

i. Outline

CODE 11

(Inmate Escape)

Upon Discovery of an Inmate Escape

All Staff

- Notify Switchboard/ (4444) and give details:
 - **Switchboard/ will need to know if the inmate is Federal or Provincial**

Refer to Page 3

Preparation

- Isolate and contain the area so as not to interfere with the search and to preserve any evidence
- If the inmate is still visible **DO NOT** physically interfere with him/her

Switchboard

- Announce “**Code 11 (location)**” overhead 3 times
- Notify:
- Police (911) – Transfer Police to reporting unit
 - Security Operations Centre: **4142**
 - **Tell Security Operations Centre if inmate is Provincial or Federal**
 - Affected Area Manager/Delegate for the area (Administrative Coordinator)

Refer to page 5

Security Operations Centre

- Broadcast “**Code 11 (location)**” over radio
 - Contact:
 - Director Protection Services /Delegate
 - Federal Inmate: (613-545-8320)
 - Provincial Inmate: (613-354-9701 ext. 227)
- Monitor CCTV to attempt to locate the escaping inmate

Refer to page 7

Upon Hearing a Code 11 Announcement

All Staff

Conduct an immediate (visual only) search of your area for the escaped inmate

Refer to Page 3

Report

Contact the Incident Command Centre via Switchboard or Security (4142) if the inmate is observed. **Do not interfere with escaping inmates**

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1.0 General Overview

1.1 Code to Be Used In Case of an Inmate Escape

This code will be implemented when an inmate has escaped from the lawful custody of Police or Correctional services while a patient at Kingston General Hospital.

1.2 Authority to Declare

Anyone that is aware of an inmate escaping from the lawful custody of Corrections Services or Police Services is authorized to activate a Code 11.

1.3 Measures To Prevent the Escape of an Inmate

Correctional Services personnel are at all times responsible for the safe keeping of the inmates who are in their custody

All personnel having contact with inmate patients will observe the guidelines of Kingston General Hospital Administrative policy 02-155 “Correctional Staff and Inmate Patients”

1.4 Incident Command Centre

Upon receiving notice of an escaped inmate Protection Services will immediately establish an ¹Incident Command Centre within the Security Office. The Director of Protection Services/Delegate will assume command and coordinate the response activities.

The person acting as the Incident Commander (e.g. Director of Protection Services/Delegate) must be prepared to transfer command to a higher authority (Police, CEO), or apply unified command².

1.5 After-Hours Management

The organization employs an after-hours support model that combines on-site and on-call roles outside normal working hours.

1. Administrative Coordinator (ACO)

- The organization will share one on-site manager (Administrative Coordinator (ACO)) available for both main sites and satellites supported by an on-call escalation as needed for issues of great complexity or risk

2. Administrative Director on Call

- In the event there is a major issue of great risk or complexity that cannot be handled by the ACO they will escalate to the Director on Call (DOC)
 - All those in a director position that have a clinical background will serve as Director on Call
 - The DOC acts on behalf of the CEO (or delegate) in their absence and also is a resource to assist the Administrative Coordinator as circumstances require and as outlined in the hospital policies

¹ “Incident Command Centre” is a centrally located space available to coordinate and manage resources. “Incident Command” reports to the Hospital Emergency Operations Centre (if active).

² “Unified Command” is a team effort which allows all departments/agencies with responsibility for the incident, to jointly provide management direction to an incident through a common set of incident objectives and strategies established at the command level.

3. Executive on Call

- If there is a major issue that cannot be immediately handled by the DOC, then the DOC consults with the Executive On-call to ensure appropriate resolution of the issue

2.0 Response & Recovery – All Staff

Response

2.1 Upon Discovery that an Inmate Is Escaping from Lawful Custody

Immediately notify;

- Switchboard (**4444**) providing;
 - Name, title and location
 - The last observed location of the inmate
 - Whether the inmate is Federal or Provincial, if known
 - Physical description of the inmate and any accomplices (including clothing worn)
 - Information about any weapons involved
 - Extension number for Police to call back to obtain further information
- When Police call for further information provide;
 - The last observed location of the inmate
 - Whether the inmate is Federal or Provincial, if known
 - Physical description of the inmate and any accomplices (including clothing worn)
 - Information about any weapons involved
- Complete an “**Incident Person Description & Information Notice**” for Security
- Isolate the area that the inmate was last seen in to preserve any evidence
- If the inmate is still visible in the area, do not physically interfere with him/her
- Request other personnel in the area to secure the scene, preventing access by unauthorized personnel, until arrival of Security and Police

2.2 Procedure If You Hear a Code 11 Announced Overhead

- Observe and report to Security (**4142**) anyone suspected of being the escaped inmate, but do not physically interfere with him/her
- Remain calm and, wherever possible, shut and lock all doors in the area
- Instruct patients and visitors to remain in their rooms with the doors closed, wherever possible
- Do not call Switchboard unless urgent, nor respond to the site of the Code 11

Recovery

2.3 Upon Notification That the Crisis Has Concluded

- Upon hearing the “All Clear” resume normal operations
- If you are the initiator of the Code 11 be prepared to provide a statement to the attending Security Officer, Correctional Services and Police for reporting purposes
- Take whatever necessary precautions to prevent the reoccurrence of an inmate escape

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3.0 Response & Recovery – Switchboard

Response

3.1 Upon Notification That an Inmate Is Escaping

Name and title of caller:

Location of caller:

Federal or Provincial inmate,
if known:

Physical description of the
inmate including clothing
worn:

Physical description and
number of any accomplices:

If weapons are involved:

Any other relevant
information:

- Announce overhead three times “**Code 11 (location)**”

Notify:

- Police **911** (When speaking to Police **do not** use term Code 11 state “**Escaped Inmate**”)
- Tell Police to meet Security at the Davies Main Entrance
 - Transfer Police to Security Operations Centre (**4142**) to provide details
- Security **4142**
- Tell Security Operations Centre if inmate is Provincial or Federal**
- President & CEO **2341** (Administrative Director On-Call/Executive On-Call after normal business hours)
- Program Manager/Delegate³ (Administrative Coordinator (ACO) after normal business hours at **7021**)
- If directed by ACO**, Administrative Director On-Call/Executive On-Call

³ “Delegate” is the next level of (appointed) authority.

Recovery

3.2 Upon Notification That the Crisis Has Concluded

- Announce over the public address system three times, “**Code 11, All Clear**”
- Direct any media inquiries to Strategy Management & Communications

4.0 Response & Recovery – Protection Services

Response

Director Protection Services/Delegate

- Establish Incident Command Centre in the Dietary 1 Security Office
- Assume role of Incident Commander

Manager of Security, Life Safety, Access Control & Special Projects

- Ensure the Director of Protection Services is aware
- Ensure that the Security Supervisor is en route to the affected area
- Report to the Incident Command Centre in the Dietary 1 Security Office
- Assume role of Operations Officer

Manager of Emergency Management, Parking & Security Operations Centre

- Report to the Incident Command Centre in the Dietary 1 Security Office
- Assume role of Planning Officer

Security Supervisor

- Direct an Officer to the Davies Main Entrance to await arrival of Police (to be escorted to the Incident Command Centre)
- Immediately report to the location of the incident
- Secure the area as much as possible, preventing access by unauthorized personnel until the arrival of the Security Shift Supervisor
- Observe and report to the Incident Command Centre anyone suspected of being the inmate, but do not physically interfere with him/her
- If you are contacted with information pertinent to the location of the missing inmate, notify Incident Command immediately

Security Operations Centre Operator

- Prepare to receive call from Switchboard on whether the inmate is Federal or Provincial
- Notify:
 - For Federal Inmates: Correctional Services Canada **(613-545-8320)**
 - For Provincial Inmates: Quinte Detention Centre **(613-354-9701 ext. 227)**
 - Queen's Security **(613-533-6111)**
- Monitor the surveillance cameras to attempt to locate the escaping inmate
- Observe and report to the Incident Command Centre anyone suspected of being the inmate, but do not physically interfere with him/her
- If you are contacted with information pertinent to the location of the missing inmate, notify Incident Command immediately

Security Officers

- Observe and report to the Incident Command Centre anyone suspected of being the inmate, but do not physically interfere with him/her
- If you are contacted with information pertinent to the location of the missing inmate, notify Incident Command immediately

Recovery**Security Supervisor**

- Participate in a team debriefing
- Ensure that a comprehensive incident report is filed immediately

Security Operations Centre Operator

- Participate in a team debriefing
- Resume normal duties

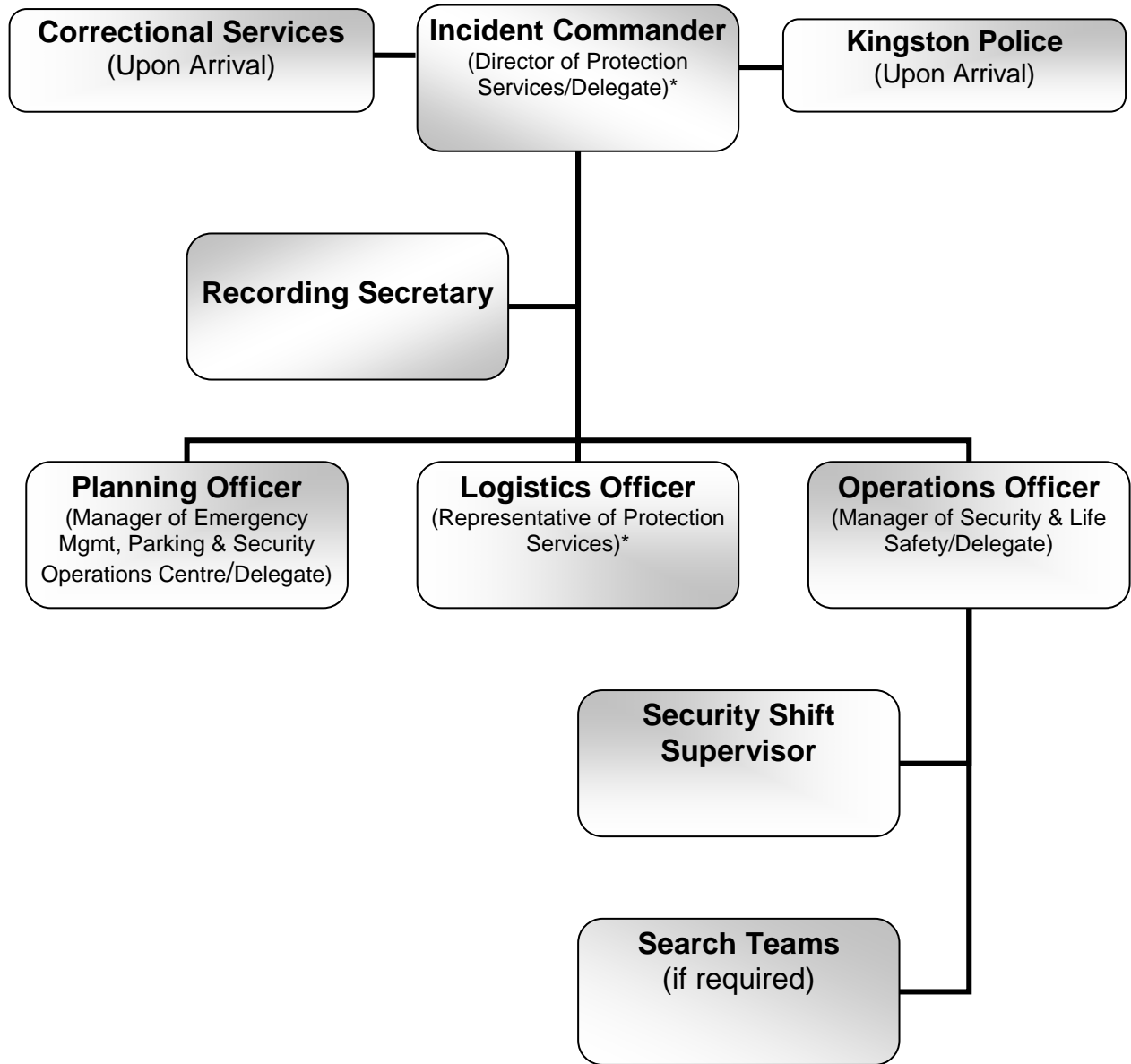
Security Officers

- Participate in a team debriefing
- Resume normal duties

5.0 Response & Recovery – Incident Command Centre

Response

5.1 Upon Receiving the “Code 11” Notification Incident Management System



* Representative may be, but is not limited to; Director of Protection Services; Manager, Emergency Management, Parking & Security Operations Centre, Manager Security & Life Safety, Emergency Management Coordinator, Corporate Security Supervisor, Security Shift Supervisor or Mobile Patrol Supervisor.

Incident Commander - Director Protection Services/Delegate⁴

- Appoint the following positions, only if the regular assigned persons are not available
- Planning** _____
- Logistics** _____
- Operations** _____
- Recording Secretary** _____
- Ensure that Switchboard personnel are aware of the location and contact number for Incident Command
- Ensure the Affected Area Manager and/or Administrative Coordinator are aware.
- Be prepared to transfer command to a higher authority (e.g., Police/Corrections/CEO), or initiate unified command
- Consult with Police/Correctional Services regarding need of a comprehensive search of the facility to locate the inmate
- In collaboration with Security Supervisor, brief search teams
- Prepare to provide a situational report to the President & CEO/Delegate⁵
- Prepare to receive further calls from Switchboard operators
- If the inmate is still visible and has taken hostages initiate the **“Code Purple” (Hostage Situation)** emergency procedure

Logistics Officer - Representative of Protection Services

- Obtain copies of the **Incident Person Description & Information Notice** to distribute to other care areas
- Gather and prepare search team kits
- Provide radio communication as necessary
- If you are contacted with information pertinent to the location of the missing inmate, notify Incident Command immediately

Planning Officer - Manager of Emergency Management, Parking & Security Operations Centre/Delegate

- In collaboration with Incident Commander, brief search teams
- Initiate the recall of off-duty Security personnel, as required
- If you are contacted with information pertinent to the location of the missing inmate, notify Incident Command immediately

⁴ “Delegate” is the next level of (appointed) authority. In this case the Security Shift Supervisor.

⁵ “Delegate” is the next level of (appointed) authority. In this case the Administrative Director On-Call/Executive On-Call (or as appointed).

Operations Officer – Manager of Security, Life Safety, Access Control & Special Projects/Delegate

- Under the direction of the Incident Commander, be prepared to coordinate search teams, including appointing search team leaders and security staff actions
- In the absence of the Director of Protection Services/Delegate assume command of the incident until the arrival of a higher authority (i.e. Administrative Director On-Call/Executive On-Call, etc.)
- Report to the affected area and obtain:
 - Name and position of person reporting missing inmate
 - Incident Person Description & Information Notice
- Ensure that the area where the inmate was last seen is isolated to preserve evidence

Security Officer

- Immediately report to the location of the incident
- Secure the area as much as possible, preventing access by unauthorized personnel until the arrival of the Security Shift Supervisor
- Report to the Davies Main Entrance to escort Police to the Incident Command Centre
- Observe and report to the Incident Command Centre anyone suspected of being the inmate, but do not physically interfere with him/her
- If you are contacted with information pertinent to the location of the missing inmate, notify Incident Command immediately

Security Operations Centre Operator

- Notify:
 - For Federal Inmates: Correctional Services Canada **(613-545-8320)**
 - For Provincial Inmates:
- Queen's Security **(613-533-6111)**
- Monitor the surveillance cameras to attempt to locate the escaping inmate
- Observe and report to the Incident Command Centre anyone suspected of being the inmate, but do not physically interfere with him/her
- If you are contacted with information pertinent to the location of the missing inmate, notify Incident Command immediately

Security Officer

- Observe and report to the Incident Command Centre anyone suspected of being the inmate, but do not physically interfere with him/her
- If you are contacted with information pertinent to the location of the missing inmate, notify Incident Command immediately

Recovery**5.2 Upon Hearing the All Clear Announced****Incident Commander**

- Prepare for and perform a team debriefing
- Ensure a debriefing with the Emergency Operations Centre is conducted (if activated)

Operations Officer

- Participate in a team debriefing
- Authorize Security, Maintenance, Staff to resume normal duties

Logistics Officer

- Ensure that all documentation is collected for debrief preparation
- Ensure the return and proper storage of all search kits
- Update maps, checklists and supplies in each search kit

Security Officers

- Await direction from the Security Shift Supervisor/Delegate

6.0 Response & Recovery – Environmental Services, Portering

Response

6.1 Upon Receiving the “Code 11” Notification

Environmental Services, Portering Staff

Hospital staff will only be asked to search for an escaped inmate under the guidance/control of Correctional Services or Police through the coordination of Security Services.

- Report to your department. Security may contact your department head to gather staff to assist in a search of the facility
- Await further instruction from Incident Command
- Prepare to be briefed on search criteria and search zones – you will be assigned a search kit

6.2 After Receiving Direction from Incident Command

- Under the direction of your search team leader, begin the search of your assigned zone
- Using the search team checklists, check off rooms searched, and rooms that you could not access
- Upon completion of searching your assigned area report back to the Incident Command Centre
- Observe and report to Incident Command via Switchboard or Security anyone suspected of being the escaped inmate, but **do not physically interfere with him/her**

Recovery

6.3 Upon Notification That the Crisis Has Concluded

- If distributed, collect all notes, maps, search kits and return to Incident Command

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7.0 Response & Recovery – Maintenance

Response

7.1 Upon Receiving the “Code 11” Notification

Maintenance Staff

Hospital staff will only be asked to search for an escaped inmate under the guidance/control of Correctional Services or Police through the coordination of Security Services.

- Report to your department. Security may contact your department head to gather staff to assist in a search of the facility
- Await further instruction from Incident Command
- Prepare to be briefed on search criteria and search zones – you will be assigned a search kit

7.2 After Receiving Direction from Incident Command

- Under the direction of your search team leader, begin the search of your assigned zone
- Using the search team checklists, check off rooms searched, and rooms that you could not access
- Upon completion of searching your assigned area report back to the Incident Command Centre
- Observe and report to Incident Command via Switchboard or Security anyone suspected of being the escaped inmate, but **do not physically interfere with him/her**

Recovery

7.3 Upon Notification That the Crisis Has Concluded

- If distributed, collect all notes, maps, search kits and return to Incident Command

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8.0 Response & Recovery – Affected Area Manager/Delegate

Response

8.1 Upon Receiving the “Code 11” Notification

- Report to the affected area
- Assume command of the situation
- Ensure that the area that the escaped inmate was last seen is isolated to preserve evidence
- Contact the Incident Command Centre via Switchboard or Security to provide an situation report
- Be prepared to transfer command to a higher authority (i.e. Police, CEO)
- If the inmate is still visible, do not attempt any action, isolate the area and wait until Police arrive

Recovery

8.2 Upon Notification that the Crisis Has Concluded

- Arrange for a debrief session with involved staff
- Arrange for a debrief session between yourself and Security

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9.0 Response & Recovery – President & CEO/Delegate⁶

Response

9.1 Upon Receiving the “Code 11” Notification

- Prepare to receive situational report/briefing from the Incident Commander
- Consider whether there is a need to implement the Hospital’s Emergency Operations Centre (See EOC Implementation Plan)
- Implementation of Crisis Communication Plan
- If the inmate is still visible and has taken hostages initiate the “Code Purple” (Hostage Situation) emergency procedure

Recovery

9.2 All Clear – Declaring Return to Normal Operations

- When the inmate returns to the correctional facility he/she originated from authorize Switchboard to announce the “All Clear”
- Arrange for a debrief session between Incident Command and the Emergency Operations Centre
- Arrange for a debrief session with involved staff
- Determine the need for a Critical Incident Stress Debriefing (EFAP⁷) for involved staff.

⁶ Delegate” is the next level of (appointed) authority, in this case the Administrative Director On-Call/Executive On-Call, or as appointed.

⁷ “EFAP” is an Employee & Family Assistance Program available free of charge to staff of Kingston General Hospital through the Healthy Workplace Services department.

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