



WARD 9A SUPPORT CENTRE

Wakari Hospital

Information Manual (Otago)

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Introduction

The support centre serves as a point of contact for all wards on the Wakari site. The centre is responsible for observation on and monitoring of CCTV cameras, responding to alarms, and informing clinical staff of potential risks as observed. In addition, the support centre is an information-receiving and distribution centre.

This guide was created to reduce risk by outlining expectations (requirements) for the behaviour of staff and establishing roles and responsibilities. The required process by which this document has been developed, reviewed, and maintained promotes consistency, efficiency and transparency, and reflects best practice.

As the support centre staff are often the first point of contact for members of the public, consumer visitors and visiting staff from other wards or agencies, it is important that their first impression of Ward 9A is a positive one. Therefore dress and presentation should be consistent with Southern DHB policies and guidelines and the Code of Conduct and Integrity (District) (18679).

Staff Responsibilities

Reporting

Support centre staff are responsible to the charge nurse manager (CNM) and associate charge nurse manager (ACNM) or the senior nurse on duty (SNOD).

Key roles

Support centre staff are responsible for:

- The safety and security of the Ward 9A environment and the access and exit of Ward 9A and Ward 10A for all staff and visitors. Furthermore, the support centre serves as a point of contact for all wards on the Wakari site.
- Remote release of the entry and airlock doors to Wards 9A and 10A, and the shared courtyard and airlock doors to Ward 9B, when 9A consumers are using the shared courtyard facilities.
- Observation of Ward 9A staff and consumers by monitoring the general observation CCTV cameras and providing feedback to Ward 9A staff when necessary, thereby minimising any potential risks.
- Monitoring CCTV cameras around Wakari site.
- Monitoring and initiating responses to voice-activated duress and personal duress alarms.
- Responding to the intercom calls from the call points throughout the system on Wakari wards.

- Supporting clinical staff in emergency situations by implementing procedures requesting assistance from other staff or other wards.
- Monitoring and implementing predetermined response procedures for any of the alarm conditions indicated at the security management computer or any other monitoring equipment located in the support centre.
- Maintaining a manual log/register of all keys (including the ward car key), swipe cards cell phones and lighters issued/returned.
- Maintaining contact via cell phone with Ward 9A staff on consumer escort duties.
- Remaining alert at all times to provide a highly dependable support service to the ward team, and responding to alarm situations by reliably following the predetermined procedures that have been developed.

Expectations

All staff will be fully trained and orientated to the support centre prior to working there independently.

All support centre staff are to have the training checklist completed and signed off prior to working independently in the support centre (refer to Appendix 1).

Support centre staff are to be presentably dressed at all times.

All interactions will be conducted in a professional, helpful and friendly manner.

Any concerns regarding staff or visitors will be reported immediately to the CNM, ACNM or SNOD.

The portable telephone is only to be used to report and respond to emergency situations within Wakari hospital.

It is unacceptable for support centre staff to sit with their feet up on the desk.

The support centre is to be kept clean and tidy at all times.

All bags and backpacks are to be placed out of sight.

Food is not to be consumed in the support centre other than a snack taken with a cup of tea or coffee.

Tea and coffee making facilities are provided in the support centre and are to be kept tidy at all times.

No books/magazines or newspapers are to be read in the support centre.

No personal laptops or other electronic devices are to be used while working in the support centre.

Lights are to remain on in the support centre.

Support centre staff sign in the diary when starting their two-hour period in the support centre.

The radio may be played at an acceptable level so that all alarms are audible. The radio is to be switched off when communicating with visitors and in emergency situations.

It is the responsibility of the off-going staff to ensure the support centre is left clean and tidy for oncoming staff.

The alarm sound is to remain on at all times (Alarm Viewer).

Opening of the inner airlock (ward) door is only to occur during emergencies, personal swipe cards are to be used at all other times.

When completing the Wakari ward emergency cell phone checks, support centre staff are to document who was not contactable and the reasons why.

Facilitating access to the intensive care unit (ICU) area in Ward 9A is only to occur when staff of that ward are present in the airlock.

Limited, occasional and brief private use of personal cell phones (in accordance with the Code of Conduct and Integrity) is acceptable. If there is a need to use a personal cell phone while in the support centre, the staff member is to contact the ward to be relieved from support centre duties in order to use the cell phone.

Computer Access and Login

Support Centre Handover

At the beginning of the next shift you need to handover to the staff member coming on duty. This handover should include:

- Any trade person present in or accessing the roof space.
- Any visitors on Ward 9A.
- Keys, lighters or cell phones issued and to whom.
- Any problems or malfunctions with any system.
- The level of activity on the ward - is it busy?

Identify any situations or clients you have been asked by nursing staff to monitor and report on:

- Staff and consumer whereabouts (ground and community leave consumers).
- Update and anything of note from Ward 9B.
- Any other areas of note or concern, including any current alarms needing to be processed.
- Any alarms that were difficult to process, protocols followed and documented in the diary.

Use the following procedure to familiarise yourself about the support centre for each shift following the handover:

1. Check all keys against the log
2. Check that all telephones are where they should be and are sufficiently charged
3. Make yourself aware of bookings for the car and read through the diary entries for the day
4. Check that the courtyard lights are on, or off, as appropriate
5. Check the Pertronic (smoke) alarm
6. Check that all of the black buttons on the intercom are in the 'down' position
7. Check that all four windows on the computer are open and working normally
8. Check that the volume on the computer is set to an appropriate level and is not muted
9. Make yourself aware of all permanent, casual and relieving staff; visitors on the ward, and of any trade people in the roof space

Location of Ward 9A staff

At all times you should know the number of staff on duty and their whereabouts.

It is your responsibility to know who the SNOD is on each shift. If it is not indicated on the roster sheet and you are unsure, contact the ward to clarify.

At all times you should know the number of consumers on the ward, be able to recognise and identify them. Contact the ACNM or SNOD if there is a person or persons not known to you on the ward.

Security / Support

Staff in the service centre are required to follow these security instructions:

- Acknowledge, process and inform ward staff of all visitors to Ward 9A.
- Receive and process all incoming/outgoing goods, including mail.
- * • Monitor activity on closed circuit television (CCTV) cameras and report to any concerns to clinical staff and/or staff of the Southern DHB's Security Service.
- Respond to intercom call points throughout the system
- Maintain a manual log/register of all keys (including ward car key), swipe cards, cell phones and lighters issued/returned. Swipe card and key access is to be sanctioned by the CNM for all new and visiting staff before being issued by support centre staff.
- Monitoring and implementing a predetermined response procedure for any of the alarm operations.
- Monitoring and initiating responses to voice-activated duress alarms.
- Operate the remote release entry and airlock doors for Ward 9A and Ward 9B.
- Release the Ward 10A airlock door for kitchen staff only. In an emergency, staff are to use their service key.
- Assist clinical staff of the Wakari wards in processing recording of any unauthorised leave by consumers – refer to Unauthorised Leave Guidelines - MH+ID Service (Otago) (27699) and
- Respond to smoke detector alarms.
- Process all the systems programmed into the support centre computer.
- Report all persons entering and leaving the ward(s), as appropriate, in the support centre diary.

Support Centre Diary

The diary is to record consumer and visitor (including contractors and staff who do not have access cards) movements and events.

The following must be recorded in the diary.

- Name and start time of the support centre staff member
- Identification of all staff or trades people entering the roof space and reason for being in the roof space; include the time entered and exited.
- Log/register of all keys (including ward car key), swipe cards cell phones and lighters issued/returned. Registration must include tag/ID numbers for all keys, swipe cards, cell phones and lighters.
- All staff or visitors who enter the Support Centre, including staff who have security key tags.

- All visitors to Ward 9A, including staff who do not have security key access.
- Any person who enters the fire sprinkler room.

Movable Walls

The only staff member authorised to request support centre staff to apply electronic locking to the movable walls is the CNM.

When a movable wall is repositioned you will be advised and orientated to the process involved by the CNM.

Consumer Leave

Consumer leave of the ward will be in accordance with Leave from Inpatient Facilities - Mental Health (Otago) (16718) and Leave Information Ward 9A - Forensic Inpatients MHAID Service (Otago) (52200).

A registered nurse (RN) on Ward 9A will contact the support centre staff and advise of any consumer leaving the ward on approved leave.

The RN will facilitate the consumer's entry into the airlock once support centre staff have been informed.

Shared Courtyard Airlock

This door is situated near the end of the male bedroom corridor (directly in front of the nurses' station) between the ablution facilities and linen room, and leads into the airlock to the shared courtyard. The following steps should be followed:

- Release and activation of the shared courtyard door is controlled from the support centre and is **only initiated when Ward 9A staff** contact the support centre to request release or activation of the shared courtyard door.
- Following this call, support centre staff **must contact Ward 9B** and inform them that Ward 9A consumers are going into the shared courtyard.
- Support centre staff must inform Ward 9B staff that the ward's shared courtyard entry door is going to electro-magnetically lock. This allows Ward 9B staff the time to inform their consumers using the shared courtyard and to ensure no consumers will be trapped in the Ward 9B corridor to the shared courtyard when locking is operated.
- Ward 9A staff will request for the shared airlock door to be opened from the intercom call point outside this door.
- Support centre staff must positively identify the staff member making the request on the bedroom corridor intercom before releasing the door.
- When staff and consumers are in the airlock, the staff will request for the shared courtyard entrance door to be opened.
- Staff returning to Ward 9A from the shared courtyard will press the call button in the Ward 9B courtyard outside the airlock and then ask support centre staff to open the shared courtyard airlock

CCTV Monitoring of Helensburgh House Front Entrance

* If there is any indication that there is activity occurring in this area, which is perceived as requiring further investigation, then contact Ward 10A or Ward 11 nursing staff. If, on assessment by one of those staff member, further assistance is required then they will contact the duty manager.

Malfunctions and Faults

Record all malfunctions and faults in the designated faults book. Even if equipment is fixed, or reconnects itself, there must be a record of the malfunction. Notify the CNM, ACNM or SNOD.

Cell Phones

The support centre's cell phones will be kept at and issued from the centre to all staff on escort duties.

Cell phone 027 500 4511 will be the base unit kept in the support centre by the keyboard and that number is programmed into each of the other cell phones, which are programmed with the other cell phone numbers to allow ease of communication between escorts, if separated.

The cell phone numbers issued from the support centre are:

- 027 500 4506
- 027 500 4507
- 027 500 4508
- 027 588 2615

Cell phones are for staff use only. They should not be given to consumers to make calls to friends or family.

Cell phone cameras are **not to be used** to take photos of staff or consumers.

The cell phone should **not be turned off** during the period of the escort to ensure with the support centre.

On receiving a support centre cell phone, the escorting staff should ring the base unit cell phone to ensure connectivity with the centre. Staff should not leave the building until contact with the support centre has been established. If this does not occur within a reasonable time, support centre staff should ring the cell phone being carried to establish the contact. If contact is still not made, the ACNM or the SNOD should be informed.

Cell phones are to be returned to the support centre on completion of escort duties.

Judicial Hearings

Judicial hearings, which take place on Ward 9A, are for the purpose of the Mental Health (Compulsory Assessment and Treatment) Act 1992. These hearings, though infrequent, do occur on the ward.

The CNM, or the ACNM or the SNOD will inform the support centre of when a decision is made to have a judicial hearing on Ward 9A.

Support centre staff will contact the ward and inform them of the arrival of the judicial team.

The internal door from the visitors' lounge to the airlock will be left unlocked throughout the period of time the judge is in the room. This will enable the court security person to usher the judge through the door into the airlock should there be an increased risk.

The court security person will be issued a Ward 9A key from the support centre on entering the ward. This will allow the security person the ability to lock the visitors' room exit door behind them once the judge is safely in the airlock. (This key should be handed back to the support centre on leaving the ward.)

At least three staff members (including an RN) are to be in attendance at all hearings in the visitors' lounge given the reason for holding the hearing in this room. One staff member will be seated on either side of the consumer attending the hearing while the third staff member will sit to the side but between the judge and the consumer.

The door leading to the ward from the visitor's lounge will remain locked for the duration of the hearing.

Alarms

Assistance-required Alarm

In the event of an emergency situation on Ward 9A, nursing staff are to contact support centre staff and request support centre staff to activate this alarm.

Nursing staff have the ability to mute this alarm on the ward. Support centre staff will be contacted by nursing staff to process this alarm, when nursing staff have managed the emergency situation.

This alarm is only active between wards 9A and 9B.

This alarm is not to be processed until informed by the ward staff that the emergency has been managed.

Personal Duress Alarms

The alarm is activated when staff carrying personal duress alarms depress the activation button on the device. Support centre staff are to follow the pre-programmed response, which appears on their computer screen. This alerts wards via the panel alarm system and emergency mobile phones where assistance is required. Support centre staff are to follow the ward staff's verbal instructions.

Keypad Duress Alarm

There is a duress alarm built into the keypad for any staff to use if they are in a hostage situation, i.e. if a consumer or other person is forcing a staff member to open the airlock door so they can exit the ward.

To activate the duress alarm, staff will use their swipe cards as normal. The staff member enters in their pin number but increases the last digit of the PIN number by one. This will still allow them access into the airlock but will also bring up a duress alarm in the support centre.

➤ EXAMPLE User pin 1234 Duress pin 123

Voice-activated Duress Intercoms

If an alarm comes up on the computer screen, and the voice-activated duress intercom mimic panel indicates that someone has activated the system, the first step is to observe the monitors (full screen) and ascertain if staff require assistance.

Immediately locate other staff on the ward via the monitors and request them go to the area where staff require assistance.

Do not process the alarm until communication with nursing staff has indicated the necessity to do so.

Fire Alarm

The fire alarm is activated by:

- Fire sprinklers set off due to heat from a fire.
- Manual operation by break-glass switches in the fire cupboards or the break-glass key switch in the nursing reception area.

Support centre staff can only contact the Fire Department for all wards but break-glass switches must be activated in the specific ward requiring the Fire Department

This alarm can only be reset – follow instructions in the Fire and Evacuation Management Plan (Otago) (16214).

- **Low Alarms**

The alarm is activated by:

- Time out when accessing specific doors
- Swipe card error, e.g. staff entering an incorrect PIN number

Support centre staff process these after assessing the situation and ensuring safety.

- **Medium Alarms**

The alarm is activated when doors are not re-secured within an acceptable time frame.
Support centre staff process these after assessing the situation and ensuring safety

- **High Alarms**

The alarm is activated:

- When doors are opened and kept open by mechanical means and forced doors, i.e. when doors are attempted to be opened using manual force. This can progress to critical alarm if the door remains unsecured.
- When the computer is offline.

Support centre staff are to contact the affected ward or security (after hours) to re-secure the door.

Very High Alarms

These alarms are activated due to unauthorised access or door breach to the following areas:

- Boiler house
- File store
- Generator shed

Critical Alarms

These alarms raise an alert in circumstances considered to be life-threatening and are activated by:

- Hostage situations
- Fire alarms
- Personal duress alarms
- Ward 10A Fence alarm

Smoke Detection

MIMIC Panel

When smoke is detected the, Mimic panel alarm will activate.

Follow procedure as stipulated in [Mimic Panel Procedure Wakari Support Centre \(Otago\) \(22362\)](#).

Ward 9A/Ward 9B Roof Space Smoke Detection

There are smoke detectors in the roof space of both wards. They are located throughout the roof space to detect smoke, therefore providing a warning that a fire situation may be pending. This system is independent of the Vesda smoke detection system. The detection of smoke will set off a critical alarm status in the support centre.

The support centre computer has a pre-programmed response which requests the support centre staff to notify Dunedin Hospital-based security staff and request their immediate attention. Notify the nurse in charge in Ward 9A of your actions.

The control panel for this system is located on the right-hand wall of the first mechanical plant room.

If smoke **is** detected by the security staff member, follow the standard Ward 9A fire response process.

If **no smoke** is detected and it is established that the system is malfunctioning, the support centre will be asked to contact the necessary technician to investigate.

Ceiling Space Smoke Detection System

This system consists of a MAXXUM security control panel controlling three detection areas, namely the West Area, Central Area, and the East Area. These areas are connected to zones one, two and three of the security controller, respectively.

The controller has three indications connected to the access control computer in the support centre giving the following alarms.

1. 'Ceiling smoke detection on' - this is a narrative indication only.
2. 'Ceiling smoke detection system off' - this brings up a low-level alarm, which is unable to be cleared until the system is turned on.
3. 'Ceiling smoke detection system activated' - this brings up a critical alarm, which is unable to be cleared until the system is turned off.

*Note: see pre-programmed response on the support centre computer

When a smoke detector senses smoke and causes the system to activate, it also locks on the detector that activated the problem and indicates by turning on the red light at the side of the detector.

The detector can only be reset by taking power off then turning it back on again. This will clear the whole system and set it back to normal.

To turn the system on and off, use the code pad adjacent to the security control panel:

- Press key 'one'
- Press 'enter'; and the system will turn off
- Press key 'one' and 'enter' again and the system will turn on.
 - **Note:** when the system switches on, all 16 zone indications will be lit, along with an audible indication.

This will continue for approximately 10-15 seconds then stop.

All the zone indications will go out, leaving only the green mains light and the yellow mode light.

This indicates that the system is on.

Visitors

Visiting Hours

Visiting hours are at the discretion of the Southern DHB and advertised in the local newspaper. In general, wards are open to visitors between 2:00pm and 8:00pm.

It is the responsibility of the CNM, ACNM or SNOD to give approval for prospective visitors to enter Ward 9A, depending on the acuity of the ward. It is the responsibility of the ACNM, SNOD and multidisciplinary team (MDT) to approve prospective visitors to enter Ward 9A.

Visits to Ward 9A are by appointment only and visitors' hours are dictated by the current ward environment.

Arrival of Visitors

Visitors will report to the support centre where they will be greeted by support staff who will enquire as to which consumer they wish to visit.

All first-time consumer visitors are given the 'Information for Visitors' pamphlet in which the conditions of the visit are stated clearly.

All visitors must complete the visitor form at the support centre before entering Ward 9A.

Any queries that visitors have, which cannot be easily answered by support centre staff, should be referred to the ACNM/SNOD.

Notify the ward that the visitors have arrived and wait for the request from nursing staff to direct the visitors to the Ward 9A entry door or the waiting area seating in the entranceway to the Ward 9 building.

All visitors are to be met at the exit door by nursing staff and be escorted to the visitors' lounge on Ward 9A.

Document in the logbook the name of the visitor(s), the time of the visit and the name of the consumer being visited.

When the visitors exit the ward, ensure they are sighted when passing the support centre.

No uniformed visitors (police/prison officers) are allowed directly onto the ward while in uniform.

Depending on the business of their visit, they must be met at the support centre by staff and escorted to either the ICU lounge or visitors' lounge.

Support centre staff must view IDs for Southern DHB staff, including maintenance staff who are not security tag holders, wishing to enter Ward 9A. This viewing is to be recorded in the support centre diary.

The airlock is not to be used simultaneously with visitors, clients being escorted on and off the ward and/or staff leaving and entering. Only one person or one group is to be in the airlock at any given time. This avoids confusion and aids effective management of entry and exit for all parties concerned.

Entry / Exit of Ward

Only the CNM, ACNM or SNOD has authorisation to request support centre staff to open the Ward 9A airlock door. No other person is authorised to make this request.

This door has a keypad scrambler and access card system, allowing all authorised staff to gain entrance to the ward or into the airlock. Therefore any requests to open this door are viewed as a security breach and you must inform the CNM, ACNM or SNOD immediately.

Support centre staff must view IDs for Southern DHB staff (including contractors) wishing to enter Ward 9A.

To avoid a situation where a consumer could pass through the airlock undetected, you must positively identify them on the CCTV screen before allowing any person to exit this door.

Remember - if in doubt DO NOT PUSH THE BUTTON TO OPEN THE DOOR. Contact the ACNM or SNOD and ask them to investigate and positively identify the person requesting exit from the airlock.

Staff entering Ward 9A via the airlock are not to allow persons into the corridor or entry into the airlock, but to be courteous and acknowledge the person(s) waiting, inform them that a staff member will attend to them promptly.

The **only** staff member authorised to request a door interlock in the main airlock be released to allow two doors to open at once is the CNM, ACNM or SNOD of each shift.

This includes the 'Sally Port' roller door and the 'Sally Port' airlock door.

Visitor's Personal Belongings

Visitors may take their personal belongings on to the ward unless support centre staff receive instructions from the CNM/ACNM or the SNOD to the contrary.

Visitors will then be asked to leave any unsecure items, cell phones, matches, lighters, sharp items, glass bottles, etc. in the support centre to be returned upon their exit. (Locker and keys are available.)

TRAINING CHECKLIST FOR THE SUPPORT CENTRE AT WAKARI HOSPITAL

Staff Member's Name:	Staff Signature & Date
To undertake the roles, responsibilities and operations of the support centre you will need to be familiar with and competent in the following activities.	
Operational manual	
Relevant emergency policies:	
• 9A/9B Fire Policy	
• Visitor's Policy	
• Unauthorised Leave Policy	
• Riot Policy	
• Hostage Policy	
• Emergency Assistance Policy	
• Magna Locking Rooms in Ward 9A	
Correct approach of interacting with the public and visitors	
Correct telephone procedures	
Internal telephone	
External telephone – direct line	
Clinical observations	
Reporting observations to the primary nurse and clinical co-ordinator	
Reporting observations to Ward 9B	
Door release buttons and switches	
Interlocking door release - Wards 9A, 9B and 10A	
Airlock doors to shared courtyard from Ward 9A	
Airlock doors to shared courtyard from Ward 9B	
'Sally Port' roller door	
Process of communicating to nursing staff through main intercom system	
Voice-activated duress alarm	
Assistance-required alarm buttons	
Alarm alert colours	
Keypad duress alarms	
Responding to and processing computer-generated alarms	
Processing and resetting of alarms	
Recognition of Helensburgh House personal pendant alarms	
Process for unauthorised leave forms	
Attention to main lights for outside security	
Support centre role when there is a fire in the Ward 9A/9B complex	
Location of the support centre fire extinguisher	

Correct use of the fire extinguisher	
Smoke detection Pertronic alarms	
Location of the sprinkler system control	
Roof space smoke detection system	
Cell phone system	
Correct cell phone communication procedure	
Processing clients and escorts off Ward 9A	
Wards 9A/9B moveable wall	
Roof space door for trade staff	
Interlock override	
Resetting perimeter alarms	
Hostage system alarm	
Responding to hostage alarm	
Backup generator information	
Processing visitors onto the ward	
Visitor information sheet distribution	
Visitor form documentation	
Filing of visitors forms	
Incident reporting	
Requests from Wakari wards to have BBQ gas bottles filled	
Transport of after-hours specimens to the Dunedin Hospital Laboratory	
Process of attending to electronic requests to Building and Property Service	
Keys held at support centre:	
• Location of keys	
• Issue of keys	
• Recording issue of keys	
• Security key check	
Attention is required to keep the support centre tidy	
Computer log on/ log off	
Report support centre diary	
Recording requirements for the support centre	

Unit Manager's Signature..... Date.....

Trainer's Signature..... Date.....