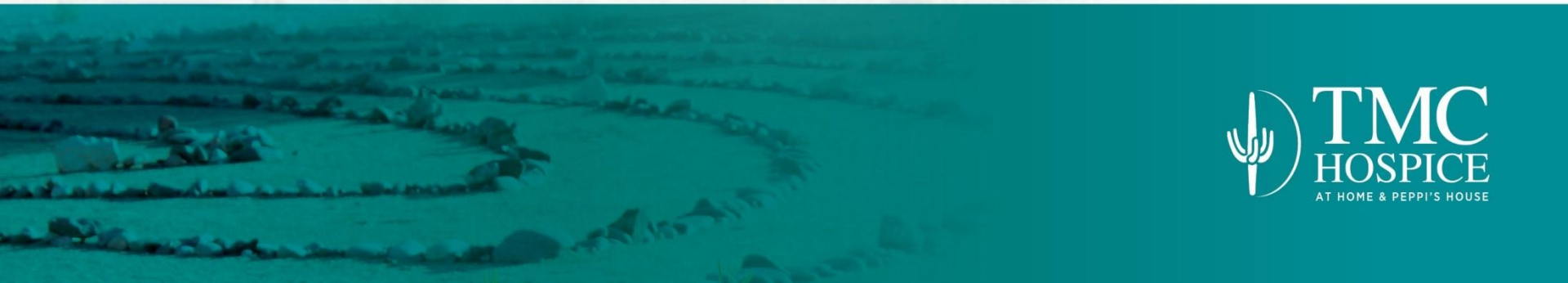
Safety, Security, & Emergency Preparedness

Volunteer Education



TMC HOSPICE
AT HOME & PEPPI'S HOUSE

Safety, Security, & Emergency Preparedness

This education covers Safety, Security & Emergency Preparedness for both Peppi's House and homecare situations.

It's important all of the information is reviewed.

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

Introduction – Workplace Safety Education

Tucson Medical Center is committed to providing a safe workplace and makes every reasonable effort to provide an environment free of recognized hazards.

As an employee or volunteer of TMC, you are required to demonstrate an active commitment towards maintaining a safe environment of care for all patients, visitors, guests, and staff.

Every employee and volunteer have the right to a safe and healthy work environment

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

What Will I Learn as I Complete this Course?

This course will help give you the knowledge, skills and attitudes you need in order to stay safe in the hospital environment.

It will cover the following:

- Electrical Safety
- Fire Safety
- Hazard Communication
- Emergency Preparedness
- Workplace Violence
- Active Shooter Training

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

Electrical Safety Refresher

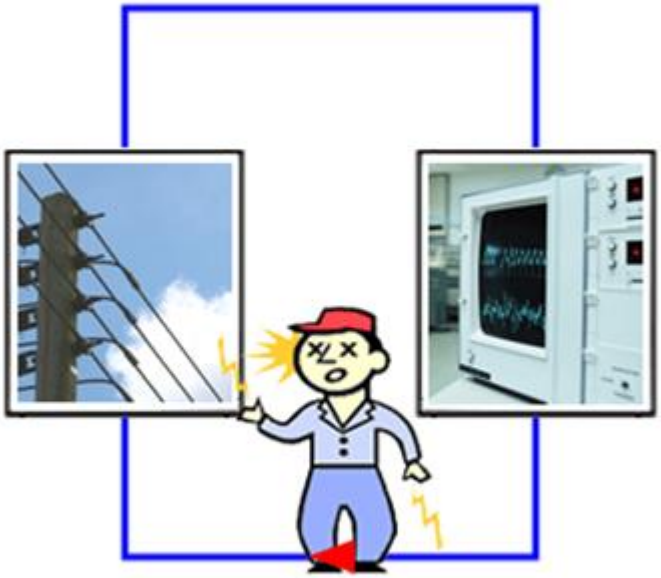
Most equipment used in the healthcare setting is electrically operated. To help ensure the safety of your patients and co-workers, you must recognize electrical hazards and know how to avoid electrical accidents.

The Electrical Safety refresher reviews:

- Electricity basics
- Best practices for electrical safety
- Keeping patients safe
- What to do in case of an electric shock

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

Electrical Safety



Electric shock occurs when you become part of the circuit

- To power equipment, electricity must travel in a loop, or a circuit from the power source to the equipment and back.
- Conductors and insulators are used to get electricity to equipment safely. **Conductors** allow the electrical current to flow through them easily. **Insulators** hinder the flow of an electric current.
- The human body is an electrical conductor. If a part of the body comes in contact with the electrical circuit, it acts as a conductor and a shock will occur.
- The passage of electricity through the body can cause great pain, burns, destruction of tissues, nerves, and muscles and even death.

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

To Help Prevent Electrical Accidents at TMC, Follow Best Practices:

Using power cords and outlets

- Do not plug extension cords into other extension cords or power strips
- Do not pull a plug out of the outlet by the cord
- Do not roll equipment over power cords

Avoid circuit overload

- Install equipment according to the manufacturer's instructions
- Follow national and local electrical codes when installing electrical systems
- Label each breaker clearly with the names of the equipment on the circuit
- Keep breaker boxes assessable at all times

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

To Help Prevent Electrical Accidents at TMC, Follow Best Practices (continued) :

Using electrical equipment

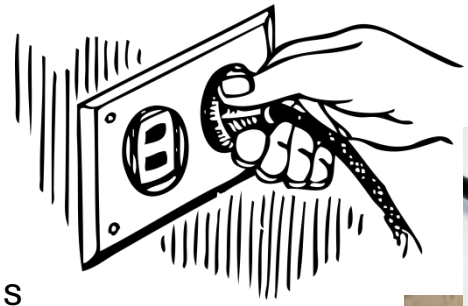
- Learn the proper way to operate equipment before using
- Do not use electrical equipment around water or when your hands are wet
- Do not stack anything on or behind equipment
- Turn equipment off before plugging or unplugging it

Reporting hazards

- Report and remove from service equipment that could present an electrical hazard
- Use One Call (**4-1111**) to report defective equipment
- Contact the Safety Office (**4-1472**) with questions abut electrical safety

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

To help prevent electrical accidents and fires, follow best practices for:



- **Never** pull a plug out by the cord!
- **Always** pull it straight out at a 90° angle!
- Do not use a plug that has bent pins or frayed cords
- **Never** use a plug which has had the ground pin removed

- **Never** remove the ground pin. That will defeat the grounding system built into the equipment by the manufacture
- Do not plug extension cords into other extension cords or power strips, i.e. **do not piggy back**

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

In Case of Electric Shock…

1. Turn power off at the source.
2. Cautiously separate the victim from the source with a nonconductor, such as a piece of wood or plastic . **Never touch the person if there is a chance that electricity is still going through them.** If you do touch a person who has electricity going through him or her, you will get shocked, too. You're no help to the person if you get shocked.
3. Use appropriate first aid and CPR techniques if you are trained to do so. Remember, don't touch a shock victim unless the power has been shut off. Do not attempt to move the victim until authorized by proper medical authority.
4. Request medical assistance immediately.
5. If fire results, quickly turn off electricity at the source or unplug the equipment if possible.

Electrical Safety Summary

Remember the following key points about electrical safety:

- Electric shock happens when the body becomes part of the circuit
- Most electrical accidents are preventable
- Report hazards promptly
- Use equipment properly
- Inspect and test equipment regularly
- Use Lockout/Tag out procedures for equipment maintenance
- Use power cords and outlets properly
- Do not overload circuits
- Protect patients from electrical shock hazards

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

Fire Safety

You have a variety of responsibilities related to fire safety. This Fire Safety course reviews basic fire prevention methods as well as your responsibility for Fire Safety.

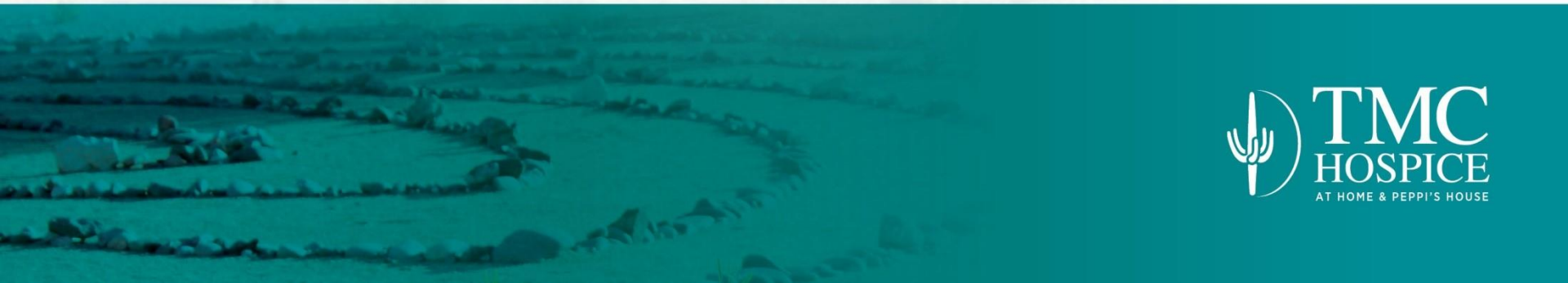
Thousands of fires occur every year in healthcare facilities. Common causes of fires include equipment malfunctions and misuse, flammable liquids and gases. Common locations for hospital fires include laundries, laboratories, boiler rooms, storage rooms and surgical suites.

To help prevent fires caused by electric malfunction:

- Report faulty equipment for repair
- Inspect all equipment prior to each use
- Remove damaged equipment from service

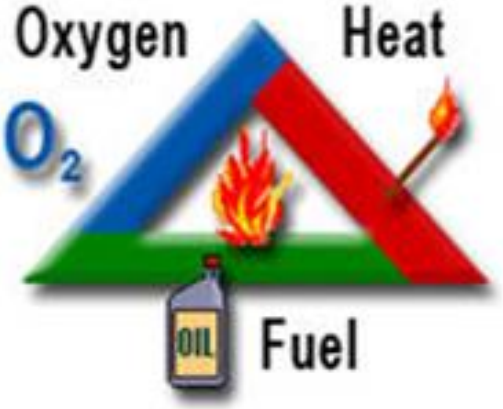
To help prevent fires caused by equipment misuses:

- Receive training BEFORE using any piece of equipment



TMC HOSPICE
AT HOME & PEPPI'S HOUSE

The Fire Triangle



Fire needs fuel, oxygen and heat to support combustion. Fire safety at the most basic level is based on keeping fuel and ignition sources separate.

Fire Safety Features

TMC uses the following fire safety features:

- Fire alarm systems: smoke alarms, sprinklers, and manual pull stations
- Fire extinguishers
- Emergency exit routes and doors
- Smoke and fire doors and partitions
- A written Fire Plan

You are responsible to:

- Know the location of manual pull stations, fire extinguishers
- Know the exit and evacuation routes
- Know where to find and how to use equipment for evacuating patients during a fire
- Make sure fire doors are not blocked
- Keep corridors clear, with temporary equipment to one side and on wheels
- Participate in fire drills

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

Your Responsibilities

You are responsible to use the acronym **PASS** to recall the proper use of a fire extinguisher.

P - PULL the pin on the fire extinguisher.

A – AIM the nozzle at the base of the fire. Stand 6 to 10 feet away from the fire.

S –SQUEEZE the handle in five second bursts.

S –SWEEP the nozzle from side to side across the base of the fire

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

Your Responsibilities

You are responsible to remember and use the acronym **RACE** to respond in the event of a fire.

R – RESCUE all patients from the immediate are of the fire.

A – ACTIVATE the ALARM and call 324-3000 (911 if off the main campus)

C – CONTAIN the fire. Close all doors in your work area.

E – If the fire is small enough to be extinguished with one portable fire extinguisher, attempt to **EXTINGUISH** if you are comfortable doing so. Otherwise prepare to **EVACUATE** if the fire is in your area.

Note: You will be asked to follow **RACE** and **PASS** at our quarterly Code Red Drills.

Hint: This information for RACE can be found on the back of your TMC ID badge!

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

Fire Safety Summary

- Prevention is the best defense against fires
- Report faulty equipment for repair
- Inspect all equipment prior to use
- Remove all damaged equipment from service
- Receive training **BEFORE** using any piece of equipment
- TMC uses smoke alarms, sprinkler systems, manual fire alarm pull stations, fire and smoke doors, and fire extinguishers as part of its overall fire safety plan

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

Fire Safety Summary (continued)

Remember you have the following responsibilities:

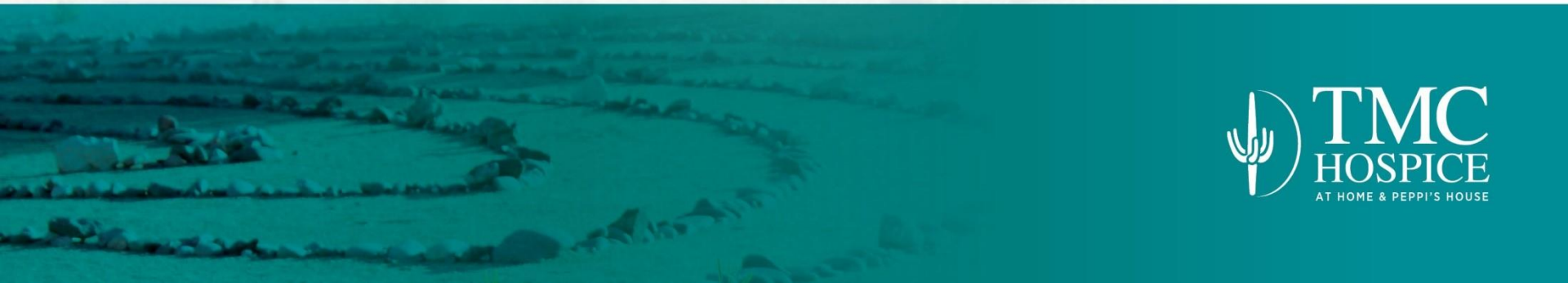
- Know the location of manual pull stations, fire extinguishers and exit routes in your work area
- Make sure fire doors are not propped open or blocked
- Complete the required fire safety training, including participation in fire drills
- Use the acronym **PASS** to remember the proper use of a fire extinguisher
- Use the acronym **RACE** to respond in the event of a fire emergency
- Know your duties and responsibilities included in TMC's written fire plan and procedures

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

Hazard Communication

This lesson will help you recall information that helps keep you safe when working with hazardous materials, including:

- ❖ The definition of hazardous materials
- ❖ Safety Data Sheets (SDS's)
- ❖ Requirements for chemical labels
- ❖ Interpreting chemical container labels
- ❖ Using Personal Protective Equipment (PPE)



TMC HOSPICE
AT HOME & PEPPI'S HOUSE

What Makes a Chemical Hazardous?

A chemical is hazardous if it can cause harm, either by interacting with other substances or the environment (a physical hazard), or by causing harm to your body (a health hazard).

Physical hazards occur when chemicals explode, ignite, or react violently with other substances.

Health hazards occur from exposure to chemicals.

Routes of exposure include:

- Eyes
- Skin
- Inhalation
- Ingestion
- Injection

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

Routes of Exposure

Health effects can be **Local Effects**, when the effects are noticed at the site of contact by the chemical. **Systemic Effects** are noticed at another organ system in the body away from the site of contact.

Eyes – Chemicals can burn or irritate the eyes or be absorbed through the eyes into the bloodstream.

Skin – Some chemicals can irritate or burn the skin. Others may pass through the skin and enter the bloodstream.

Inhalation – Exposure can occur when chemicals are inhaled into the lungs, irritating the nose or throat, damaging the lungs, or enter the bloodstream through the lungs.

Ingestion – You may ingest a hazardous chemical if you eat or drink without washing your hands after using hazardous materials.

Injection – You may be exposed to chemicals if you are cut with a contaminated tool, instrument or needle.

Health Effects Can Occur Immediately or Can Be Delayed

Acute Health Effects – These are health effects which are noticeable right away, i.e. from a single exposure. Examples could be dizziness, headache or nausea.

Chronic Health Effects - These are health effects that are noticed after many exposures over a long period of time. Examples include central nervous system depression, reduced lung function and even cancer.

Forms of Hazardous Chemicals

Hazardous chemicals come in the forms of:

- **Solids** – Solids are not usually hazardous. Certain forms of solids, however, can be highly hazardous including dust, fumes and fibers
- **Liquids** – Many hazardous chemicals are liquids at room temperature. Hazardous liquids can also evaporate into the air at room temperature. They can damage the skin or enter the body through the skin, or evaporate into toxic vapors that can be inhaled
- **Gases** – Hazardous gases can be difficult to detect. Many gases can displace our breathing air causing suffocation. Gases can also be flammable, explosive, and/or toxic

Safety Data Sheets (SDS's)

The OSHA Hazard Communication laws have recently changed.

- The old program (used the term MSDS) focused on the employee's **"Right to Know"**
- The new program focuses on the employee's **"Right to Understand"**
- **The new program** introduced **Pictograms** to help the employee understand the hazards of products they may be working with
- **The new OSHA Hazard Communication** is participating in a new international agreement which is called the Global Harmonization System or **GHS**

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

GHS Pictograms

Explosives,
self-reactives,
organic peroxides

Gases under pressure

Flammables, pyrophoric,
Self-heating, emits flam gas,
self-reactive,
organic peroxides

oxidizers

Acute toxicity,
fatal or toxic

Skin corrosion/burns,
eye damage
corrosive to metals

Carcinogen, mutagenicity,
Repro toxicity, resp sensitizer,
target organ toxicity,
aspiration toxicity

Irritant, skin sensitizer,
acute toxicity, narcotic
effects, resp tract irritant,
haz to ozone layer

Aquatic toxicity

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

Safety Data Sheets (SDS's) have 16 Sections

1. Identification of the substance or mixture and of the supplier
2. Hazards identification
3. Composition/information on ingredients Substance/Mixture
4. First aid measures
5. Firefighting measures
6. Accidental release measures
7. Handling and storage
8. Exposure controls/personal protection
9. Physical and chemical properties
10. Stability and reactivity
11. Toxicological
12. *Ecological information (non mandatory)*
13. *Disposal considerations (non mandatory)*
14. *Transport information (non mandatory)*
15. *Regulatory information (non mandatory)*
16. Other information including information on preparation and revision of the SDS

Safety Data Sheets

TMC is responsible to:

- Keep a Chemical Inventory List (CIL)
- Keep copies of SDS's for each chemical in the CIL
- Train employees on the proper use of chemicals

You are responsible to:

- Know how to obtain information on any chemical product that you use
- Know where the SDS's are located for you work area
- Know how to read an SDS
- Read the SDS before using a hazardous chemical

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

TMC Safety Data Sheets (SDS's) are available to you on any computer that has access to the TMC E-Connection (TMC Intranet).

Volunteers who don't have access to TMC's E-Connection, ask staff for assistance to get access if it's ever needed.

It is important you know where this information is located.

Access TMC Safety Data Sheets on E-Connection (SDS's)

- To find the SDS for your work area you will select the **Locations tabs**
- Inside the Locations tab you see a list of products that have been identified in your work area
- Scroll down through the list to find the product you are looking for

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

(Con’t)

- When you see the product you are looking for there will be a PDF tab that you can open to review the SDS
- You can read, save or e-mail the PDF file you are interested in
- Please contact Safety if you are having any problems accessing your SDS’s!

Hazard Communication Summary

You are responsible to:

- Any material that poses the risk of harm is considered a hazardous material
- Hazardous materials can pose physical and health hazards
- Hazardous Materials can be solids, liquids or gases
- Safety Data Sheets (SDS's) provide information to help you work safety with hazardous chemicals
- Know how to obtain information on any chemical you use
- Know which hazardous chemicals are used in your work area
- Know where the SDS's are located in your work area
- Read the SDS before using that chemical product
- Follow instruction carefully and heed all warnings

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

Emergency Preparedness

Emergencies happen almost every day. Some emergencies are large. Some are small. All emergencies need effective response.

This section will help you recall the important points of preparing for and responding to an emergency.

Disaster vs. Emergency
Large-scale emergencies, such as natural disasters, major transportation accidents, technological disasters, and terrorism are considered disasters.

- Everyday systems are usually not enough to take care of disaster
- Disasters are too big for one group of responders to deal with
- Disasters may have many victims
- Systems and personnel may need to be used in creative ways during a disaster

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

TMC's Emergency Response Plan

TMC has a written TMC Healthcare Disaster Manual and a red Emergency Procedure Guidebook to help us prepare for disasters. You must understand your role in the plan so that when a disaster code is activated you will know what to do.

Planning and training are essential. "Disaster mode" goes more smoothly when we have practiced the Emergency Response Plan ahead of time.

IMPORTANT:

You are responsible to take part in disaster drills and trainings if you are in the TMC Hospice building either volunteering on your shift or stopping by the volunteer office.

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

Responding to a Disaster

Coordination
A single team within TMC is responsible for coordinating our response to a disaster. This team is the **Incident Command Team**. When a disaster occurs, TMC's Team gathers in a specific area. This is called the Hospital Command Center.

The Team has an **Incident Commander**. The Commander keeps in contact with the ED and outside agencies, manages all activities, as well as overall response through staff assigned job action roles.

Resources
The Command Team is responsible for knowing how many staff members are available and what additional resources are available.

Security
The Command Team is also responsible to deciding where to send Security Officers and whether or not to lock down the hospital.

Communication
Good communication is essential for any Emergency Response Plan.

National Incident Management System (NIMS) and the Hospital Incident Command System (HICS)

Recent events in the united States have highlighted the need for a coordinated response to emergencies and disasters!

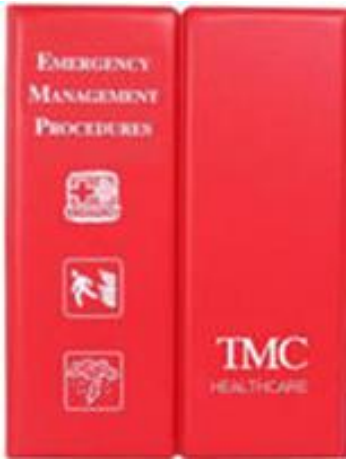
NIMS / HICS include components for:

- Preparedness, Resource Management, Communications and Information Management, Supporting Technologies and Ongoing Management and Maintenance

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

TMC Emergency Management Procedures

A copy of the manual with detailed types of response guides for different types of emergencies is in each department. You would follow a non-clinical role, seek assistance from staff. **You are responsible to know the location of the manual in your work area and to know your responsibilities in the event of various emergencies.**



<u>At Peppi's, there are 2 manuals:</u>

1. On the wall in front of the nurse's station
2. On the wall across from the support desks in the Outpatient/Administration area.

Information about codes and code responses are included in the Emergency Management Procedures Manual

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

Home Care Emergency Preparedness

- Your emergency plan in a patient's residence is to ALWAYS call hospice immediately and for **non-medical emergencies** (fire, criminal or safety issues etc) call 911.
  - Do not call 911 if the patient is experiencing a medical issue. Call the RN Case Manager or the hospice main number and they will take care of it from there.
    - Hospice Main Number: 324-2438
    - Volunteer Office: 324-2433
    - Your RN Case Manager and Social Worker team's number will be listed in your assignment information packet on the cover sheet.

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

Emergency Preparedness Summary

Remember, you have the following responsibilities:

- Take part in disaster drills and training
- Know the location of your Emergency Management Procedures Manual
- Know your role in the event of various emergencies
- Know the emergency codes used at TMC and how to respond appropriately to each code

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

Workplace Violence

Violence includes many behaviors, ranging from rude language to physical assault. When violence happens to a person at work, that violence is considered to be workplace violence.

This section will help you recall how to recognize and respond to potentially violent situations in the hospital or in a patient's residence.

In the healthcare setting (on the unit or in the home), the main reason for violence is stress. Patients and their family often feel frustrated, vulnerable, or out of control. All of these feelings can lead to violence. While patients are responsible for most of the violence in the healthcare setting, healthcare workers may also be violent to one another.

Additional Risk Factors for Violence Include:

- Intoxicated patients
- Patients with a history of violence
- Certain psychiatric diseases
- Patients with access to firearms
- Understaffing, especially during mealtimes and visiting hours
- Long wait times
- Overcrowded wait rooms
- Working alone
- Poor building design, including poorly lit hallways, parking lots and other areas
- Staff who are not trained to prevent and deal with possible violence
- Unlimited public access to the facility

Recognizing and responding to combative behavior

Hostile behavior tends to intensify through three levels. Tension, disruptiveness, and violence. Each level of escalation can be identified by specific behaviors. Each level has a recommended set of responses, as shown in the table below:

Tension	• Expresses frustration • Feels threatened • Feels deprived or ignored	• Stay calm, rational & professional • Apologize • Listen & ask questions • Address the problem
Disruptiveness	• Uses rude language • Makes verbal threats • Irrational thinking • Difficulty calming down	• Stay calm, choose words carefully • Continue to show you want to help • NEVER touch the person • Signal for help quietly
Violence	• Yells • Screams • Physically violent • Uses a weapon	• Do NOT confront the person • Do NOT try to stop the person physically • Get yourself & others to safety • Call Security (4-3000)

Reporting Workplace Violence

Report all violence to TMC Security at **324-3000** right away. Reporting all violent incidents can help make our workplace safer for everyone.

Tense people are frustrated and highly sensitive. They feel threatened, deprived or ignored. Respond to tension by staying calm, apologizing, asking questions, summarizing and addressing the problem.

Disruptive people are verbally abusive, irrational, and difficult to calm down. Respond to disruptive behavior by staying calm, choosing your words carefully, setting clear limits, showing that you want to help, and secretly calling for security. Never touch a disruptive person.

Violent people yell, scream, act physically violent, and may use weapons.

Respond to violence by getting yourself and others to safety and then call Security. Never try to physically stop a violent person.

Reporting all violence can help make our workplace safer for everyone.

TMC HOSPICE

Review of Workplace Violence Prevention Policy

- TMC will not tolerate workplace violence or threats of violence on our premises. This policy applies to staff members, volunteers, patients, visitors, vendors, contractors, professional staff members, or any other person present on TMCH premises at any time
- All threats of violence or acts of violence, both direct and indirect, should be immediately reported to a supervisor, manager, Human Resources or TMCH Security
- Employees or volunteers who apply for or obtain a protective or restraining order which lists TMCH premises as being a protected area will provide a copy of all relevant documentation to TMC Security
- **On the inpatient unit:** There is a "panic button" under the desk at the nurse's station on the inpatient unit. This is a silent alarm to TMC Security personnel and is used from advice of TMC Hospice staff or a volunteer that is aware of immediate and imminent danger.
- **In the home care setting:** Get yourself out of the situation and once you are safe, call 911 and hospice.

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

Employees Charged with Criminal Violations

Employees or volunteers who are criminally charged with a violent crime or any other crime that could potentially harm the best interest of TMC are required to notify the Human Resources Department within one business day.* Failure to do so will lead to termination of employment.

*Hospice volunteers please report to the Volunteer Coordinator or Hospice Nurse Manager.

Examples of criminal charges that must be reported, include but are not limited to:

- Violent acts, including domestic violence
- Acts against children
- Drug charges
- Drunk driving or any charge that could potentially lead to the revocation or restrictions of an employee's driver's license. This applies to employees who are required to drive any type of vehicle on behalf of TMCH
- Any criminal charge that could potentially lead to the revocation or restriction of an employee's professional license

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

RUN. HIDE. FIGHT.

Surviving an Active Shooter Event

It's something we never want to think about but learning about how to survive an active shooter situation could save your life and others.

Please view this 6 minute video:

RUN. HIDE. FIGHT.® Surviving an Active Shooter Event - English – YouTube

When there is an Active Shooter in your vicinity, you have three options, Run, Hide or Fight. Therefore, precautions need to be taken for the safety of patients and staff.

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

RUN.

- Have an escape route in mind.
- Leave belongs (purse, book bag, computer, etc.) behind.
- Evacuate regardless of if others will follow.
- Help others to escape, if possible.
- Do not stop to help or move wounded.
- Stop others from entering area.
- Call 911 when safe.

HIDE.

- Hide out of shooter's view.
- Lock door or block entry
- Silence your cell phone, including vibrate.

FIGHT.

- Fight as a last resort, if your life is in danger.
- Improvise weapon or throw items at the active shooter.
- Act with as much aggression as possible. Your life depends on it.

Once the Police have arrived, keep hands visible and raised over your head.

TMC HOSPICE
AT HOME & PEPPI'S HOUSE

This concludes the Safety, Security, and Emergency Preparedness Education

Please click this link to advance to the required exam (or scan QR code):

https://forms.office.com/r/v0WXQNgz1b

2025 Safety, Security & Emergency Preparedness Exam

TMC HOSPICE
AT HOME & PEPPI'S HOUSE