BrisDoc Patient care by people who care

Proudly employee owned.

SevernSide

Integrated Urgent Care

Emergency lockdown and evacuation

Version:	Owner:	Created:
1.1	Lucy Grinnell (Head of IUC.)	September 2025
Published:	**Approving Director:**	**Next Review**
29.10.2026	Rhys Hancock (Director of Nursing, AHPs and Governance.)	29.10.2029

Contents

Purpose 3

Scope 3

Definitions 3

Responsibilities 3

Recognising and responding to a potential threatening situation 3

Lockdown Procedures 4

Emergency Evacuation Procedures 4

RUN, HIDE, TELL 4

Post evacuation 5

Post-Incident Procedures 5

Purpose

To outline the emergency evacuation and lockdown procedures during incidents involving violence, aggression and potential threatening situations.

Scope

This SOP applies to all employees, contractors, visitors, patients and any other individuals on the premises at the time.

Definitions

- **Violence:** Any act of physical force or power, threatened or actual, that results in or has a high likelihood of resulting in harm, injury, psychological trauma, or death.
- **Aggression:** Hostile or violent behaviour or attitudes towards others.
- **Lockdown:** A protocol used to protect individuals by keeping them inside a building or area during a potential or active threat.
- **Emergency Evacuation:** The organised, phased, and supervised withdrawal of people from dangerous or potentially dangerous areas.

Responsibilities

- **Management:** Responsible for decision-making during an incident, including initiating lockdown or evacuation, and communicating with staff and emergency services.
- **Employees:** Responsible for following the procedures outlined in this SOP and attending all required training sessions.

Recognising and responding to a potential threatening situation

- **Identifying Signs:** Be aware of warning signs such as verbal threats, shouting, aggressive body language, or the presence of weapons.
- **Immediate Action:** If violence or aggression is observed, employees should:
    - **De-escalate (if safe):** Attempt to calm the individual using non-confrontational language and behaviour.
    - **Alert Security:** Notify security personnel and management immediately.
    - **Seek Safety:** If unable to de-escalate, seek safety in a secure area (see Run, Hide, Tell)
    - **Alert police:** Call 999 themselves or send message / alert another colleague to do so.

Lockdown Procedures

- **Initiating a Lockdown:**
    - **Trigger:** The lockdown may be initiated by security personnel, staff on duty or management upon recognising a credible threat.
    - **Communication:** A clear and concise message should be broadcast to all areas, indicating that a lockdown is in effect. This can be done via CLEO messaging or verbally.
    - **Securing Areas:**
        - Lock doors and windows if appropriate.
        - Staff to remain in their rooms with the doors securely closed.
        - Turn off lights if safe to do so and remain silent.
        - Hide in a secure area away from doors and windows.
    - **Communication During Lockdown:**
        - Use phones only for emergency communication.
        - Follow updates from security personnel, police or management.

Emergency Evacuation Procedures

- **Initiating an Evacuation:**
    - **Trigger:** The evacuation may be initiated when it is determined that remaining in the building is more dangerous than leaving.
    - **Communication:** A clear message should be broadcast indicating that an evacuation is required. This can be done by communicating via the CLEO messaging system, verbally (if safe to do so) or breaking the glass on a fire alarm trigger point.
    - **Evacuation Process:**
        - Calmly but quickly exit the building using the nearest safe exit.
        - Assist individuals with disabilities or those who need help.
        - Move to the designated assembly point as per fire evacuation procedure or hide from imminent threat as per below in Run, Hide, Tell.

RUN, HIDE, TELL

- If you are caught up in an incident where you fear for your life or serious harm, the guidance from the Counter Terrorism Unit is to instigate **RUN, HIDE, TELL**

  RUN – Run to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go then….

HIDE – It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so….

TELL – Tell the Police by calling 999.

What You Can Do | Counter Terrorism Policing

Post evacuation

- **Post-Evacuation:**
    - **Headcount:** Conduct a headcount to ensure all personnel are accounted for.
    - **Further Instructions:** Await further instructions from emergency services or management.

Coordination with Emergency Services

- **Notification:** Immediately notify local police force or emergency services when a violent or aggressive incident occurs.
- **Collaboration:** Provide all necessary information to emergency services and assist them as required during the incident.

Post-Incident Procedures

- **Debriefing:** Hold a debriefing session with all involved parties to discuss the incident and response.
- **Support Services:** Provide access to counselling and support services for employees affected by the incident. Point staff towards the Brisdoc EAP programme and wellbeing hub.

  The Staff Wellbeing Hub – Radar
- **Reporting:** Document the incident thoroughly, including actions taken and lessons learned.

  Learning Events and Feedback – BrisDoc Healthcare Services

Tables

Version	Date	Name	Update
DRAFT 0.1	12/09/2025	Lucy Grinnell	Document created
1.0	16/09/2025	Lucy Grinnell	Document published.
1.1	29/10/2026	Lucy Grinnell	Full review. No changes other than to update the contents list