# APPENDIX 1: Code Silver Mock Exercise – Feedback Review & Action Items

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| Item | Action |
| 1. Annual active shooter drills | * Work with hospital Code Silver (active shooter ) advisory team to integrate within annual events calendar / work with communications team on disseminating plan * Emergency preparedness committee to provide direction on frequency |
| 1. Disjointed communications between command center and ED | * Purchase or lease handheld radios for command centre and ED * Designated radio in ED to be used by designated ED liaison / communications person |
| 1. Clinical unit to update command center | * Add an item on job action sheet for each clinical unit to provide regular updates to communication center using standardized tool (e.g. SBAR) |
| 1. Uncertain location for command center | * Location of command centre to be added to hospital call center job action sheet |
| 1. Command center notification via paging system – missed pages | * If there are pages missed for command center personnel, a repeat page to be solicited for missing roles only |
| 1. Discrepancies in communication content after Code Silver activation | * Hospital’s Communications and Public Affairs department to develop template emails for command center and communications dept that include key pieces of information (location, email, phone/fax numbers) |
| 1. Staging of overhead announcements | * Overhead communications of Code Silver “phases” to be clearly distinguished (not to be called stages) i.e. phase 1 (run/hide/fight), phase 2 (perpetrator neutralized and trauma team can go assist victims) * Overhead paging to clearly signify phase |
| 1. Code Silver medical evacuation team kits | * Order six kits, including bags for tourniquets and pressure dressings |
| 1. Overhead paging in ED administration office | * No overhead speakers in offices, only in hallway * Hospital engineering department to explore adding speakers into ED administration offices |
| 1. Code Silver overhead announcement | * Clear statement indicating: Code Silver, location, staff/ visitors should avoid xxx area * Code Silver advisory team to work on exact wording with Communications and Public Affairs department to ensure clarity |
| 1. Evacuation & Muster stations | * To designate several locations to choose from depending on threat location / accessibility * Those that evacuate should call back to unit to find out if safe to return * Have designated staff leaders for each area * Add appendix to Code Silver re: family reunification tool kit, evacuation points and muster stations; designated labour pool space, etc |
| 1. Security & law enforcement during lockdown | * Provide quick key/ swipe card access for law enforcement |
| 1. Securing incident area during lockdown / investigation | * Once cleared, a guard to remain at incident area to secure area / victim belongings |
| 1. Policy addition: liaison between ED and command center | * Add a designated ED liaison to interact with and update command center to improve situational awareness |
| 1. Policy and job action sheets for communications team | * To clearly define communication role(s) in command center for dealing with media / social media (add into job action sheets) |
| 1. Policy and job action sheets for communications team for trauma team | * To designate a trauma team member to interact with security |
| 1. Policy and job action sheets for Trauma / ED safety officer | * To designate a safety officer for trauma team/ ED |
| 1. Policy definitions: lockdown | * To provide a clear lockdown definition in policy and link to lockdown processes |
| 1. Policy: resources | * Need prompt when command center can call in additional resources (as in Code Orange) * Need prompt when ED should redirect to other hospitals |
| 1. Policy: language | * Consideration to be made related to   + Code name ambiguity: Code Silver vs. Active Attacker vs. Shooter   + Assess staff understanding of Code Silver: poll vs. quiz |