



Preparedness Committee
Security and Life Safety
Commercial Office Building Protective Measures

Topic:	Medical Emergencies
Date:	Jan 2014; Revised May 2018

Background A Medical Emergency can take many forms such as an illness (i.e. heart attack) or an accident (i.e. slip-trip-fall). Regardless of the nature or cause of the incident, it is imperative that Security respond immediately and assist Emergency Medical Services (EMS) personnel with getting to the incident location and subject as quickly as possible. Even though Security Officers are not paramedics, they can render first aid, such as CPR/AED, if properly trained. Just as important, Security can provide access and direction to EMS and get responders to the subject so medical attention can be immediately rendered. In a medical emergency, seconds and minutes count, and Security can have a direct impact on decreasing the amount of time it takes first responders to get to the incident location.

Response Measures Upon receiving a call for medical assistance, key information should be obtained from the caller. It is important that all of the information is received and to note if the caller has contacted 911 already. Security should place a call to 911, especially if the incident involves a serious or life threatening condition. Note: it is important that **all** team members within a building understand how to take a medical emergency call and how to summon EMS.

- Location of incident by street (not vanity) address, to include floor and office number.
- Nature of incident, and condition of subject.
- Name of caller, and phone number calling from.
- Direct caller to designate a person on the incident floor to meet Security and/or EMS personnel (usually near elevator bank). This is important, especially if the subject is on a multi-tenant floor, the tenant space is secured or if the subject is in a difficult area to locate.

Best Practices/Considerations Once the above information is obtained, consider the following options for action:

- Confirm that 911 has been contacted, and which address/entrance was provided.
- Dispatch Security to incident floor to provide first aid measures (if trained). Bring AED or medical bag to location if applicable.
- Secure elevator (independent mode) so EMS can get to and from the incident floor without delay.
- Dispatch Security to curbside to greet responding EMS personnel and direct ambulance or other responding vehicles to the entrance nearest the medical incident.
- Always have keys or access cards ready and available to get to secure areas (to include elevator keys).
- Have Security provide escorts to EMS to and from incident floor. Try to identify the ideal route for EMS (based on least amount of time).
- Secure incident scene and provide crowd control if applicable.
- Maintain radio communications with building management and other teams, and provide updates as applicable.

Conclusion / Follow Up A medical emergency can be a traumatic event, but with proper planning and training, building employees will be more confident in their response and aid will not be delayed.

At the conclusion of a medical incident, Security should consider the below actions.

- Obtain relevant information for an Incident Report.
- Return building back to normal operations (security posts, elevators, etc.).
- Return all medical equipment and replace any used items (i.e. bandages, cold packs, etc.).
- Conduct after-action-review with team to identify gaps in response measures and opportunities for improvement.
- Report findings with building management, and update response plans as necessary.

Note: The above measures are provided for informational purposes only and do not constitute any set standard, guideline, or code. They are offered as possible options to consider when developing response measures to issues in a commercial office building. When developing response measures, consider all variable, such as building size and design, staffing, time of day, etc. The purpose of these measures is to provide general information to those persons responsible for developing site-specific protective measures, to serve as practices to consider when drafting emergency operations plans, and do not constitute any set policy or procedure.