

# Pembroke Regional Hospital





## MEMO



**To:** All Staff  
**From:** Sheldon Higginson, Manager, Occupational Health and Safety  
**Date:** October 3, 2025  
**Subject:** ED Safety & Security Update #7

---

As a follow up to previous communications regarding the ED Safety/Security Update, please see further updates below. **Given the timelines of the outstanding items, the next update will be provided on November 7, 2025.**

### Action Plan - Key Initiatives Underway

Topic	Description	Status	
Security Role Review	Clarifying responsibilities and protocols for security personnel, including their role in emergency scenarios, Code White response, and the use of restraints. This will also be communicated to staff.  If security is needed, please contact Clinical Resource, or x6800 during their working hours. For Code White, follow Code White policy, and initiate by calling x6666.	<b>Complete</b> - Security will participate in ongoing restraint training refreshers and code exercises as appropriate.	
Security Guard Scheduling	Following an evaluation of current coverage hours and benchmarking against other hospitals, the Hospital will plan for security to be scheduled on weekdays from 1600 to 0800 and 24/7 on weekends and statutory holidays.  Until then, the current hours for security are 1630 – 0030.  Implementation target date is October 31, 2025.	In progress - Monday - Friday 1600-0800; weekends 1600-midnight.  Full schedule is still on track for October 31, 2025.	
Panic Alarm System Audit	Ensuring alarm reliability and staff awareness, as well as reviewing panic alarm notification process. To note, Panic Alarms are self-monitoring, and any technology failures (e.g., low battery) will result in a notification to Occ Health and Safety.	<b>Complete</b> - Stationary Panic alarms have been installed in Triage and at the ED Nursing Station.	 

	Education and training on usage, and on the “Personal Panic Alarms” Policy, and “Standard Work Process for Personal Panic Alarms”, available on Policy Medical. For any questions, please contact your manager.	<b>Complete</b> – Panic Alarm Policy and Standard Work has been updated and standardized. Live on Policy Medical as of August 1, 2025. Monitoring responses.	
Emergency Department Nurses Station Safety	Assessing the physical layout and identifying safety enhancements specific to the Emergency Department nurses station.	<p><b>In progress</b> – The working group for ED Room 32 is meeting on October 10<sup>th</sup>, 2025.</p> <p>Quotes for sliding doors with card access in the nursing station are submitted for review.</p> <p>The registration area has been reviewed for improvements. These are currently being reviewed.</p>	
Restraint Protocols	Updating restraint policies to reflect a shift toward a “7-point restraint or less” approach, with a focus on safety, dignity, and appropriate use. Employees on identified units to be trained.	<p><b>In progress</b> –</p> <p>Finalizing education with physician group.</p> <p>Go live for shoulder restraints will be for end of October.</p>	
ED Building Access Control	<p>Strengthening access between the waiting room and clinical areas: locking mechanisms and Video/Intercom (VI) Phone. As a result, The Security Company has been issued a PO, and the technology has been ordered, to ensure the appropriate locking of doors.</p> <p>In addition, security cameras are being reviewed/installed in the Emergency Department.</p>	<p><b>Complete</b> – Regarding the double doors, the work is complete to ensure the appropriate locking of doors.</p> <p><b>In progress</b> – Received updated quotes from two (2) vendors on security cameras and VMS (video management system). We are currently putting together a purchase order to get the hardware ordered and will arrange with vendor to begin installation. We will begin with the existing 18 cameras and areas identified</p>	