

# Facility Orientation Guide

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## User Guide



Children's  
Hospital  
Central California



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## **For Agency / Contract / Vendor Personnel**

As agency, contract or vendor personnel, or as a student with an assignment at this facility, it is essential that you contribute to our mission to provide quality pediatric healthcare. While working at our facility you have certain responsibilities. These requirements are a part of our organization's policies and procedures, as well as Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Title 22 and other regulatory agencies.

## **Purpose of This Guide**

In order to ensure a safe and caring environment for patients, families, visitors, employees, and physicians, it is essential that all agency, contract, and vendor personnel be familiar with and supports the hospital policies, procedures, and programs outlined in this Guide.

In addition to the job assignment orientation you receive, you must become familiar with the material contained in this Guide which summarizes many of the policies that ensure safe and secure work practices. It does not replace the contract established by your company or any standards that have been established between your company and Children's Hospital Central California.

## **Instructions for Using This Guide**

- ◆ Carefully study each section.
- ◆ Discuss any questions you have regarding this material with your company supervisor or with your hospital-assigned, department supervisor.

# Mission, Vision, Values & Customer Service

## Mission

The mission of Children's Hospital Central California is to provide high quality, comprehensive health care services to children, regardless of their ability to pay.

## Vision

Children's Hospital Central California, with its physician partners, will be the pre-eminent provider of pediatric services for Central California and the Western United States, and an indisputable resource for healthcare solutions, information, and advocacy for children in an expanding pediatric marketplace.

## Values

The organization will be operated according to the following core values:

### Excellence

We depend on exceptional people to provide exceptional quality health care and services throughout Children's Hospital. We set high standards and we support each other as we strive to achieve them. We invest in each other and we value the individual and cultural differences that make us strong. We are proud of our superior services as measured by quality outcomes.

### Compassionate Care

We treat every child, every family, each other, our visitors and our vendors with respect, kindness, hope, joy and good humor. We display our helpful, healing, family-centered spirit at every opportunity. We recognize the importance of playfulness in human interaction and in the health of children. We look for ways to ease suffering and provide comfort.

### Integrity

We are honest, ethical and responsible in our work and in the way we deal with others. We keep our promises and admit our mistakes. We know ourselves and we avoid hidden agendas. By the way we live our lives everyday, we are worthy of the trust people place in us.

### Innovation

We embrace change, creativity, continuous learning and personal growth. We incorporate new ideas, technology and methods to improve the health care and services we provide. We anticipate future trends and we create strategic plans to insure future growth and continued vitality.

### **Collaboration**

We build enduring internal and external relationships, joining with colleagues across organizational boundaries to improve the care and services we provide. We encourage and reward both individual and team achievements. We put the common good ahead of narrow interests.

### **Stewardship**

We are resourceful, adaptable and resilient. We have a "can do" attitude that gets the job done. We are fiscally responsible and efficient with our time. We protect our reserves and manage our operating costs in order to invest in our future. We are each personally dedicated to making Children's Hospital better because we were here.

### **Customer Service**

Some of our customers are external (patients, parents, visitors, referring providers, vendors) and others are internal (co-workers, physicians, employees of other departments). Showing we care through the way we interact with all our customers is essential to providing a high level of quality service. The gesture might be as simple as helping someone find a location they are looking for.

#### **IMPORTANT!**

- ⌚ **How will you apply the six Core Values?**
- ⌚ **Who are the primary customers you will meet in the area where you will be assigned?**

# Workplace Diversity

We differ from one another. As we work with each other and serve diverse patient populations, we must be aware of different beliefs, practices, and be willing to create and maintain an environment that is respectful of all people.

## Definitions

**Cultural/culture:** The customary beliefs, social forms, and material traits or a racial, religious, or social group. There are many different cultures in our world. For example, the culture of the deaf community differs from that of the hearing community; the teenage culture differs from the elder generation.

**Diversity:** means distinct or different element or qualities. Some say that diversity among people includes the things we have in common as well as the differences that make us unique.

**Ethnic:** of or relating to large groups of people classed according to common racial, national, tribal, religious, language, customs, social views, cultural origin or background.

## Impact of Diversity in the Workplace

Many people only think of differences in race and gender with workplace diversity. Due to human nature, we often judge and react to others based on our general ideas. Our challenge is to not prejudge before we truly know a person.

### Diversity we can see:

Race, gender, age/generation, appearance, clothing worn, color, physical ability

### Diversity learned by talking with individuals:

Sexual orientation, religion, marital status, education, language, nationality, parental status, income, personal/work habits and interests, political affiliation, career position, mental ability, geographic origin, seniority within the company, health and other unique qualities

Children's is made up of diverse individuals and to work effectively with co-workers, with patients and their families, with all of our customers - an environment of respect and valuing must be maintained.

## Personal Safety

Follow these safety guidelines:

- Observe all rules of safety and security
- Always wear identification when at any hospital site
- Do not bring valuables to work
- Report immediately to Security any suspicious people/behavior observed
- Request a Security escort or go with a group if walking to or from your vehicle after dark or at any time you require additional security (dial extension 35115 for escort service)
- Have your keys ready before you leave the building
- Check your car before unlocking it and lock it as soon as you're inside
- Avoid walking behind shrubbery/bushes and in unlit areas
- Be aware of what's around you/people behind you/or people taking "particular interest" in you

## Standards of Conduct

All non-personnel providing services on behalf of Children's must conduct themselves in accordance with good professional and ethical standards consistent with the Hospital's Standards of Conduct Policy (1.2207), a copy of which may be requested from Children's Human Resources Department.

Children's is also committed to compliance with federal and state laws and regulations that relate to the billing of government programs for health care services provided to patients. The Federal and State False Claims Acts are laws which impose civil liability on any person or entity who knowingly submits a false claim to the federal or state government for payment. The definition of a "claim" includes claims for services submitted by the Hospital to Medicare or Medi-Cal for payment. (Hospital Policy 1.1612)

Please contact the Hospital's Compliance Officer to report any issues regarding the Hospital's compliance with these laws.

## Dress and Grooming Standards

Children's Hospital Central California strives to maintain a professional image to its customers and the public. In order to portray this image, all individuals working in the Hospital (including, but not limited to employees, volunteers, interns, agency staff) are expected to dress and maintain a personal appearance which is appropriate, safe, healthful and professional. Students must wear their school uniform and nametag every time they are in the hospital in a student capacity. Please refer to your Department Management for specific dress/grooming requirements which may be unique to the department.

General grooming standards are specified in CHCC policy 1.2208 - Dress and Grooming Standards as follows:

**Children's Hospital Central California Dress and Grooming Standards**

The Hospital expects all employees and others who work in the hospital to dress appropriately for the workplace and to present a professional image and instill confidence in our customers and the public. The Hospital has adopted a business casual dress standard for all work days and meeting attendance on campus, unless business needs require otherwise.

**Definition:**

Business Casual dress standards allow for a more relaxed dress that continues to reflect a professional, business-like appearance. Appropriate examples of business casual attire are as follows:

- A. Slacks/trousers
- B. Casual pants; cropped pants must fall mid-calf to ankle
- C. Knit/polo shirts
- D. Sleeveless tops with a minimum of 2 inches across the shoulders
- E. Sport/dress shirts
- F. Sport coats/blazers
- G. Business suits and dresses
- H. Shirts and blouses
- I. Patient care setting - T-shirts and sweat shirts with Children's logo or pediatric-theme logo
- J. Skirts (reasonable length for business)
- K. Sweaters and cardigans

The following are examples of inappropriate attire:

- A. Sweat pants/suits
- B. Denim or denim look-alike clothing of any type
- C. Work-out or beach attire/footwear (including spandex)
- D. Tube/halter/tank tops
- E. Shorts
- F. Clothing with low necklines or backlines
- G. Leggings
- H. Ultra sheer fabrics
- I. Any clothing that allows for a bare midriff when arms are raised

**Procedures:**

The following standards pertain to all agency, contract, vendors, and students:

- A. Maintain excellent personal hygiene and grooming habits.
- B. Clothing must be clean, pressed, in good condition, coordinated, and fit properly. Garments shall be sufficient to appropriately conceal undergarments at all times.
- C. Extreme fashion or grooming that draws undue attention is not acceptable.

- D. Shoes must be worn at all times and must be appropriate to the position and department work area. Shoes must be clean, in good repair and meet safety needs of a hospital environment.
- E. Closed toe shoes are required in the patient care areas and other areas in which safety requires closed toe shoes. Sandals are acceptable when safety does not dictate otherwise; however, they must not have a strap between any toes. Flip-flops are not acceptable.
- F. Jewelry must be appropriate for the environment and not present a safety risk. Up to two (2) earrings may be worn on each ear.
- G. Visible body piercing jewelry (other than ears) is not acceptable.
- H. Tattoos must be covered as much as possible.
- I. Strong perfumes and colognes are discouraged for the comfort and health of our patients and co-workers.
- J. Lab coats, if required by department management, should be worn over appropriate clothing as identified in this policy.
- K. Direct patient care employees are encouraged to wear uniforms and scrubs in prints or solid colors.
- L. Employees on call and required to return to the campus may change into appropriate attire upon their arrival.

The following applies to direct care providers. Direct care providers are defined as those who regularly touch patients as part of their job description. Each direct care provider must perform regular hand hygiene before and after patient contact, after handling body fluids or items soiled with body fluids, after handling potentially contaminated items or surfaces, or before touching foods or other items and equipment that are required to be handled in a sanitary fashion.

- A. Nails must be kept clean, short, and natural.
- B. Artificial nails, acrylics or other artificial materials applied over the nails are prohibited.
- C. Polish may be worn without chips or cracks.
- D. Short nail length is defined as less than ¼ inch in length.

The following applies to non-direct patient care providers (all other employees not identified above):

- A. Nails, including artificial, must be kept clean and neatly trimmed.
- B. Polish is permissible
- C. Length of nail should be reasonable to perform the duties of the job.

Management is responsible for administering the dress and grooming standards and determining the appropriateness of attire.

Anyone who is inappropriately dressed will be sent home and directed to return in appropriate attire. There will be no compensation.



# Confidentiality

Information that is deemed "confidential" by Children's Hospital Central California and/or specific legal statutes shall be kept confidential and shall not be copied, electronically accessed, transmitted, or removed from the premises of the Hospital under any circumstances, without the prior written consent of Hospital Administration.

Confidential information will not be discussed outside the working environment with unauthorized individuals, or outside of the context of conducting Hospital business. Confidential information will not be discussed within the Hospital in public areas or with unauthorized individuals.

Confidential information may be in the form of electronic, verbal, magnetic, photographic film and/or written data. General types of confidential information may relate to patient, employment, medical affairs or general hospital information. In addition, unauthorized access of confidential information about Children's Hospital Central California, its employees, patients, visitors or customers is strictly prohibited. Persons who breach confidentiality standards will receive disciplinary action in keeping with the violation.

## Privacy Icon



This button, when clicked only **one** time, will cause a screen to appear which will hide any other information currently showing on the screen. This is good to use if you are stepping away from the computer workstation, but still within eyesight of it. It keeps prying eyes from seeing confidential information.

The Privacy Icon is found on the Hospital menu which can be accessed at any time by clicking the Hospital Menu button on the task bar along the bottom of your computer screen.



# Patient Rights



Children's Hospital respects the rights of its patients and their families to receive competent and caring service. Patients and their families have rights and responsibilities. It is the Hospital's intent that they be aware of these rights and responsibilities during the hospital stay and after discharge.

Patient Rights are posted at all patient registration and admission sites and other identified locations visible by patients/families. Families who have concerns regarding the enforcement of these rights should be referred to Customer Service at 353-5660.

The Patient and Family Responsibilities brochure and the Child's Bill of Rights and Patient's Rights brochure are distributed on a timely basis upon patient admission and will be available in outpatient departments and information desks.

For more information and a complete listing of all rights and responsibilities, consult the Hospital's online policy 1.3113 - Patient Rights, Patient/Family Responsibilities and Child's Bill of Rights.

#### **IMPORTANT!**

-  **Know where to find and obtain a Patient's Rights brochure.**
-  **Know who to call if a customer has concerns about their rights.**

# Illness & Injury Prevention/Reporting

## Prevention

Injury and illness prevention is the responsibility of everyone working in the facility. Failure to comply with the safe standard of practice will cause cancellation of a work agreement.

Periodic safety inspections are conducted throughout the organization to ensure a safe working environment and to ensure compliance with safe and healthful work practices. The risk of injury or illness is dependent upon the type of work being performed.

### IMPORTANT!

- 🕒 **Safety is everyone's responsibility.**
- 🕒 **Follow the injury and illness prevention practices in the area assigned.**
- 🕒 **Ask to see the "Safety and Emergency Preparedness" plan if you are unaware of what is expected.**
- 🕒 **Be aware of safety hazards and report suspected hazards immediately to the department supervisor.**
- 🕒 **Hand washing is the BEST way to prevent the spread of infection.**

## Reporting Work Related Injuries

Report work related injuries according to your established company guidelines. In addition, contact the department supervisor if the injury requires immediate medical attention.

### IMPORTANT!

- 🕒 **Following safety rules can prevent many work related injuries.**
- 🕒 **In the event of an injury, report immediately to the department supervisor and to your company supervisor.**



# Infection Prevention & Control

Employees, volunteers, physicians and agency contract staff may become infected through exposure to infectious patients, or acquire infection outside the hospital. They may then transmit the infection to susceptible patients, co-workers or other community contacts

## Standard Precautions

We have policies and procedures in place that focus on prevention of diseases that are of particular concern to hospital personnel. Standard Precautions are in place and have been designed to reduce the risk of transmission of bloodborne pathogens (i.e., HBV, HCV, HIV, etc.) and pathogens from moist body substances. Standard Precautions apply to (1) blood; (2) all body fluids, secretions and excretions EXCEPT SWEAT, regardless of whether or not they contain visible blood; (3) non-intact skin; and, (4) mucous membranes. Standard Precautions are designed to reduce the risk of transmission of microorganisms from both recognized and unrecognized sources of infection. All CHCC personnel shall utilize Standard Precautions as described below during patient contact, during contact with potentially contaminated surfaces or objects, and when performing at-risk procedures.

## Summary of Standard Precautions

The following are standard precautions that are to be taken by all CHCC staff.

1. Wear gloves when it is likely that hands will touch blood, body fluids, secretions, excretions (e.g. urine, feces, wound drainage, oral secretions, saliva, sputum, emesis, tears, gastric contents, CSF, breast milk, tissues, etc.), non-intact skin, mucous membranes, or contaminated items.
2. Protect skin and clothing from exposure to splashes or sprays of blood, body fluids, secretions, or excretions by wearing a body fluid gown and/or a plastic apron when exposure is anticipated.
3. Wear a mask and eye protection or a face shield during procedures and patient-care activities that are likely to generate splashes or sprays of blood, body fluids, secretions, and excretions.
4. Wash hands often and well, especially after contact with blood, body fluids, secretions, excretions, and contaminated items, whether or not gloves are worn. Wash hands before and after patient contact.

5. Discard uncapped needle/syringe units and other sharps in puncture-resistant sharps containers. Needles should not be recapped unless necessary, nor broken, cut or bent, but shall be disposed of intact into the sharps container. If a needle must be recapped, then a one-handed "scoop" technique should be used to recap or a resheathing device used to hold the cap during recapping.
6. Handle, transport, and process used linen and trash soiled with blood, body fluids, secretions, and excretions using appropriate barriers when necessary (such as gown and/or gloves) or using a "no touch" technique such as not touching the soiled area).
7. Environmental surfaces soiled with blood, body fluids, secretions, or excretions must be properly cleaned and disinfected.
8. Patient-care equipment soiled with blood, body fluids, secretions, or excretions must be handled with appropriate barrier precautions (e.g., gloves, gown when necessary, "bagging" of the item) and must be cleaned and disinfected. All reusable equipment should be cleaned between patients. Report exposure immediately to your hospital and agency supervisor.

## Tuberculosis Awareness

Tuberculosis (TB) is a contagious, infectious disease caused by bacteria called Mycobacterium Tuberculosis. Tuberculosis is primarily a disease of the lungs, but can affect other parts of the body.

Transmission of TB is a recognized risk in health care facilities. An effective TB infection control program is in place to ensure detection, isolation and treatment.

Tuberculosis facts:

- Transmitted through the air in tiny droplets from an infected person's cough, sneeze, etc.
- Cannot be contracted by touching contaminated items such as bed linen, door knobs, utensils, etc.
- Patients with, or suspected of having TB, are handled with special precautions such as isolation rooms, negative airflow rooms, special masks for staff entering the room. Only staff members who have been "fit tested" may wear this type of mask and enter the room. A sign outside the room will state **AFB Isolation**.
- Patients wear special masks when being transported outside the TB isolation room.

A thorough discussion of disease precautions is contained in the Tuberculosis Control Plan, which is available in Infection Prevention and Control and Hospital Epidemiology Department or online on the hospital intranet.

All Children's Hospital Central California employees and volunteers are screened annually for TB infection with a TB (PPD) skin test. All agency personnel must have similar testing through their company in order to perform work that involves any patient contact at Children's Hospital Central California.

### IMPORTANT!

- 🕒 **Who can enter the room of a patient isolated for TB?**
- 🕒 **Which hospital and agency staff must receive annual TB skin tests?**

## Hazardous Material - Code Yellow

Hazardous substances can usually be identified from their label. They have precautionary statements such as "flammable, poison, corrosive, combustible, toxic," etc. By law, all individuals have the right to know that such substances are present in the workplace.

Examples of hazardous substances include acids, solvents, gasoline, waste oil, pesticides, weed killers, fertilizers, paints, compressed gases, flammable liquids, solids, cleaners, etc.

All agency personnel must:

- Follow the policies, procedures, rules and regulations issued by the hospital
- Report all hazardous conditions immediately to the department supervisor
- Use Personal Protective Equipment when required
- Refrain from operating equipment and handling hazardous materials without proper instruction and authorization.

Material Safety Data Sheets (MSDS) are prepared for every product considered to contain a potentially hazardous material. Every employee has the right to know what chemicals are in their department or unit. To print directions on how to handle these chemicals, you can 1) open the George website, 2) click the Tools tab and then 3) click on the MSDS logo; following the directions to acquire information or a printed MSDS.

The product sheets contain the following information:

- Product identification
- Ingredients
- Physical data
- Fire and explosion data
- Health hazard data
- Reactivity data
- Disposal procedures
- Appropriate Personal Protective Equipment to safely use the product.

If a large, unknown, or significant exposure spill occurs, clear the area of all persons and call 222 to report a "Code Yellow."

### **IMPORTANT!**

- 🕒 **What is a MSDS?**
- 🕒 **What hazardous materials are used in the area or areas where you will be working?**
- 🕒 **What do you do if there is a spill, exposure, etc?**

## Electrical Safety

An electrically safe environment will be maintained in the hospital and satellite buildings by following guidelines mandated by regulatory agencies.

Important electrical safety facts:

- Cellular phone use must be limited to lobbies, courtyards and waiting rooms. Cellular phone signals can potentially interfere with medical equipment operation causing problems such as false monitor alarms or altered ventilator settings.
- Equipment must be removed from service if power cables are bent, nicked or covered with tape; or have plugs with bent, broken or missing prongs.
- Report non-working, cracked, or broken electrical plates and outlets to Plant Services at extension 34567.
- Avoid the use of extension cords when possible. Avoid stacking pieces of electrical equipment, which may impair adequate air circulation and cooling.
- If a piece of electrical equipment fails, Bio-Medical Services must inspect the equipment and any associated consumable products.
- Keep moisture away from electrical equipment and sources.
- Disconnect the power cord from the outlet if you notice a burning smell or unusual odor. Contact the department supervisor for help to replace equipment.
- Avoid moving heavy equipment across power cords that can damage internal wires.
- In-patient care areas require that all electrical devices must have a three-pronged plug. Devices must be inspected by Bio-Medical Services and have a sticker that indicates use in patient care areas is allowed.

### IMPORTANT!

- 🕒 **Contact the department supervisor with electrical safety questions or problems.**
- 🕒 **All equipment brought into patient care areas must be inspected by Bio-Medical Services prior to use (extension 35200).**

## Medical Device Safety

Employees and agency staff members who work with patients be knowledgeable about what to do if there is a care-related incident involving a medical device or product.

If an incident occurs, you must:

- Stabilize the patient. When necessary for patient care, find a suitable replacement for the medical device.
- Notify your department and company supervisors. The department supervisor will then immediately notify the Quality/Risk Management Department at extension 35676 if the incident caused, or had the potential to cause, illness, injury, or death to the patient. After hours or if the phone is on cover use pager # 446-4195.
- Complete an Unusual Occurrence Form.
- Secure and impound the product or device and all associated supplies (i.e. tubing). Notify Bio-Medical Services (extension 35200).

Through the Quality/Risk Management Department and Bio-Medical Services, the product or device manufacturer and the FDA will be notified of problems involving patient injury, illness, or death.

### **IMPORTANT!**

- 🕒 **What are the steps to take in the event of medical device related patient injury or potential injury?**



# Medical Emergency - Code Blue

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**For patient care providers:**

Follow your department procedure in a medical (cardio-pulmonary) emergency.

**For non-patient care providers:**

In the event of a medical emergency, begin basic life support measures if trained. When in a Patient Room, push the "code blue button"; or dial 2-2-2.

In all other areas of the hospital, dial 2-2-2.

In the parking lot areas, Medical Office Building (MOB), and the Professional Center (PC), you will need to dial 9-911. Remember to dial "9" to get an outside line from inside the MOB or PC.

In response to pushing the code blue button, or dialing 2-2-2, the hospital operator will announce a "Code Blue" overhead. Continue Basic Life Support. A trained team will respond immediately to provide care.

**Examples of a Medical Emergency:**

- Seizure
- Collapse
- Choking
- Cessation of breathing

## Fire Safety - Code Red

A fire safe environment will be maintained in the hospital and satellite buildings by following guidelines mandated by regulatory agencies. Follow directions on specific procedures within your department when a **CODE RED** is announced.

### Procedures:

Any staff member discovering a fire will follow the **RACE** procedure:

#### **R RESCUE**

Move patients and others from immediate danger. Always move toward an exit.

#### **A ALARM**

1. Activate the nearest fire alarm pull station.
2. Call extension 222 (9-911 at an outlying facility) and report the location, cause (if known) and current extent of the fire.

#### **C CONTAIN**

Contain the fire by closing all windows and doors in the area. This will create smoke compartment to contain the fire and byproducts.

#### **E EXTINGUISH**

Extinguish the fire only if you feel confident that you can do it safely. Do not try to extinguish the fire unless the fire is small and confined to the area where it started and you can fight the fire with a safe escape route at your back. Remember **PASS** for proper fire extinguisher use:

- a. **PULL** the pin on the handle of the extinguisher to disable.
- b. **AIM** at the base of the fire with the hose device.
- c. **SQUEEZE** the handle to activate the flow of the extinguishers
- d. **SWEEP** at the base of the fire with the handle depressed.

#### **IMPORTANT!**

- 🕒 You must know what to do in the event of fire and announced **CODE RED**.
- 🕒 **CODE RED** announced overhead by the switchboard = fire in the main hospital.
- 🕒 What is the fire and evacuation plan for the area where you are assigned?
- 🕒 What number do you call in case of a fire?

## Bomb Threat - Code Green

Does a bomb threat happen at Children's Hospital Central California? Not very often but it has happened. And we drill just in case. The hospital operator will announce **CODE GREEN** overhead in the event of a bomb threat.

What should you do if a **CODE GREEN** is announced?

- Stay calm
- Search your area and attempt to locate and identify any suspicious objects. Look for unfamiliar packages, boxes, bags, etc.
- Report any such items to your supervisor and/or Security immediately
- NEVER touch or disturb the suspected bomb
- Close off access to the area. Move a safe distance away.
- Security will search public and less accessible areas
- Do not discuss the incident. Communication with the media and non-employees is the responsibility of Administration.

Upon locating a suspicious, the Madera County Sheriff's Department will take charge of the scene. Once the object has been removed or it has been determined that no bomb exists, an "all clear" will be authorized by Administration.

If you find a suspicious object, do not touch it. Notify your hospital supervisor and Security Services at extension 35115, immediately.

### IMPORTANT!

- 🕒 What do you do if a **CODE GREEN** is paged overhead?
- 🕒 **KNOW THE STEPS!**

# Missing Patient/Abduction Preventing - Code Pink

Children's Hospital Central California strives to maintain a safe environment for all patients. Every attempt will be made by the organization to reduce the risk of a patient abduction.

Patient abduction is an unlawful seizure of an infant or child from its parents, guardians or other persons to whom the child has been entrusted (like a hospital).

What should you do and know to prevent abductions?

- Prevention is the best defense against abductions. Be alert to unusual behavior, such as people making frequent visits to patient care areas "just to see the babies" or asking detailed questions about hospital procedures.
- Whenever you see someone without an identification badge in patient care areas, make it your responsibility to simply ask, "May I help you?" Acknowledging their presence may discourage a potential abductor.
- You must wear your hospital identification badge in a visible area on your upper torso whenever you are on the hospital property.
- Be aware that a disturbance in another area may be a diversion to draw attention away from the patients.
- Ensure that hospital materials, uniforms, and identification materials are kept away from visitor view, preferably under lock and key.
- Report any suspicious behavior or activities to your department supervisor and to Security at extension **222**, immediately. If you are assigned to monitor an exit, look for any child exiting the building and fitting the age group designated in the **CODE PINK** announcement.
  - ✓ Code Pink **A** = Adolescent      age >12 years
  - ✓ Code Pink **B** = Baby              age 0-2 years
  - ✓ Code Pink **C** = Child              age 2-12 years
- Door assignments are contained at the end of the Code Pink policy 1.4306.

## IMPORTANT!

- 🕒 How can patient abduction be prevented?
- 🕒 What are your responsibilities if a CODE PINK is announced?

# Emergency Management

The hospital has an Emergency Management Plan in place including procedures for establishing service during an emergency such as earthquake, fire, flood, etc.

The hospital operator makes announcements if an emergency plan is activated through the overhead paging system. For more information, consult the Hospital's online policy 1.4201 - Emergency Management Plan.

Children's Hospital must be prepared for a variety of disaster or emergency situations. In order to react to these disasters or emergencies, Children's implements the Hospital Emergency Incident Command System (HEICS). For more information, consult the Hospital's online policy 1.4207 - Hospital Emergency Incident Command System (HEICS).

#### Activation Procedures:

- Code Purple
  - Applies to an incident that may directly affect the hospital, but is currently not a mass casualty event. Primary responders are paged to respond. A Code Purple may or may not be paged overhead.
  
- Triage Phase I
  - An incident has occurred and the hospital is on alert for incoming patients.
  
- Triage Phase II
  - The emergency plan is in effect. Patients are being transported to the hospital. Please report to your assigned area as instructed.

#### **IMPORTANT!**

- 🕒 **Know what Triage Phase I and Triage Phase II mean.**
- 🕒 **Contact the hospital department supervisor for assignment during an emergency.**

## Child Abuse Reporting

During your assignment at Children's Hospital Central California, you are mandated by law to report suspected abuse or neglect with a phone call as soon as possible and submit a written report 48 hours to Child Protective Services.

Abuse can have several forms:

- **Physical abuse** might be suspected if the child has a non-accidental injury, which may include beating, burns, fractures, human bites, or bruises.
- **Emotional abuse** might be recognized as a pattern of behavior that attacks a child's emotional development and sense of self-worth. Examples include constant criticism, belittling, insulting, rejecting, and providing no love or guidance.
- **Neglect** is the failure to provide a child with the necessities of life such as food, clothing, shelter or medical care or not providing adequate supervision including leaving a child home alone or total abandonment of a child.
- **Sexual abuse** is the sexual exploitation of a child including rape, incest, fondling, pornography, or exhibitionism.

### IMPORTANT!

- 🕒 You are mandated by law to report child abuse as soon as possible by telephone, to Child Protective Services (CPS) AND the law enforcement agency that has jurisdiction.
- 🕒 A written report must follow within 48 hours.
- 🕒 Patient and Family Services (extension 35250) is a resource for advice.

## Dependent Adult and Elder Abuse Reporting

The law defines a Dependent Adult as:

- An adult between eighteen and sixty-four who has physical and/or mental limitations, which restrict his/her ability to carry out normal activities or to protect his/her rights.
- Any adult between the ages of eighteen and sixty-four who is admitted as an inpatient to a 24-hour facility.

The law defines "elder" as any person sixty-five years of age or older. Types of abuse include: physical, neglect, financial, abandonment, isolation and abduction. Report suspected abuse or neglect with a phone call as soon as possible and a written report within 48 hours to Adult Protective Services.

Even though Children's Hospital is a pediatric hospital, we have a number of patients, both in the hospital and those that we follow in outpatient clinics, who are eighteen years of age and older and fall under the definition of Dependent Adult. Some of our clinic patients are sixty-five years and older.

### **Domestic Violence Reporting**

If you are a health care practitioner providing medical treatment to a patient, your responsibility is to report all cases of domestic violence or suspected domestic violence to law enforcement immediately or as soon as practically possible.

Reports are made with the Sheriff's office in the county where the incident occurred by phone ASAP and by written report within 48 hours.

If you do not provide direct patient care but have contact with a patient/person who is a victim or suspected victim of domestic violence, you must immediately contact Patient and Family Services at extension 35250. A Social Worker will provide an assessment and appropriate information and referrals.

#### **IMPORTANT!**

🕒 **If your job duties warrant it, how do you report domestic violence?**

# Workplace Harassment

There are specific Federal and State laws that define harassment and hospital policies that support those laws, which guide practice in our organization. Children's Hospital Central California is committed to providing a work environment that is free from harassment in any form.

Harassment may take many forms:

- Verbal conduct such as derogatory comments, slurs, negative stereotyping, unwanted sexual comments, or invitations.
- Physical conduct such as threatening or intimidating hostile acts, blocking normal movement or interfering with work.
- Visual conduct such as derogatory gestures or written material (cartoons, posters, drawings) placed on bulletin boards or circulated in the workplace.

Sexual harassment is unwelcome sexual advances, requests and other physical or verbal conduct of a sexual nature. Sexual harassment includes, but is not limited to the following:

- Unwelcome flirtation, "kidding" advances or propositions, or sexually degrading words.
- Display of sexually suggestive objects or pictures.
- Physical contact (patting, pinching or constant brushing against another's body).
- Demands for sexual favors accompanied by implied or overt promises or threats concerning employment.

Acts that are said to be jokes or pranks, but are (or could be) perceived as hostile or demeaning with regard to race, color, religion, gender, national origin, age or disability are also forms of harassment.

Harassment must be reported immediately to your department supervisor and company supervisor. All claims of harassment are handled with the utmost confidentiality to protect the rights of all persons involved.

### **IMPORTANT!**

- 🕒 **Harassment in any form is not tolerated at Children's Hospital Central California.**
- 🕒 **Contact your department supervisor and company supervisor if you have questions or concerns about any type of harassment.**



## Workplace Violence - Dr. Strong

The existence of non-fatal and fatal workplace violence is a substantial and widespread problem. Healthcare workers are at risk because they deal with people in highly emotional situations. State legislation and CAL/OSHA have passed laws and created guidelines to deal with the problem. Workplace Violence Prevention training can heighten the recognition, prevention and reporting of violent behavior.

Employee and agency staff have a responsibility to recognize and report pre-violent behavior, which can include:

- Intimidation, blame placing and threats
- Verbally expressed anger and frustration
- Body language such as threatening gestures
- Signs of drug or alcohol use
- Presence or talk of weapons

Report to your supervisor all threats or acts of violence or revenge from the following persons:

- Visitors
- Patients
- Employees
- Contractors
- Physicians

Report personal threats from family and/or acquaintances outside of work if you feel there is a possibility that the threat may be carried out in or around the workplace. Report personal threats to your company supervisor and to your department supervisor. If your department supervisor is not available, contact the next level of supervision.

Report an act of violence in progress immediately to the Security Department by dialing 222 reporting a "Dr. Strong" and then to your department supervisor.