



Provincial Health Services Authority

SECURITY OF PHARMACY SERVICES – AFTER PHARMACY HOURS

Summary of Changes

	NEW	Previous
BC Cancer - Abbotsford		AC Pharmacy Directive: Pharmacy Security – Alarms V-30

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SECURITY OF PHARMACY SERVICES – AFTER PHARMACY HOURS

1. Introduction

1.1 Purpose

To define parameters and outline the processes when access to the Pharmacy department is required by Security Services personnel, after Pharmacy hours of operation. To define the parameters and outline the processes when pharmacy personnel must return to the Pharmacy Department for security issues, after Pharmacy hours of operation.

1.2 Scope

This policy focuses on after-hours processes by Security Services or Pharmacy personnel for access to BC Cancer Abbotsford Pharmacy

2.0 Policy

2.1. The Pharmacy Department exterior doors shall be monitored by intrusion detection devices remotely by the Security Service Provider (Tyco Security) and onsite by ARHCC Security (GardaWorld)

2.2. Only authorized Pharmacy employees shall have access codes, keys and alarm codes to the Pharmacy Department

2.2.1 Mobile Security Supervisors shall have keys or a pass cards to the Pharmacy Department and shall be granted one-time access codes, when required to enter the Pharmacy Department.

2.3. After-hours access to the Pharmacy Department shall be limited to authorized Pharmacy personnel and authorized Security personnel.

2.3.1 The on-site Security personnel shall enter the Pharmacy Department only when accompanied by the Mobile Security Supervisor to investigate intrusion alarms and/or suspicious activity.

2.4. The designated after-hours pharmacy contact shall return to the Pharmacy Department, when warranted, at the request of Security personnel.

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3.0 Procedure

One-Time Access Codes

- 3.1. The Pharmacy Professional Practice Leader works with ARHCC Security (GardaWorld) to create a new one-time access code, after an event where the code has been used
- 3.2. ARHCC Security (GardaWorld) notifies the Security Service Provider (Tyco) of the change in access code

Reports

Security Service Provider

- 3.3. Provides detailed electronic reports of intrusion alarm activity to the Pharmacy Professional Practice Leader on a monthly basis
- 3.3.1 Also provide an electronic report to the Pharmacy Professional Practice Leader after each intrusion alarm event

Failure to Close

- 3.4. Refer to procedures as outlined in Appendix 1. Procedures Requiring Designated After Hours Pharmacy Contact to Return to Facility

Fridge & Freezer Alarms

- 3.5. Refer to procedures as outlined in Appendix 1. Procedures Requiring Designated After Hours Pharmacy Contact to Return to Facility

Emergency Response (e.g. fire, flood)

- 3.6. Refer to procedures as outlined in Appendix 1. Procedures Requiring Designated After Hours Pharmacy Contact to Return to Facility

Intrusion Alarms

Security Service Provider

- 3.7. The radio dispatcher contacts the ARHCC Security personnel and the Mobile Security Supervisor when the Pharmacy intrusion alarm is triggered
- 3.8. The Mobile Security Supervisor responds to the intrusion alarm by coming to the facility and assisting the ARHCC Security personnel

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- 3.9. Security personnel perform a perimeter check of the Pharmacy Department
- 3.10. If required to enter the department to further the investigation:
 - 3.10.1 The Mobile Security Supervisor requests a one-time access code, provided by the radio dispatcher
 - 3.10.2 The Mobile Security Supervisor enters the department together with the ARHCC security personnel
- 3.11. If there are no signs of a forced entry and no other signs of suspicious activity, the Mobile Security Supervisor ensures an electronic report is forwarded to the Pharmacy Professional Practice Leader providing details of the event
- 3.12. If there are signs of a forced entry or suspicious activity requiring police response, Security personnel:
 - 3.12.1 Contact the local Police department
 - 3.12.2 Assist in the investigation, following direction of Police personnel
 - 3.13.3 Refer to procedures as outlined in Appendix 1. Procedures Requiring Designated After Hours Pharmacy Contact to Return to Facility

4.0 Responsibilities and Compliance

All personnel are responsible to understand and comply with the provisions of this policy. The Pharmacy Professional Practice Leader will ensure the Pharmacy Fan Out List remains up to date and available to the Administrator on Call

5.0 Definitions

Security Service Provider – Remote monitoring service provided by Tyco Security

Mobile Security Supervisor – Additional mobile security personnel that attend to alarms

ARHCC Security Personnel – Onsite security service provided by GardaWorld

Help Desk – Facilities Management Help Desk responsible for calling out fridge and freezer alarms

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6.0 Appendices

Appendix 1: Procedures Requiring Designated After Hours Pharmacy Contact to Return to Facility

PROCEDURE	FAILURE TO CLOSE	FRIDGE & FREEZER ALARMS	EMERGENCY RESPONSE	INTRUSION ALARMS
P3 Service Provider/Tyco Security (e.g. Johnson Controls, GardaWorld, HelpDesk, Tyco)	Calls 604-851-4700, press “0” and ask for the BC Cancer – Abbotsford Administrator on Call (24/7 coverage)			
	The alarm system has not been activated by 1900h	A fridge or freezer alarm within the Pharmacy Department is activated	An emergency occurs, e.g. fire, flood	There are signs of forced entry or suspicious activity requiring police response
Administrator on Call	Contacts the designated after hours Pharmacy contact by following departmental fan out list to inform him/her that a security issue needs to be addressed			
Designated After Hours Pharmacy Contact	Contacts the Security Service Provider directly to address the security issue			
	Returns to the facility to set alarm OR	Returns to the facility to ensure all pharmaceuticals in alarmed fridge or freezer are properly stored	Returns to the facility when warranted upon request of security personnel	
	If still at work, informs Security personnel of expected time of closure		Assists in investigation if immediate police investigation is required	
			Remains on site until the department is secured	
			Contacts the Pharmacy Professional Practice Leader/ Clinical Manager in unusual circumstances where Pharmacy Services on the following day may be disrupted by the event	

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Appendix 2: Procedures for Pharmacy Personnel Responding to Fridge/Freezer Alarm

Inspect all refrigerators and freezers and note which unit is alarming

Note the time and temperature of the alarming unit

Inspect the unit to ensure doors are securely closed and the unit is in working order

Inspect electrical outlets to ensure the unit is plugged in and nothing is wrong (e.g. burnt out)

If the unit does not resume normal range within 30 minutes, move the drug supplies to another unit. Arrangements can be made with ARH Pharmacy for use of back up fridge on Cheam 3. Call in additional staff for assistance if needed.

Have Facilities Management note that the contents have been moved and ongoing alarms can be ignored until unit is repaired

Leave message for PPL so that Facilities Management can be contacted ASAP for repair

Inform Clinical Trials Pharmacist of event. If temperature deviated from normal range for more than 30 minutes, all investigational products must be quarantined until further notice from sponsor

Notify Administrator on Call of outcome

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Appendix 3: Trouble-shooting Guide for Fridge/Freezer

Sanyo Refrigerator Units – normal temperature range is 2 – 8 degrees Celsius

The set point is 4 degrees Celsius

When the temperature deviates from normal range for more than 5 minutes, the red dot on the fridge will start to flash; another 5 minutes and the audible fridge alarm will sound; after another 5 minutes the security monitoring alarm will be activated

There is no Reset button. If temperature returns to normal range, flashing lights and alarms will automatically stop

Press BZ button to silence the audible alarm. This does not turn off the security alarm.

Sanyo Biomedical freezer – normal temperature is minus 25 degrees Celsius +/- 10 degrees

Press BZ button to silence the audible alarm. This does not turn off the security alarm

No drugs are stored in freezer, only ice packs for use in outpatient dispensary

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Final Sign Off:	Name	Title	Date Signed
	Gerald Gelowitz	Manager, Clinical Services – Abbotsford Center	13-NOV-2018
Developed By:	Name	Dept.	HO
	Jennifer Cowie	BC Cancer – Abbotsford Pharmacy	PHSA
Owner(s):	Jennifer Cowie	Pharmacy PPL	13-NOV-2018
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