



Cooper University Health Care
e-Emergency Response Guide
(Initial Actions Only)

Emergency Alerts at Cooper University Health Care

TYPE OF ALERT + TYPE OF EVENT + LOCATION + DIRECTION

There are 3 Overarching ALERT TYPES:

MEDICAL ALERT (Medically Related Response Needed)

Dial 666 in Hospital or 911 for EMS Response in Ambulatory Setting

FACILITY ALERT (Infrastructure Related Response Needed)

Dial 644 on Hospital Campus or 911 for Public Safety Response in Ambulatory Settings

SECURITY ALERT (Security Related Response Needed)

Dial 655 on Hospital Campus or 911 for Public Safety Response in Ambulatory Settings

For Urgent Information Technology Needs Call the SERVICE DESK at **856-968-7166**

For Urgent Maintenance Needs on the Hospital Campus Call **856-342-2916** For

Urgent Maintenance Needs in the Ambulatory Setting Call **856-325-6500**

MEDICAL ALERTS

[Click Here for the FASTCOMMAND Medical Alerts Content Page](#)

(Provides medical care and support to patients and victims while maintaining care and safety of employees, visitors and patients within a healthcare facility during an incident.)

Dial 666 in Hospital or 911 for EMS Response in Ambulatory Setting as applicable

Medical Alert	Formally Known as	Initial Actions
CODE BLUE (Adult Medical Emergency)	<i>Same</i>	Summon Help; Assess the Patient; Ensure Crash Cart is enroute. Assigned Team responds as directed.
CODE WHITE (Pediatric Medical Emergency)	<i>Same</i>	Summon Help; Assess the Patient; Ensure Crash Cart is enroute. Assigned Team responds as directed.
Trauma Alert	<i>Same</i>	Assigned Team responds to TAA or HRA as directed
Stroke Alert (Used for Inpatient or ED)	<i>Same</i>	Assigned Team responds to Inpatient area, ED or HRA as directed.
Brain Alert (Used for Accepted Inter- Facility Patient Transfers)	<i>Same</i>	Assigned Team responds to Neuro IR Lab or as directed.
Critical Care Alert	<i>Same</i>	Assigned Team responds to ED, HRA or as directed.

Initial Actions/Critical Information

Follow Unit/Department Plans, Policies, Procedures

Provide Care per current standards, protocol and training until arrival of assigned response team as applicable

Assign someone to direct team to patient location as needed

An "All Clear" is not transmitted for Medical/Clinical Alerts

FACILITY ALERTS

[Click Here for the FASTCOMMAND Facility Alerts Content Page](#)

(Provides for the safety and security of patients, employees and visitors, including the management of essential utilities and may include sudden, severe weather events.)

Dial 644 on Hospital Campus or **911** for Public Safety Response in Ambulatory Setting

For Urgent Information Technology Needs Call the SERVICE DESK at 856-968-7166

For Urgent Maintenance Needs at the Hospital Campus Call 856-342-2916

For Urgent Maintenance Needs in the Ambulatory Setting Call 856-325-6500

Facility Alert	Formally Known as	Initial Actions
Disaster Declared/Emergency Operations Plan Activated	<i>Code Triage-Disaster</i>	<p>Immediately report to your Unit. All personnel must remain on-duty until relieved by your leadership.</p> <p>Await further direction from the COD's or IMT via FASTCOMMAND</p>
Evacuation/Relocation	<i>Code Triage-Evacuation</i>	<p>Direction to Evacuate/Relocate will be given by the Unified Command via the IMT. (ex., AOC, SNL, Fire Chief, etc.)</p> <p>Remove any patient in immediate danger at any time without waiting for instructions.</p> <p>Ask visitors to remain with the patient if safe to do so.</p> <p>Medical records must be moved with the patient.</p> <p>Move wheeled medical equipment out of the corridor.</p> <p>Know nearest, safe location on opposite side of smoke/fire door on the same floor when horizontal evacuation/relocation is needed</p> <p>Know "sister" floor/wing/unit where your patients can be taken if relocation is needed</p>

		<p>Know “staging” location for your floor/wing/unit if a complete evacuation is required.</p> <p>Click Here For Initial Actions to Take During an Evacuation or Relocation</p>
Fire/Smoke/Alarm	<i>Code Red</i>	<p>Know R.A.C.E and P.A.S.S.</p> <p>Know location of closest Fire Pull Station and Fire Extinguisher</p> <p>Click Here for Fire/Smoke Initial Response Procedures</p>
Hazardous Materials Spill	<i>Code Orange</i>	<p>Remember R.A.I.N.</p> <p>Hazardous Substance Spill Response Initial Actions</p> <p>Incidental Spill Response Information</p> <p>Spill Response/Kit Instructions</p>
Patient Decon Team Needed	<i>Code Orange</i>	<p>On-Duty Decon Team reports to Decon Area</p> <p>Patient Decon Plans, Policies, Procedures and Job Aids</p>
Severe Weather Event	<i>Code Triage- Severe Weather</i>	<p>The assigned Unified Command will announce a Weather Emergency</p> <p>No one may leave their shift until approved and relieved</p> <p>No/Low notice event: Move patients away from windows, close secure windows/drapes/shades and maximize their protection from winds/projectiles</p> <p>Forecast event: Follow appropriate Weather Playbook for Season. All should prepare themselves, families, etc., for event and possibility of prolonged stay at work.</p> <p>There will be an IMT assigned and specific directions will emanate via FASTCOMMAND, email, leadership, etc.</p>

		<p>Use FASTCOMMAND resources for your planning needs</p> <p>Welcome to Cooper University Health Care (fastcommand.com)</p>
Shelter in Place	<i>Code Triage- Shelter in Place</i>	<p>While there are varying ways to Shelter in place the most likely scenario is for an external hazardous materials release in the community that may impact the environment of care. There would be a “mild” form of lockdown with controlled access, securing of all doors, windows, HVAC systems, etc. Specific direction will emanate from the IMT.</p> <p>Click Here for Shelter in Place Initial Actions-Variou Scenarios</p>
Utility/IT Interruption	<i>Code Triage- (System impacted)</i>	<p>Identify impacted Clinical Information System and/or Utility involved. Make appropriate initial notification and initiate appropriate unscheduled downtime procedures.</p> <p>Physical Plant and Clinical System Failure- Initial Employee Response</p>

Initial Actions/Critical Information

- Follow Unit/Department Plans, Policies, Procedures
- Follow Unit/Department Business Continuity Plan
- Activate the IMT via TIGERTEXT or 856-968-7900 for escalating events

An "All Clear" is transmitted for FACILITY ALERTS once the situation is under control.

File an Event and Activity Reporting System (EARS) Report ASAP.

SECURITY ALERTS

[Click Here for the FASTCOMMAND Security Alerts Content Page](#)

(Protects employees, patients and visitors from any situation or person posing a threat to the safety of any individual or group within the facility.)

Dial 655 on Hospital Campus or **911** for Public Safety Response in Ambulatory Setting as applicable

Security Alert	Formally Known as	Initial Actions
Active Shooter/Attack	<i>Code Silver</i>	<p>RUN /AVOID; HIDE/DENY; FIGHT/DEFEND</p> <p>Click Here for Active Shooter/Attack Initial Actions</p> <p>Once Activated the IMT will create a Live Action Log/Communications Board and “ARE YOU SAFE FORM” via FASTCOMMAND</p>
Bomb Threat/Suspicious Package	<i>Code Yellow</i>	<p>Remain Calm, <i>Do Not</i> touch, move, investigate or otherwise manipulate the item. <i>Do Not</i> use phones, radios, 2 way pagers or any device that transmits a signal near a suspicious package/device.</p> <p>Click Here for Initial Actions to Take During Bomb Threats or Suspicious Package Events</p>
Civil Disturbance	<i>Code Gray</i>	<p>Avoid the Area. Do not peer from windows or doorways that face the activity.</p> <p>Follow Direction of Security and/or Law Enforcement Involved</p> <p>Escalating events will require activation of the IMT and further direction will be provided if/as needed.</p> <p>Click Here for a Primer and Initial Actions to Take During a Civil Disturbance</p>
Controlled Access/Lockdown	<i>Code Gray</i>	<p>During a Controlled Access Directive use and/or Direct all parties to the specific ingress and egress points as communicated by Security, Law Enforcement or the Unified Command/IMT.</p> <p>During a Lockdown all external entrance/exits shall be secured. Additional internal controlled access/lockdown may</p>

		<p>be indicated or communicated by Security, Law Enforcement or the Unified Command/IMT.</p> <p>Click Here for Initial Actions to Take During a Controlled Access or Lockdown Directive</p>
Infant/Child Abduction	<i>Code Amber</i>	<p>Do not assume that Security (Hospital) or Police (Ambulatory) is aware of automated alarms and ensure someone notifies same ASAP.</p> <p>All available personnel should cover stairwell doors, elevator areas, ingress/egress doors to unit, facility, etc.</p> <p>Search entire unit where abduction occurred.</p> <p>Protect the crime scene.</p> <p>Click Here for Initial Actions to Take During a reported Infant/Child Abduction</p>
Missing Person/Patient Elopement	<i>Code Gray</i>	<p>Once condition is discovered immediate notification to Security (Hospital) Police (Ambulatory) and IMT is required. Available personnel should search unit, cover hallways, elevator areas, stairwells, entrances and exists. If the party is found notify Security (Hospital) Police (Ambulatory) and the IMT.</p> <p>Click Here for Initial Actions to Take When Assistance for a Missing Person or Patient Elopement is Needed</p>
Security Assistance	<i>Code Gray</i>	<p>Contact Security (Hospital) Police (Ambulatory)</p> <p>Attempt to de-escalate the situation. If physical assault is eminent/attempted remove yourself and others from the situation. Stay clear from area and allow Security/Police handle the situation following their direction as always.</p> <p>Click Here for Initial Actions to Take When Security Assistance is Needed</p>

Initial Actions/Critical Information

Follow Unit/Department Plans, Policies, Procedures

Follow Unit/Department Business Continuity Plan

Activate the IMT via TIGERTEXT or 856-968-7900 for escalating events

An "All Clear" is transmitted for FACILITY ALERTS once the situation is under control.

File an Event and Activity Reporting System (EARS) Report ASAP.



Security Central
Dispatch Login
Employee/Staff
Login
ADMIN Login
Power Outage Maps
National Weather
Service Forecast
Traffic and Mass
Transit Reports
Individual, Family
& Community
Emergency/Disaster
Resources
**CUHC e-Emergency
Response Guide**



Welcome to the Cooper University Health Care Incident Management Team Site.

The Incident Management Team site operates FASTCOMMAND as a Digital Disaster Response System for Cooper University Health Care. This site provides information and a web-based communications platform for emergency responders, medical personnel, and Cooper staff/employees. It can also be used to provide information to the public in the event of an emergency incident or disaster.

<https://cooper.fastcommand.com/getpage.php?name=index>

- The **CUHC FASTCOMMAND** Site contains the **CUHC e-Emergency Response Guide**
- This replaces the previous hard copy version and drives initial actions.
- During an escalating event specific content will be pushed by the Incident Management Team (IMT)
 - FASTCOMMAND is accessed via the Cooper Pulse/Portal page on your Work Desktop;
 - via www.cooperhealth.org or
 - www.cooperhealth.edu sites
 - Select the FASTCOMMAND Logo/Link at the bottom of the site page.
- All should ensure their contact information is up to date in Lawson, especially your cell number to receive Emergency Alerts and specific content pushed by the IMT once activated.
- This is the primary method used by the IMT for escalating events.
- During an escalating event specific content pushed by the Incident Management Team (IMT) may include;
 - Protective Action Measures
 - Initial and/or Detailed Actions to take
 - Activation of a Real-Time Activity Log
 - Relevant Queries to assist the overall response
 - Specific Emergency Plans, Policies, Procedures
 - Actions driven by input from Clinical and Non-Clinical Content Experts to provide evidenced based/best practice, informed decisions

All should familiarize themselves with the site and use the content towards your personal/family preparedness as well as for the initial actions to take during an emergency.

If/When Passwords are required they will be sent by the IMT via text and/or email.

Emergency Management Escalation Pathway

1. **Initial Notification/Action per Incident/Event Type** (Use Rear of CUHC ID Badge then *CUHC Emergency Response e-Guide via FASTCOMMAND*)
2. **Escalating Incident/Events** ensure notification of the COD's via 856-342-3010 and use your [Unit/Department Level Business Continuity Plan](#) (BCP) via the Cooper Policy Network (CPN)
3. **Activate the Incident Management Team (IMT)** via **TIGERCONNECT** or **856-968-7900** (Initial IMT consist of COD's On-Duty, Administrator on Call, Senior Nurse Leader On-Call, Safety Officer/Designee, Emergency Management Officer/Designee, Disaster Medicine/Designee, RSO Group, ID Group, Toxicology Group, etc., based on incident/event type)

NOTE: The incident/event scale and complexity will drive what clinical and/or non-clinical content experts will be assigned to the IMT. (Any/all personnel at CUHC may be assigned to the IMT based on their expertise and need of the IMT.)

[Click Here for the Full FASTCOMMAND Content Page on CUHC Plain Language/Healthcare Emergency Codes and Initial Actions to Take](#)