

Security Alert/Lockdown Scripting

It is important to remain calm and supportive when addressing questions from patients and visitors during a security situation. Be prepared to answer questions clearly and concisely but remember to avoid providing any information that could raise alarm or impact the well-being of those involved.

Patient: "What is happening?"

Employee: "We've been notified of a situation that requires security attention. Our security personnel are on it and working to ensure care can resume. For now, the best course of action is to stay calm and stay put and wait for further instructions."

Patient: "Can I leave the building?"

Employee: "To comply with direction from our security team, we are asking everyone to stay put until further notice."

Visitor: "I'm here to visit a patient. What should I do?"

Employee: "We're asking everyone to stay put until we receive direction from our security team. You can stay here with me while we wait for further instructions."

Additional Tips:

- The well-being of our staff, patients and visitors is our top concern. Please trust that our security services team is taking the appropriate measures and sharing the information necessary to protect you and your peace of mind.
- Be empathetic and understanding. Patients and visitors may be feeling anxious or scared.
- Use simple and clear language. Avoid using technical jargon or acronyms.
- Speak at a slow and steady pace.
- Make eye contact and use nonverbal cues to convey reassurance.
- Be honest and upfront about what you know. If you do not have an answer to a question, say so and assure the person that the situation is being handled and you will update them once more information is known.