

Pembroke Regional Hospital

MEMO

To: All Staff
From: Sheldon Higginson, Manager, Occupational Health and Safety
Date: November 10, 2025
Subject: ED Safety & Security Update #8

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 December 12, 2025.**

Also, please note at the next update, any “Complete” items will be hidden/removed.

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.	Complete	
Security Guard Scheduling	Following an evaluation of 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.	Complete Weekends and statutory holidays we will have security the following shifts: • 0000-0800 • 0800-1600 • 1600 – 0000	
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.	Complete Complete	 

	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.		
Emergency Department Nurses Station Safety	Assessing the physical layout and identifying safety enhancements specific to the Emergency Department nurses station.	In progress No new updates	
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.	Complete Effective, November 3, 2025.	
ED Building Access Control	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. In addition, security cameras are being reviewed/installed in the Emergency Department.	Complete In progress – Security cameras and VMS have been identified. Features include privacy masking and integration into Epic. Also, three (3) additional doors in ED are in the process of being secured.	 
Violence Alerts	Enhancing after-hours alert entry into Anzer for Violence/Aggression Assessment Checklist (VAAC).	Complete	
Search of Patient Property	Review and update of search policy and procedures in collaboration with ED and security teams: • Search of Patient Property policy • Weapons policy	Complete	
Signage	Prevention of Violence Committee recommended violence prevention signage. This was approved and will be displayed organizationally on digital displays.	Complete	

If you have any questions, please reach out to:

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