

The background is a dark blue-gray color with a faint, light-colored graphic. On the left side, there is a compass rose with a needle pointing towards the top-left. To the right of the compass, there is a faint outline of a map or a network of lines. The text is centered in the upper half of the image.

COMBATIVE OR DISRUPTIVE PERSON RESPONSE

“CODE GRAY”

Policy

- ▶ Code Gray is to be used when aggressive, combative, violent, or abusive behavior is displayed by a visitor, workforce member, patient, or other individual; and in the non-clinical management of disruptive behavior.
- ▶ Any assault or battery that results in an injury to a workforce member, patient, or visitor must be reported immediately.

Early Warning Signs

- ▶ Direct or verbal threats of harm
- ▶ Intimidation of others by words or actions
- ▶ Refusing to follow policies
- ▶ Carrying or flashing a concealed weapon
- ▶ Hypersensitivity or extreme suspiciousness
- ▶ Extreme moral righteousness
- ▶ Inability to take criticism regarding job Performance

- ▶ Holding a grudge, especially against a supervisor an/or frequently verbalizing hopes that something will happen to that individual
- ▶ Expression of extreme desperation over recent problems
- ▶ Intentional disregard for the safety of others
- ▶ Destruction of property

Notification

- ▶ In the event of aggressive, combative, violent, or abusive behavior that is displayed by an individual, staff will call x111 and inform the Operator a "Code Gray" is occurring, the location, and a brief description of the disruption.
- ▶ The Operator will immediately contact Sheriff Dispatch; and announce "Code Gray" and the location three times.

Response

- ▶ Any member of the workforce that is confronted with or witnesses a combative situation should initiate a Code Gray.

- ▶ Verbal abuse
 - a. Assist in attempts to verbally de-escalate the assailant
 - b. Call in a second person to assist
 - c. Add distance/barriers between the victim and the assailant

▶ Physical battery or assault with a weapon

- a. Notify Operator x111 or Sheriff Dispatch x3409 or (818) 364-3409
- b. Initiate "Code Gray" response procedure
- c. Protect self and others; assist the victim
- d. Create a diversion
- e. Obtain medical assistance, if needed

▶ Active shooter or hostage situation

- a. Notify Operator x111 or Sheriff Dispatch x3409 or (818) 364-3409
- b. Initiate "Code Silver" response procedure – "Person with a Weapon and/or Hostage Situation Response" (see Code Silver policy for more details)

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PERSON WITH A WEAPON AND/OR HOSTAGE SITUATION

“CODE SILVER”

Policy

- ▶ In the event of a situation involving an individual with a weapon or who has taken hostages, a “Code Silver” will be initiated.
- ▶ An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; typically through the use of firearms.

Response

- ▶ In the event there is an active shooter or hostage situation in the vicinity, staff shall take the following steps:
 - ▶ NOTIFY
 - a. Notify Operator (x111) that a Code Silver is occurring, the location, and brief description of the activity
 - b. Operator will notify Sheriff Dispatch an announce overhead "Code Silver" and the location three times

► ESCAPE

- a. Quickly determine the most reasonable way to protect your own life. Remember that patients and visitors are likely to follow workforce members during an active shooter or hostage situation
- b. Have an escape route and plan in mind
- c. Escape to a safer place of refuge
- d. Help others escape (if possible)
- e. Leave belongings behind
- f. Prevent individuals from entering an area where the active shooter may be
- g. Keep hands visible
- h. Follow the instructions of law enforcement
- i. Do not attempt to move wounded people

► HIDE OUT

a. If escape is not possible, find a place to hide where the active shooter is less likely to find you.

Hiding places should:

- Be out of the active shooters view
- Provide protection if shots are fired
- Not trap or restrict your ability for movement

b. Prevent an active shooter from entering your hiding place:

- Lock or blockade the door
- Silence cell phones and pagers
- Turn off any source of noise (radios, TV's)
- Hide behind large items

- Remain quiet
- Remain Calm
- If possible, dial x111 or (by cell phone) (818) 364-3409 to report the active shooter's location

▶ TAKE ACTION (only if necessary)


a. As a last resort, and only when there is an imminent threat to life, you should attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling


- Screaming
- Committing to your actions

b. When law enforcement arrives, follow all instructions given by the law enforcement and also take the following actions:

- Remain calm
- Put down any items from your hands
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as attempting to hold on to them for safety
- Avoid pointing, screaming and yelling

- 
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which the officers are entering the area
 - Information to provide to law enforcement
 - ▶ Location of the active shooter
 - ▶ Number of shooters
 - ▶ Physical description of shooter(s)
 - ▶ Number of potential victims at the location
 - When the incident is over, Code Silver will be cleared. Workforce members are to return to their regular assignment, unless otherwise informed.

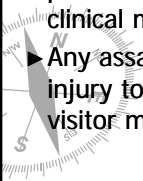
**COMBATIVE OR
DISRUPTIVE PERSON
RESPONSE**



"CODE GRAY"

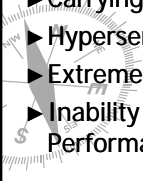
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Early Warning Signs

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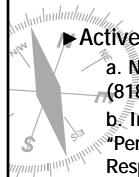
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- a. Notify Operator x111 or Sheriff Dispatch x3409 or (818) 364-3409
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► Active shooter or hostage situation

- a. Notify Operator x111 or Sheriff Dispatch x3409 or (818) 364-3409
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PERSON WITH A WEAPON AND/OR HOSTAGE SITUATION

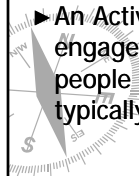
"CODE SILVER"



Policy

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Response

► In the event there is an active shooter or hostage situation in the vicinity, staff shall take the following steps:


►NOTIFY

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 - b. Operator will notify Sheriff Dispatch an announce overhead "Code Silver" and the location three times

►ESCAPE

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- a. Quickly determine the most reasonable way to protect your own life. Remember that patients and visitors are likely to follow workforce members during an active shooter or hostage situation
 - b. Have an escape route and plan in mind
 - c. Escape to a safer place of refuge
 - d. Help others escape (if possible)
 - e. Leave belongings behind
 - f. Prevent individuals from entering an area where the active shooter may be
 - g. Keep hands visible
 - h. Follow the instructions of law enforcement
 - i. Do not attempt to move wounded people

►HIDE OUT


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- a. If escape is not possible, find a place to hide where the active shooter is less likely to find you. Hiding places should:
 - Be out of the active shooters view
 - Provide protection if shots are fired
 - Not trap or restrict your ability for movement
 - b. Prevent an active shooter from entering your hiding place:
 - Lock or blockade the door
 - Silence cell phones and pagers
 - Turn off any source of noise (radios, TV's)
 - Hide behind large items

- Remain quiet
- Remain Calm
- If possible, dial x111 or (by cell phone) (818) 364-3409 to report the active shooter's location

▶ **TAKE ACTION (only if necessary)**

a. As a last resort, and only when there is an imminent threat to life, you should attempt to disrupt and/or incapacitate the active shooter by:


- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling




- Screaming
- Committing to your actions

b. When law enforcement arrives, follow all instructions given by the law enforcement and also take the following actions:

- Remain calm
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CODE PINK & CODE PURPLE

Presented by *Hayk Svajian*

Safety Assistant

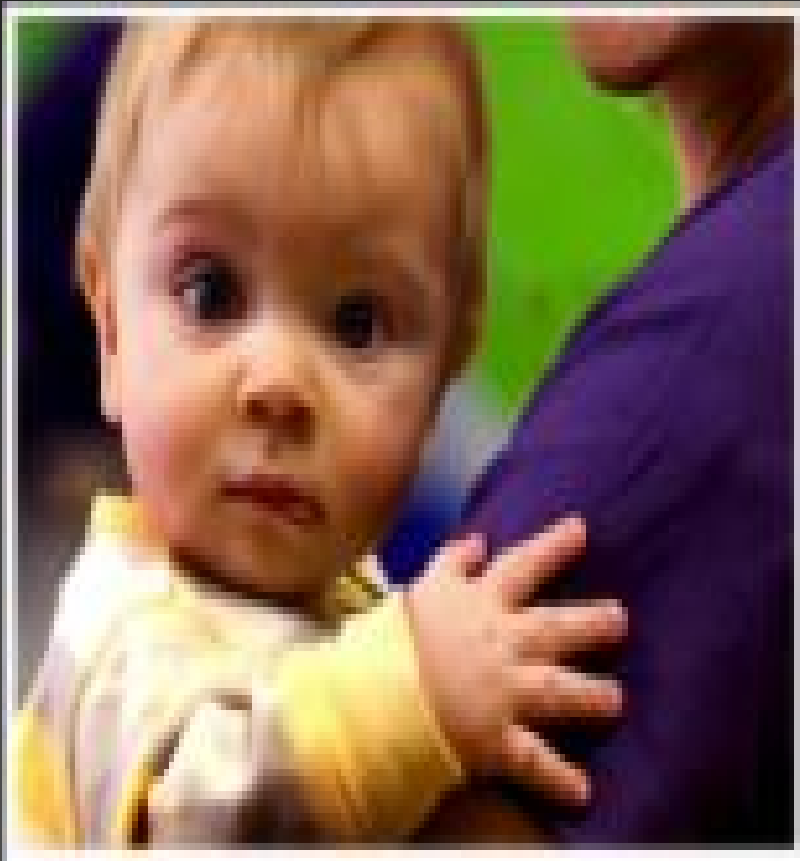
*ValleyCare Office of Environmental
Health & Safety*



Olive View-UCLA
MEDICAL CENTER

CODE PINK

CODE PURPLE



**INFANT
CHILD /
ADOLESCENT
ABDUCTION
POLICY**



Policy

- To ensure timely and appropriate notification and actions of all *ValleyCare* personnel and outside agencies when an infant a child or an adolescent has been abducted,
- To expedite locating and reuniting the infant/child/adolescent with the family.

Purpose: ID and Notification

- To identify a person attempting to abduct an infant, a child/adolescent from a *ValleyCare* facility.
 - To ensure all hospital personnel and outside agencies are notified appropriately, with the goal being to locate and reunite the infant, the child/adolescent with the family as quickly as possible.
-



Definitions



What is Infant, **Child** and
Adolescent Abduction?

Infant Abduction

- Birth to 12 Months of Age
- The unlawful seizure of an infant, whose health care and safety has been entrusted to the personnel of a *ValleyCare* facility or who is visiting a *ValleyCare* facility.



Child/Adolescent Abduction

- 1-17 yrs of age
- The unlawful seizure of a child or an adolescent whose health care and safety has been entrusted to the personnel of *ValleyCare* facility or who is visiting a *ValleyCare* facility.

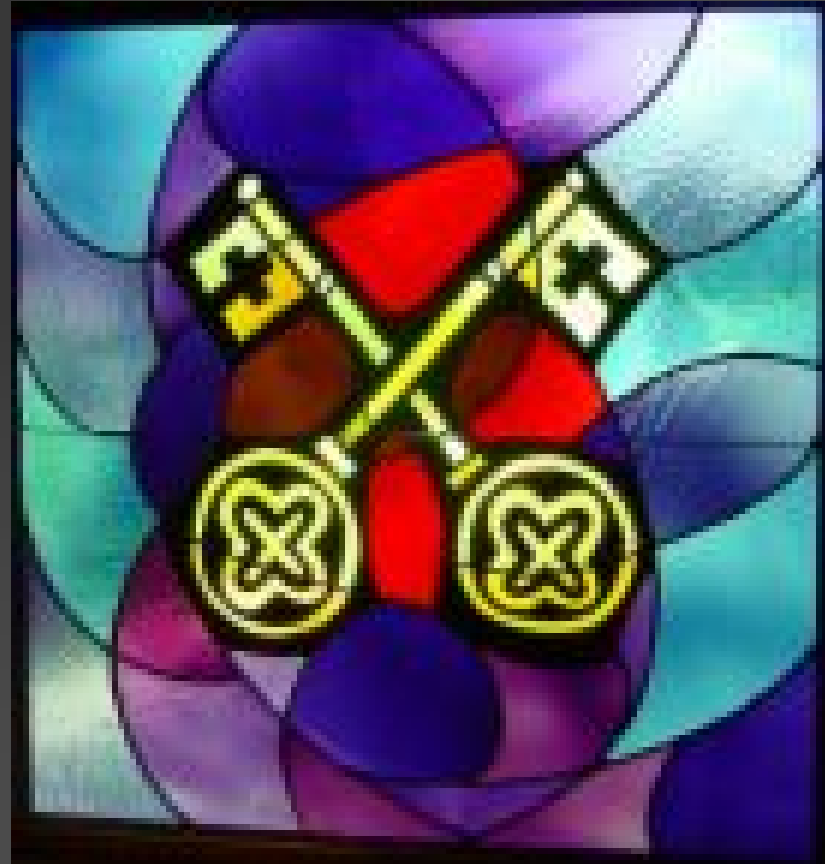


My Child Infant Protection System

- An electronic security system, which, in conjunction with staff diligence, creates a secure perimeter to deter abductions.
-

KEY WORDS

- CODE PURPLE
- CODE PINK
the policy
- Abduction
- Kidnapper/abductor
- Infant protection system
- Nurse Administrator



Kidnapper Profile

- The typical abductor is a
 - female between 15 and 44
 - often overweight
 - suffering from low self-esteem
 - she has lost a baby or is incapable of having one



Kidnapper Profile



- She would be:
 - Carrying an infant
 - Carrying a bag, large enough to hold an infant
 - Covering the infant with her coat or baby blanket
 - May be in a nurse uniform or scrubs carrying an infant
 - May have visited the ward or the nursery, asking detailed questions about hospital procedures and floor layout
 - Frequently uses a fire exit stairwell for her escape.
-

Who is a possible abductor then?

- In most cases, it is one of the parents.
 - The abductors of all 12 children, whose pictures are posted on LA Co District Attorney's Office website are either the father or the mother of the child.
-

PROCEDURE

- IF there is a SUSPICION of an infant, child/adolescent abduction.
 - The following actions will occur simultaneously.
-

1.SUSPECTED ABDUCTION



A.

Any suspected Infant, child/adolescent abduction from *ValleyCare* OVMC will be immediately called by the Operator as a

CODE PINK

or

CODE PURPLE

B. When Code Pink/Purple is Announced

The following departments are to respond to their assigned exits for proper coverage:

- Bed control
 - County Police
 - ER
 - Dietary
 - Information Systems
 - Medical Records
 - Nuclear Medicine
 - Nursing
 - Pathology
 - Psychiatric emergency
-

C. All non-identified departments

- are to assist the identified departments by responding to the nearest
 - exit doors
 - stairwell doors
 - and elevator doors in their area.
-

2. Affected Unit Procedures



A. Dial 111

➔ instruct the Hospital Operator to call a
CODE PINK/CODE PURPLE

➔ Inform the Operator of the
*location of the abduction

*the sex and age of the child/adolescent
and any other identifying features, which may help
locate the abducted infant, child/adolescent

HOSPITAL OPERATOR



- Will immediately notify via dispatch
- County Police
- Hospital Administration
- Nursing Administration to initiate a quick response from all personnel to activate the CODE PINK OR CODE PURPLE mode

HOSPITAL OPERATOR

- Will announce a
CODE PURPLE
CODE PINK
3 TIMES
INCLUDING
 - *the location of abduction,
 - *the age
 - *the sex

And any other information that will help identify the abducted child or adolescent.



**B. If Abduction occurs in
Inpatient OB Unit, NICU or
Inpatient PEDIATRIC Unit,**

- A designated staff member will click the
“**LOCATOR**” icon on the
MY CHILD INFANT PROTECTION SYSTEM
to determine location of all tagged infants,
children and adolescents.

C.

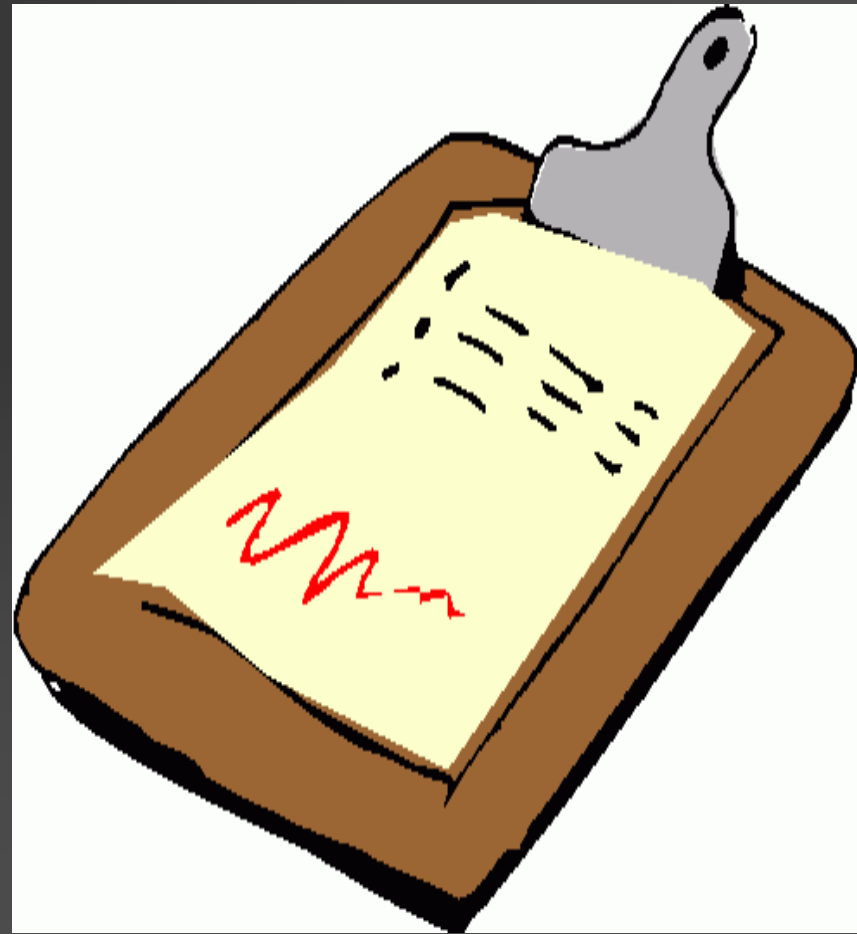
- Once the abduction has been confirmed,
 - The Nurse Manager of the unit and the attending MD will notify the parents.
-

D. The Nurse assigned to the mother and infant or child/adolescent

- will continue to accompany the parents at all times.
 - The parents will be moved to a private room off the OB or Pediatric floor.
 - The infant's, child/adolescent's belongings are part of the crime scene and must be protected throughout the investigation.
-

E. Records / Charts

- Mother and infant
or
- Child/Adolescent's
records/charts
must be secured.



F.

- Immediately report any suspicious bundles or bags to County Police.



G.

- The nursing staff on the affected unit will be told of the occurrence.
 - All staff on duty where the abduction occurred will remain in the unit until the authorities complete proper questioning.
-

H.

- Immediately search the entire Unit and perform a head count on all infants, children/adolescents.
- NO unauthorized person will be permitted to enter the effected ward during a

CODE PINK / CODE PURPLE

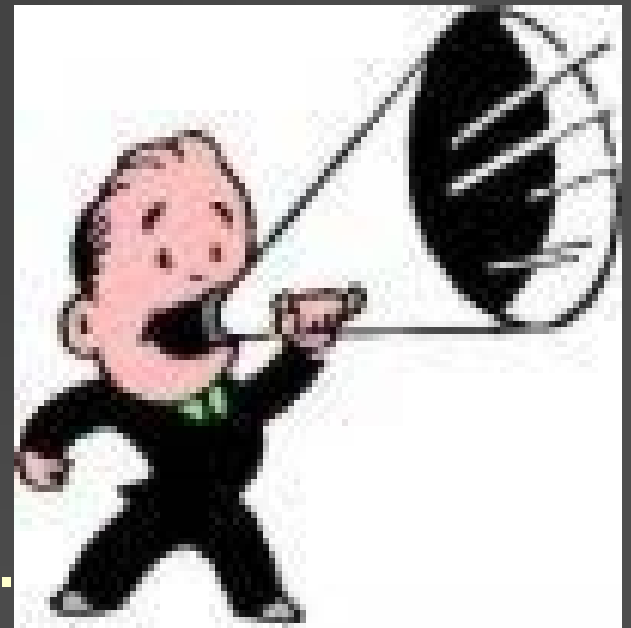
1.

- All staff are requested to refrain from discussing the incident with anyone other than the authorities.
- Refer all questions by the MEDIA or unidentified individuals to the ANO.



J.

- When the Nurse Administrator clears CODE PURPLE / CODE PINK all staff are to return to their normal work duties.
- “All clear CODE PURPLE/ CODE PINK” will be announced 3 TIMES.



K.

- All information shall be documented on the Progress Notes.
- A debriefing will occur after the event.



3. GENERAL STAFF PROCEDURE

- A. The flow of traffic from all exits of the hospital or health center will be monitored via a systematic fan out, using all available employees.
-

B.



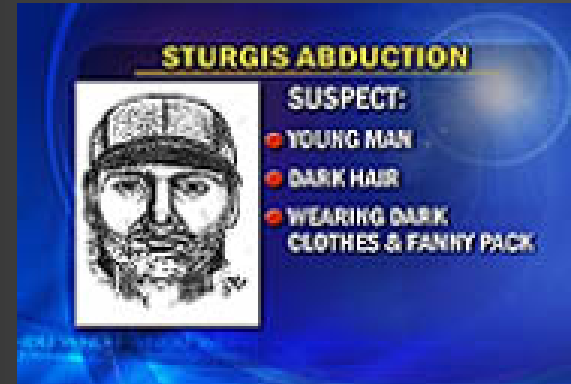
- ALL personnel are to IMMEDIATELY STOP ALL NON-CRITICAL WORK and cover all
 - interior stairwell doors,
 - elevator areas,
 - and doors that exit the area they are in.

Staff who are not in their own area are to go to the nearest exit.

C.

- If a person is seen with a child/adolescent that matches the description of the abducted, ask permission to speak to the child.
 - Employees should not take any action that jeopardizes the safety and/or well-being of themselves or others.
-

D.



■ If the person refuses or runs, do NOT attempt to apprehend them. Observe and note their physical description:

- Clothing worn
- Any distinguishing characteristics
- Whether alone or with someone

(if w/ someone, note all the above info for other person(s))

Take note of their exit route and how they left the grounds.

If possible, note the make and color of the car and Lic. Pl. #.

E.



- Immediately dial 111 to report information regarding the suspect to the Operator, who will convey information to County Police.



F.



- County Police will notify outside law enforcement of the abduction.



G.



- All staff are requested to refrain from discussing this incident with anyone other than the authorities.
- Refer all questions by media or any stranger to the ANO.



CODE PINK & CODE PURPLE

Presented by *Hayk Svajian*
Safety Assistant

*ValleyCare Office of Environmental
Health & Safety*



CODE PINK CODE PURPLE



**INFANT
CHILD /
ADOLESCENT
ABDUCTION
POLICY**




Policy # 83 & 324

- To ensure timely and appropriate notification and actions of all *ValleyCare* personnel and outside agencies when an infant a child or an adolescent has been abducted,
- To expedite locating and reuniting the infant/child/adolescent with the family.

**Purpose:
ID and Notification**

- To identify a person attempting to abduct an infant, a child/adolescent from a *ValleyCare* facility.
- To ensure all hospital personnel and outside agencies are notified appropriately, with the goal being to locate and reunite the infant, the child/adolescent with the family as quickly as possible.



Definitions

What is Infant, Child and Adolescent Abduction?

**CODE PINK
Infant Abduction**

- Birth to 12 Months of Age
- The unlawful seizure of an infant, whose health care and safety has been entrusted to the personnel of a *ValleyCare* facility.



CODE PURPLE Child/Adolescent Abduction

- 1-18 yrs of age
- The unlawful seizure of a child or an adolescent whose health care and safety has been entrusted to the personnel of *ValleyCare* facility or who is visiting a *ValleyCare* facility.



My Child Infant Protection System

- An electronic security system, which, in conjunction with staff diligence, creates a secure perimeter to deter child/adolescent abductions.

PROCEDURE Key Words

- CODE PURPLE
- CODE PINK policies
- Abduction
- Kidnapper/abductor
- Infant protection system



Kidnapper Profile

- The typical infant abductor is a
 - female between 15 and 44
 - often overweight
 - suffering from low self-esteem
 - Frequently, she has lost a baby
 - or is incapable of having one



Kidnapper Profile

- She would be:
 - Carrying an infant
 - Carrying a bag, large enough to hold an infant
 - Covering the infant with her coat or baby blanket
 - May be in a nurse's uniform or scrubs carrying an infant (**NOTE: ValleyCare staff NEVER** carry an infant; infants are always transported in an open crib)
 - May have visited the ward or the nursery and asked detailed questions about hospital procedures and floor layout
 - Frequently uses a fire exit stairwell for her escape
 - Often becomes familiar with health care personnel and even the victim's parents/family



Who is an Abductor?



Child data

David Reyes

Son

Child was taken from custodial father on 12/1/96. Mother believed to be in Las Vegas area.



Abductor Data

Name Maria Escobar

Relationship Mother

Who is an Abductor?



Child Data

Gareth Jie
Son



Abductor Data

Imang Muljadi
Father

Father abducted child to Indonesia.

Who is an Abductor?



Child Data

Sarah Melouk Amiri
Daughter



Abductor Data

Fereshteh Amiri
Mother

This child was taken by her mother in March 1994 from the Sylmar area.
The suspect and child may possibly be living in Iran. On April 5, 1994, the child's father was awarded sole legal and physical custody.

Who is a possible abductor then?

- In most cases, it is one of the parents.
- The abductors of all 12 children, whose pictures are posted on LA County District Attorney's Office website are either the father or the mother of the child.

PROCEDURE

- IF there is a SUSPICION of an infant, child/adolescent abduction,
- the following actions will occur simultaneously.

1. RESPONDING TO A SUSPECTED ABDUCTION



A. SUSPECTED ABDUCTION

If a *ValleyCare* workforce member suspects an infant/child/adolescent abduction within OVMC, he/she will immediately dial **111**



Procedure

For CODE PINK

Inform the Hospital Operator of a Code Pink and the location

For CODE PURPLE

Instruct the operator to call a "Code Purple".

Inform the Operator of the location of the abduction, the sex and age of the child/adolescent, and any other identifying features (e.g. general weight, clothing) that may help locate the abducted child/adolescent.

HOSPITAL OPERATOR



- Will immediately notify Sheriff Dispatch and announce overhead

CODE PINK
and the location three times

OR

CODE PURPLE
the location, and description of the child three times

A.

The operator will also notify

- Hospital Administration
- and ANO



For Mid-Valley CHC and the Health Centers, staff must call **911**.

B. When Code Pink/Purple is Announced

The following departments are to respond to their assigned exits for proper coverage:

Hospital

- Security/County Sheriff
- DEM
- Dietary
- Information Systems
- Medical Records
- Nuclear Medicine
- Nursing, Nursing Administration/Bed Control
- Pathology
- Psychiatric Emergency Room

B. When Code Pink/Purple is Announced

Mid-Valley CHC

- Administration
- Business Office
- Medical Records
- Nursing
- Radiology
- Security/County Police

B.

San Fernando Health Center

- Business Office
- Nursing
- Security

Glendale Health Center

- Business Office
- Nursing
- Public Health
- Security

C. All non-identified departments

are to assist the identified departments by responding to the nearest

- exit doors
- stairwell doors
- and elevator doors in their area.

II. Affected Unit Response Procedures

■ A.

If the abduction occurs in Inpatient OB Unit, NICU (Code Pink) or Inpatient PEDIATRIC Unit (Code Purple), a designated staff member will click the "LOCATOR" icon on the MY CHILD INFANT PROTECTION SYSTEM to determine location of all tagged infants, children and adolescents.

Affected Unit Response Procedures

B.

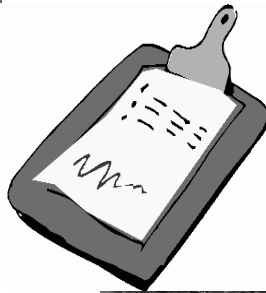
- Once the abduction has been confirmed, the Nurse Manager of the unit and the attending physician will notify the parents.

C. The Nurse assigned to the mother and infant or child/adolescent

- will continue to accompany the parents at all times.
 - The parents will be moved to a private room off the OB or Pediatric floor.
 - The infant's, child/adolescent's belongings should be left as is, since they are part of the crime scene and must be protected throughout the investigation.
-

D. Records / Charts

- Mother and infant's
or
■ Child/Adolescent's records/charts will be secured.



E.

- The nursing staff on the affected unit will be told of the occurrence.
 - All staff on duty where the abduction occurred will remain in the unit until the authorities complete proper questioning.
-

F.

- Immediately search the entire Unit and perform a head count on all infants, children/adolescents.
- NO unauthorized person will be permitted to enter the affected ward during a **CODE PINK / CODE PURPLE**

G. (Code Pink)

- If a suspicious person is seen during a Code Pink and the situation appears to be non-threatening, stop and attempt to delay the individual and explain that an infant is missing.
- Ask permission to see an infant (if they are carrying one) or to check their bag or if they'll open their coat.
- Employees shall not take any action that jeopardizes the safety and/or well-being of themselves or others.
- Immediately report any bundles or bags to County Sheriff by calling x3409.

G. (Code Purple)

- If a suspicious person is seen during a Code Purple and the situation appears to be non-threatening, stop and attempt to delay the individual and explain that a child is missing.
- If the individual is accompanied by a child, ask permission to speak to the child.
- Employees shall not take any action that jeopardizes the safety and/or well-being of themselves or others.

H.

- If the person refuses or runs, staff should NOT attempt to apprehend them. Observe and note their physical description
- Clothing worn
- Any distinguishing characteristics
- Whether alone or with someone
- Take note of their exit route and how they left the grounds
- If possible, note the make and color of the car and get a license plate number and immediately notify County Sheriff by calling x 3409.

J.

- Staff should refrain from discussing the incident with anyone other than the authorities.
- Refer all questions by the MEDIA or any stranger to the Public Information Officer or the ANO.



K.

- Only Sheriff may clear a Code Purple/Pink. If the infant/ child is found, staff are to immediately notify Sheriff and Sheriff will contact the Operator to clear the Code Purple/Pink.
- Once CODE PURPLE or CODE PINK is cleared, all staff are to return to their normal work duties, unless otherwise directed.

K.

- When the code is cleared, the Hospital Operator will announce “All clear Code Purple” or “All clear Code Pink” three (3) times.
- (At Mid-Valley, the Code Purple will be cleared by Administration.)

L.

- All information shall be documented on the Progress Notes (OV 518).
- A debriefing will occur after the event.



III. GENERAL STAFF PROCEDURE:

- A. The flow of traffic from all exits of the hospital or health center is to be monitored via a systematic fan out, using all available employees.

B.



■ ALL personnel are to IMMEDIATELY STOP ALL NON-CRITICAL WORK and cover all

- interior stairwell doors,
- elevator areas,
- and doors that exit the area they are in.

Staff who are not in their own area are to go to the nearest exit.

C.

- Staff should stop all individuals entering or exiting the area they are monitoring, inform them of the abduction and ask to check any bags, packages, or carts they may have with them.
- Once checked, the individual may leave the area.

D. (Code Purple)

- If a suspicious person is seen during a Code Purple, stop the individual and explain that a child/adolescent is missing.
- If the individual is accompanied by a child/adolescent, ask permission to speak to the child/adolescent.
- Employees shall not take any action that jeopardizes the safety and/or well-being of themselves or others.

D. (Code Pink)

- If a suspicious person is seen during a Code Pink and the situation appears to be non-threatening, stop and attempt to delay the individual and explain that an infant is missing.
- Ask permission to see an infant (if they are carrying one) or to check their bag or if they'll open their coat.
- Employees shall not take any action that jeopardizes the safety and/or well-being of themselves or others.

E.



- If the person refuses or runs, do **NOT** attempt to apprehend them. Observe and note their physical description:
 - Clothing worn
 - Any distinguishing characteristics
 - Whether alone or with someone
(if w/ someone, note all the above info for other person(s))
- Take note of their exit route and how they left the grounds.
If possible, note the make and color of the car and Lic. Pl. #.

F.



- Immediately call Sheriff Dispatch at x3409 to report information.
- At Mid-Valley and CHC's, inform Security.



G.



- Sheriff will notify outside law enforcement of the abduction.



H.



- staff should refrain from discussing this incident with anyone other than the authorities.
- Refer all questions by media or any stranger to the ANO.



I.

- When CODE PURPLE or CODE PINK is cleared, all staff are to return to their normal work duties, unless otherwise directed.
- When the code is cleared, the Hospital Operator will announce "All clear Code Purple/Pink" three (3) times.
- (At Mid-Valley, the Code Purple/Pink will be cleared by Administration.)

