

2008 Facility Safety and Security Management



Centra Health Security

- ❑ Centra Health has their own security staff consisting of approximately 30 officers
- ❑ Security Officers are present 24/7 at both Lynchburg General and Virginia Baptist Hospitals
- ❑ Officers are also assigned to Guggenheimer Nursing Home and Bridges Treatment Center during late evening hours until morning

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- All Security Officer III's and most Officer II's are **C**onservators **o**f the **P**eace
 - This means the Virginia Department of Criminal Justice has authorized full law enforcement powers for them.

The **COP**'s have full arrest powers and are authorized to issue parking tickets on Centra Health property

Security officers are equipped with pagers,
radios and cell phones

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- Centra Health security are also equipped with:
 - 10% Pepper Gel
 - handcuffs
 - *tasers*

 - Tasers are only used as a last resource to subdue individuals who represent an immediate physical threat or danger to others

Functions

Functions of security include the following:

- ❑ to provide competent staff trained in healthcare security issues
- ❑ to protect staff, patients, visitors, and property
- ❑ to investigate and record incidents, thefts, disturbances, vandalism, accidents, and traffic accidents
- ❑ to conduct safety surveillance rounds in the buildings and on the grounds.

Additional Functions

Additional functions of security are:

- ❑ to provide escorts to cars, battery boosts, key retrievals from locked cars, and lock and unlock doors
- ❑ to respond to emergencies such as fire, disaster, and bomb threat
- ❑ to respond to situations involving domestic disputes and combative patients

Phone Numbers

Security phone numbers are:

- VBH..... 4101
- LGH..... 3255
- You can also call the hospital operator and ask for security

Security Codes

Security officers respond to all special codes in the hospitals. Included are:

- ❑ Code 99 for fire
- ❑ Code Atlas for "extra hands" during a combative situation
- ❑ Code D for disasters
- ❑ Code D-Operation Secure for bomb threats
- ❑ Code Adam for infant abductions.

Code Change

Code Rosebud has now been renamed
_____? _____ to be more consistent
with other hospitals and businesses.

Code Adam

If you answered Code Adam you are
Correct!

Guidelines

- ❑ **NO INFORMATION / CLOSED CHART:** Staff cannot give out any information on any patient except to those who are authorized. If you have questions related to any patient information request you should contact Hilary Isacson, Compliance Officer, or Health Information.
- ❑ **ACCESS TO LOCKED AREAS:** For someone other than the occupant or department leader to enter a locked area, Security must receive advance notice including the name of the person to gain access, the date, time, and the area they may enter. If it is a vendor, the company name is also required. The person given access must have some form of picture identification.
- ❑ **TELEPHONE FRAUD:** If a caller ask you to transfer a call to an outside operator, instruct them to hang up and dial '0'.

Policies and Procedures

Weapons and Prisoners

- ❑ **Weapons:** It is the policy of Centra Health that any person presenting himself/herself for medical treatment who is in the possession of a firearm or lethal weapon must surrender their weapon(s) to security prior to being treated.
- ❑ The person may secure the weapon(s) in their vehicle if they so desire. The weapon will be returned to them upon discharge and may be retrieved from Security Services between the hours of 0830 - 1700 Monday through Friday.
- ❑ This policy includes any law enforcement officer presenting himself/herself for medical treatment in the Emergency Department who is in the possession of a firearm or lethal weapon; however, their weapon(s) may be claimed from the security officer on duty by the law enforcement officer's commander or by himself/herself upon discharge.
- ❑ This policy also applies to visitors and all other persons who find it necessary to come onto hospital property. Security will provide a receipt to all persons who are requested to surrender their weapon.

Awareness

Escorts

- ❑ When walking to your vehicle, always use the "buddy system" by walking with a group. Security officers may be summoned through the switchboard operator to escort you to your vehicle if you feel unsafe.

Parking Lot Safety

- ❑ Always look around when traveling to and from your car.
- ❑ Park in designated staff lots if possible.
- ❑ Check under your car from a distance and then check in your car before entering it.

Badges

- ❑ **Badges**

Always wear your photo ID Badge on your upper body with the photo available for others to see who you are and what department you work in.

- ❑ **Suspicious Persons or Activities**

Report any suspicious persons or activities to security immediately.

Badges

Many sensitive areas at Centra Health facilities are fitted with a card access system

Employee photo ID badge will allow access to any area deemed appropriate to their job responsibilities

Our Responsibility

- ❑ Always wear your badge
- ❑ Never assume people are who they claim to be.....ask for identification
- ❑ If anyone becomes annoyed, offended or surprised at the request...

Clue #1—

.....something might be wrong here!

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- ❑ Know and follow your facilities security procedures. Be aware of situations that may develop into a Security threat
 - ❑ Immediately resolve or report any unsafe conditions or acts
 - ❑ Know and understand employee responses to all emergency codes
 - ❑ See your hospital Safety or Security Officer for additional information

JCAHO

- ❑ Anyone entering our hospital claiming to be JCAHO surveyors must have credentials verified
- ❑ Surveyors will have identification badges
- ❑ It is rare for them to show up at unusual hours (no weekends)
- ❑ Visits are usually done 7a - 7p

The End

Course Material Complete

**You have completed the content review for
this course.**