University of Manitoba FRCPC Emergency Medicine Program Resident Safety & Security Policy

This policy applies for work in the Emergency Department in the Health Sciences Centre Adult and St Boniface Emergency departments.

Emergency Medicine residents on Off-Service rotations are expected to be covered by safety and security policies for the service/location where they are working. This includes the Manitoba Air Ambulance and Winnipeg Fire Paramedic Service for medevacs, ride-a-longs, etc.

Preamble:

Working in an Emergency Department can expose residents to multiple dangers, including infectious, physical, chemical, radiation, and even fire hazards. All residents working in either the HSC or St Boniface Emergency Departments are entitled to feel safe and secure in their work/educational environment. This includes the physical and emotional safety that arises from a setting that is free of intimidation, harassment, and violence. Residents also must be secure that their role as professionals is safeguarded.

The HSC or St Boniface Emergency Departments are educational institutions under the auspices of the University of Manitoba, and the Winnipeg Regional Health Authority (WRHA). Safety policies from each of these institutions also apply to residents in the Emergency Department. These are listed below and residents should be aware of these, many of which are available online through the inter- and intranet.

Patient Interactions:

In the case of threatened security, residents are encouraged first to use crisis intervention techniques to defuse a threatening situation. If this is not effective, a resident is entitled to walk away from the situation to ensure personal safety.

Should this not be possible, and there is concern for immediate physical safety or if the situation has escalated, or become unmanageable by Departmental staff, Security can be summoned from their post outside the Emergency Department. A Code White (Security Emergency) also may be called. Physical restraint of patients is a last resort, but is provided by Security Services on the advice of a physician.

Interactions with other Staff/Trainees:

The Emergency Department should be a respectful workplace, free from intimidation and harassment of any kind. Should a resident feel verbally or physically intimidated by another health care worker or trainee, the resident is advised to attempt to defuse the conflict and if this is ineffective, to remove himself or herself from the situation.

If the resident feels that immediate action is required, s/he should speak with an Attending Physician on duty. Otherwise, concerns regarding verbal or physical security should be discussed with the Program Director or site director.
Security With in the Hospital:

Given that work in the Emergency Department occurs at all hours of the day, residents must feel safe on hospital grounds and while returning to their vehicle. Hospital security is available to escort residents to their vehicles during “after hours”

Environmental Safety:

Emergency Medicine exposes residents to infectious diseases from direct contact or injuries from sharp instruments. Residents also can be exposed to chemicals, radiation from x-rays, and physical injury from patient transfers.

Residents also will likely be in the hospital when a fire is reported, and must follow hospital fire policies and procedures.

In case of potential or real exposure to the above, the resident should ensure his/her safety first, and then the safety of patients/guardians and other health care workers.

Appropriate personal protection devices should be used when necessary and it is the responsibility of the Emergency Department/WRHA to have these available. Universal precautions should be followed at all times. Exposures to blood-borne infections diseases should be managed according to policies and protocols from the Department of Occupational and Environmental Medicine. Residents must be up to date on all required immunizations and personal screening tests.

Professional Security:

Residents must be confident that they can learn and practice in an environment that supports professionalism. Residents are entitled to engage in Quality Improvement activities such as morbidity and mortality reviews, Critical Incident Debriefings, and evaluation of colleagues, teachers, and the program with the expectation of support and without fear of reprisal.

Anonymity will be protected when a process is designated as anonymous. Residents will be members of the College of Physicians and Surgeons of Manitoba, and the Canadian Medical Protection Association. Recommendations by these two bodies are to be followed. Residents’ personal information is to be kept confidential.
Appendix 1: Relevant institutional policies and procedures

**HSC Policy, Procedures, and Documents:**

- 40.90.020 Fire Safety
- 40.100.010 Protection Services - Security
- 40.110.020 Blood and Body Fluid - Post Exposure Management
- 40.110.040 Working Alone
- 40.110.150 Workplace Safety and Pregnant Employees
- 60.10.040 Respectful Workplace
- 80.140.015 Aggressive Incidents Towards Employees: Protocol for
- 80.150.001 Minimal Lifts and Transfers: Patient
- 90.20.090 Code Red - Fire Emergency

Operating Procedure: Biological Hazards
Operating Procedure: Safe Work Procedure
Operating Procedure: Working Alone
Safe Work Practices for Preventing Sharps Injuries
Chemical and Biological Hazards - Guide to Prevention
10 Ways to Defuse Incidents
Preventing Violence in Healthcare
Workplace Violence Initial Assessment Tool
Respectful Workplace Human Resources Procedures Manual

**WRHA Policy, Procedures, and Documents:**

- 90.00.060 Routine Practices for Reducing the Risk of Infection Transmission
- 120.20.010 X-ray Safety Manual
- Hospital Infection Prevention and Control Manual

**University of Manitoba Policy, Procedures, and Documents:**

Respectful Work and Learning Environment: Policy
Respectful Work and Learning Environment: Procedure
Violent or Threatening Behaviours: Policy
Violent or Threatening Behaviours: Procedure

**Faculty of Medicine Procedures and Documents:**

Health and Safety - Students
Respectful Work and Learning Environment
Faculty of Medicine Guidelines for Conduct in Teacher-Learner Relationships