unannounced Survey: Emergency Operations Plan

1. Emergency Response Team

2. Emergency Operations Center (EOC)

3. Activation Announcement

Approved use of EOC for Unannounced Survey:

The Joint Commission (TJC) unannounced triennial survey, TJC Focus survey, CMS complaint survey, CMS validation survey, State licensure survey.
Unannounced Survey

Refer to Emergency Preparedness website home page @ http://www.mc.vanderbilt.edu/ep and select the Emergency Operations Resource needed from the list on right side of this page

The Unannounced survey plan is designed to outline the responsibilities of VMC personnel in the event of an unannounced survey (TJC or State etc) to provide for organization of operations during the survey and preparation of materials for surveyor review.

The plan is based on the nationally recognized Incident Command System used during disasters.

Through the Unannounced Survey: Emergency Operations Plan, VMC will:

1. Establish Emergency Response Team
2. Establish Emergency Operations Center (EOC) to implement necessary elements of the Incident Command System.
3. Continue to provide normal service.
Early Warning
Weather Alert

Area Specific Information
Early Warning Weather Alert

A weather monitoring and early warning system will give faculty, staff, students, patients, and visitors time to prepare for potential severe weather. This weather monitoring system is exclusively for the Vanderbilt and 100 Oaks campuses.

“YELLOW ALERT STANDBY FOR TORNADO” will be announced over the public address system when a Tornado Warning is issued for Davidson County or at the discretion of the CAO/AC based on weather conditions. Staff should assess the ambulatory status of all patients. Curtains should be closed. When the threat has passed, “YELLOW ALERT STANDBY FOR TORNADO HAS BEEN CANCELLED” will be announced over the public address system.

“ORANGE ALERT TORNADO WARNING” will be broadcast over the public address system when a tornado has been identified approaching the One Hundred Oaks Campus. Non-ambulatory patients should be turned away from windows. Patients, visitors, and staff are moved into an interior part of the building, away from doors and windows. Once the danger has passed, “ORANGE ALERT TORNADO WARNING HAS BEEN CANCELLED” will be announced over the public address system.