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Category: Administration and Governance	Reviewed Date(s):

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PURPOSE:

To communicate general policies relating to the security of Open Door Community Health Centers (ODCHC) personnel, facilities and records.

POLICY:

Exterior Doors and Windows:

- All exterior doors and windows will be closed and locked during non-business hours.
- The staff member responsible for closing the reception desk is responsible for ensuring that all downstairs exterior doors are locked at closing time.
- Responsibility for ensuring that upstairs exterior doors are locked shall be assigned to individual staff members in the appropriate departments.
- Individual staff members are responsible for closing and locking the doors and windows of their own work spaces and for assuring that doors are locked when entering and exiting the health center after hours.
- Shades should be pulled in individual work areas when employees leave the building for the night. Even when the facility is securely locked, computers and office equipment are a temptation.
- If the employee designated to lock doors leaves the health center prior to closing time, another staff member must be designated to lock doors.
- When leaving through a locked door, all employees should take care to assure that the door closes and locks behind them.

Interior Doors:

- Interior doors will be closed and locked during non-business hours in these areas:
 - Rooms in which medical records are kept.
 - Rooms used for medicine or medication administration storage.

Alarms and Security Codes:

- In health centers with alarm systems, the last person to leave each night must ensure the security alarm is engaged at departure.
- Security alarm codes must never be posted or provided to non-health center staff.
- Door access codes must never be posted or provided to non-health center staff.

Employee Identification and Access to Non-Health Center Staff:

- All ODCHC staff shall wear name tags identifying their name and title.

Problem Reporting:

- Any problems in the workplace, from equipment defects to safety hazards, should be reported with the Consolidated Situation Report form (ODCHC Form #624).
- Any malfunction of a door, window, lock or other item that might impair clinic security should be immediately reported to the Security Officer and Facilities Manager to coordinate repair.

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- Lost or stolen keys should be reported immediately to the Security Officer and Facilities Manager to coordinate repair.

Rude or Threatening Behavior:

- Staff should remain alert to suspicious behavior of patients and visitors to the health center and to co-workers who may require assistance. If suspicious behavior on the part of a patient or visitor leads you to believe that an aggressive act or robbery attempt may occur:
 - Attempt to discreetly notify a co-worker, use the panic button if available, and/or if possible call 911 and ask for assistance.
 - To receive minor assistance with a difficult patient, page "RN to (location)".
 - To receive assistance where a larger response may be needed page "Dr. Strong to (location)".
 - Do not argue with anyone using force! Remain calm. Readily provide the attacker with money or items requested.
 - After the attacker has left, report the incident to the police if they have not already been informed. Refer to the Rainbow Chart Emergency Plan for additional information. Make a Consolidated Situation Report and attach any supporting documentation.
 - Report all incidents to the Site Administrator.

Theft:

- Any employee who believes that a theft may have occurred should notify their supervisor and Site Administrator immediately.
- If deemed appropriate, the theft should be reported to the police and a police report filed as soon as possible.
- Theft of any kind should be reported on a Consolidated Situation Report form.
- If the missing items belong to an employee, they may be reported to the police at the employee's discretion.

REFERENCES:

None

ASSOCIATED DOCUMENTS:

ODCHC Rainbow Chart Emergency Procedures

ODCHC Emergency Paging Codes

ODCHC Form #624 Consolidated Situation Report

ODCHC Form #131 ODCHC Security and Privacy Checklist

OPS.007 Consolidated Situation Reports policy (retired)

KEYWORD TAGS:

Safety, security, check, list