

**HealthStream Course 10310
Providence Alaska Medical Center
Annual Safety Update 2011**

Security



Course Description

Our Security Management Plan supports our core values of respect and justice. The purpose of this course is to reduce the risk of personal injury and property loss.

PAMC employees and volunteers need to:

- **Follow security & parking policies;**
- **Promote a secure environment;**
- **Report security risks quickly; and**
- **Follow instructions from security officers.**

Learning Objectives

After completing this course, you will be able to:

- **Identify 777 as security's emergency telephone number.**
- **Support the importance of employee identification in securing your work site by always wearing your Employee ID badge while at work.**
- **Identify ways of controlling access to sensitive areas.**
- **Identify ways to promote your own safety.**
- **Identify causes of parking citations and appropriate use of PAMC parking structures.**
- **Identify workplace or gang violence and review the safety tips.**

The Security Department responds to all emergency codes. They have primary responsibility for:

- Code Gray – Combative Person
- Code Orange – Hazardous Materials Incident
- Code Pink – Missing/Abducted Infant
- Code Purple – Missing/Abducted Child
- Code Silver – Person with a Weapon or Hostage Situation
- Code Yellow – Bomb Threat
- Code Bronze – Missing/Abducted Vulnerable Adult

More information about these codes and volunteer responsibility is in the Emergency Preparedness course.

Security Dispatch Emergency

Report security risks to your supervisor and **call '777'**. Provide your:

- Name
- Location

Examples of security risks that you should report:

- Suspicious activity;
- Violence; and/or
- People that don't belong in your work area.

Non-Emergency Contact Number

Call Security's non-emergency telephone number for all other assistance.

Call "00" or extension 44567.

Examples of non-emergency include:

- Escort to a vehicle
- Lost and found
- Lost keys
- Lost badges



I.D. Badges - The Perfect Accessory!

Always wear your ID Badge during volunteering.

- During an emergency, you will need your ID badge to get on campus.
- Report any lost or stolen badges immediately.
- If you lose your volunteer ID badge, contact the Volunteer Services office as soon as possible. There is a replacement fee for lost badges.



There are several different types of ID badges:

- Employees (blue)
- Volunteers (purple)
- Travelers
- Physicians
- Temporary Badges
 - Contractors & vendors (green if long term)
 - Temporary department contractor, i.e. facilities or MIS (red if short term)
 - Students (green)



Controlling Access and Egress (Exit)

- **Specially secured work areas can only be accessed using:**
 - **Card Swipes**
 - **Scramble Pads**
 - **Keys**
- **Never share your keys, access card, or scramble pad number with anyone else.**
- **Never allow anyone who does not belong in the area to:**
 - **Follow you into a restricted area**
 - **Enter as you leave**
- **Contact Security Department if assistance is needed.**
- **Security can't be everywhere all the time, so we need employees and volunteers to be our eyes and ears.**
- **Report all suspicious persons immediately.**



Specially Secured Areas Prox Readers & Scramble Pads

- **Some areas, such as Adult Critical Care and Maternity require additional security. These employees swipe their badges or enter a code into a scramble pad to get into their work areas.**
- **Do not share your ID Badge or the code.**
- **Make sure you are not being observed when entering the code.**



Personal Safety

- Use good judgment when traveling to and from work.
- Be aware of your surroundings at night.

Security Officers are available to:

- Escort staff to their vehicles
- Respond to workplace violence situations.
- Check on staff working alone in isolated areas during non-routine hours.



Personal Property

Protect your personal property by:

- Always securing your valuables;
- Not giving out your passwords;
- Locking doors as instructed;
- Keeping your vehicle locked

Lost and Found

Security Department handles and logs any found item:

- Any non-valuable will be held for 90 days. Examples include clothes, cups, or baby bottles.
- Any valuable item will be held for a maximum of 6 months. Examples include wallets and jewelry.
- Reasonable efforts will be made to contact the owners of lost property.

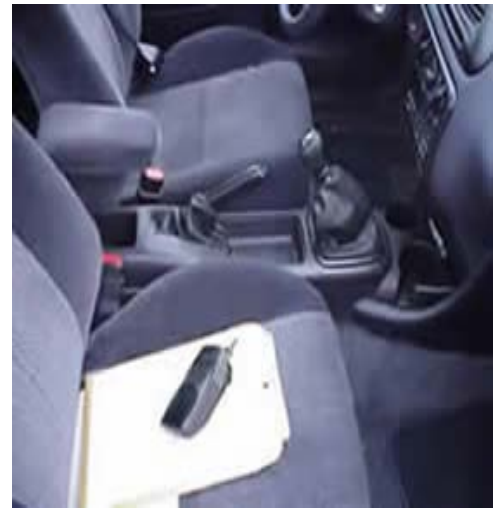
Vehicle Security

Lower your risk of theft:

- **Keep your vehicle doors locked; and**
- **Keep valuables out of sight by covering them or locking them in the trunk.**

Lower your risk of injury:

- **Ask for escorts if alone at night or concerned.**



The Security Department monitors traffic congestion and assures respectful use of available parking.

Some parking areas on campus are restricted:

- **Handicap parking**
- **Reserved parking**
- **Fire zone**
- **For hospital vehicles**
- **Patient / Visitor parking**
- **Physician parking**

Parking Lot Patrol

- **Parking Enforcement Officers patrol all the parking areas from 7am to midnight.**
- **Security Officers make random patrols and provide escorts to all who call.**
- **Security will issue citations for those who park in the wrong areas.**
- **Ignore the warnings, and Security may have to immobilize your car.**
- **Volunteers may park in any visitor parking area**



Parking Structure Security

Need Security in a hurry? Just push the red button at the Security phone near the emergency call box. Computer controlled branch exchange (CBX) phone system will immediately have Security enroute, and will talk to you on the intercom.

Too Cold for Your Vehicle Battery?

Getting a jump:

- The Security Department is able to provide a jump start.
- If you are in need of a jump, please contact the Security help desk at 212-4567 for assistance.

Workplace and Gang Violence

- Workplace violence has emerged as an important safety and health issue in today's workplace. Its most extreme form, homicide, is the third leading cause of fatal occupational injury in the United States.
- Here in Alaska, gang violence has been on the rise, and victims and perpetrators often come in contact with the healthcare system.

Signs of Violence

Watch for signals that may be associated with an impending problem:

- A large group of people for one victim;
- Verbally expressed anger and frustration;
- Body language such as threatening gestures;
- Multiple visitors in gang attire, signing to each other as they talk;
- Signs of drug or alcohol abuse; and
- Presence of a weapon.



If gang involvement is suspected:

- **Notify Security; and**
- **Be aware of the potential for other gang arrivals and conflict.**

Signs of Violence and Your Response

- **Maintain behavior that helps diffuse anger:**
- **Present a calm, caring attitude;**
- **Don't match any threats made;**
- **Don't give orders;**
- **Acknowledge the person's feelings (i.e., "I know you are frustrated");**
- **Avoid any behavior that may be interpreted as aggressive (i.e., moving rapidly, getting too close, touching, or speaking loudly); and**
- **Explain you can't help the victim unless they follow your directions.**
- **Be alert:**
- **Evaluate each situation for potential violence when you enter a room or begin to relate to a patient or visitor;**
- **Don't match any threats made;**
- **Be vigilant throughout the encounter;**
- **Don't isolate yourself with a potentially violent person; and**
- **Always keep an open path for exiting. Don't let the potentially violent person get between you and your exit**

Take these steps if you can't diffuse the situation quickly:

- **Remove yourself from the situation;**
- **Call Security immediately on "777"; and**
- **Keep others from entering the area.**

Course Summary

- **The emergency number to reach Security is "777".**
- **All employees, contractors, students and physicians must wear their ID badge while at work.**
- **Lock up your personal items. Lock your car and hide your valuables.**
- **Park appropriately or you may receive a citation.**
- **Take the proper actions when confronted with workplace or gang violence.**

2011 Volunteer Annual Safety Update (ASU) Test Questions

Please open the 2011 Answer Sheet, print that document and mark your answers on the answer sheet.

Another option would be to open the 2011 Test Questions document, print it and mark your answers, then return either one to Volunteer Services.

Security

1. Hospital employees and volunteers called to work during an emergency do NOT need to wear their photo ID badge.
 True False
2. Some signals of impending problems or violence include:
 A. A large group of people for one victim
 B. Verbally expressed anger or frustration
 C. Body language such as threatening gestures
 D. All of the above
3. What is your response when confronted with a potentially violent or combative person?
 A. Present a calm, caring attitude
 B. Don't match any threats made
 C. Avoid any behavior that may be interpreted as aggressive
 D. All of the above
4. If you can't diffuse a potentially violent situation or combative person, you should:
 A. Remove yourself from the situation.
 B. Call Security immediately on "777"
 C. Yell loudly for help
 D. A & B
5. How do you reach security in an Emergency situation?
 A. "00" to call the Operator and page Security
 B. "777" on an in-house phone
 C. Call extension 4567
 D. Any of the above