Holland Hospital

TITLE: **Security Alert and Security Lockdown**

PURPOSE: To establish guidelines to inform and secure the hospital when there is a security event in progress.

POLICY: It is the policy of Holland Hospital to inform staff and / or secure the facility in situations which contain an element of, or risk of violence, and which could reasonably pose a risk of disruption and / or harm to hospital patients, visitors, or staff.

In accordance with P&P 15.5.4 - Counseling and Corrective Action, failure to comply with this policy may lead to disciplinary action up to and including termination.

DEFINITIONS: Security Events – Are situations of a security-specific nature which could impact hospital operations. These situations include, but are not limited to, large crowds of people responding to a volatile event within the hospital, a patient presenting to the hospital with a gunshot wound, reports of a shooting or other acts of targeted violence in the immediate vicinity of the hospital.

Security Alert – Is communication which will be sent out to staff to provide information about a significant security-related event, the response to which requires singular focus on the part of Security Service *and* potentially another department or departments.

Security Lockdown – Is communication which will be sent out to staff to provide information about a situation wherein there is a reasonable assumption of a clear and present risk of violence to a person who is physically located at Holland Hospital. This situation will include the limiting of hospital access is restricted to specific entry points.

RESPONSIBILITY/ SCOPE: All hospital personnel, Hospital Operator, Security Services

PROCEDURE: **Security Alert**

The on-duty Security Lead Officer will:
1. Initiate the Security Alert by notifying the Hospital Operator that there is a Security Alert at [Location].
   a. Others can request a Security Alert, however, the decision to initiate this process is the sole responsibility of the on-duty Security Lead Officer.
2. Notify the Hospital Operator when the situation has been resolved and the Security Alert can be lifted.

The Hospital Operator will:
1. Make the following overhead announcement.
   "Security Alert: Ongoing security situation affecting [insert location]. Please stay calm, stay put and stay tuned until the **ALL CLEAR** is announced."
2. Activate the InformaCast "Security Alert" scenario.
3. When the Security Alert is lifted, make the following overhead

Printed copies are for reference. Please refer to the electronic copy for the latest version. 9/23/2024 9:17 AM

Date/Time Generated: Sep 23, 2024 09:17   Generated By:

announcement.

"Security Alert – All Clear. The security situation has been resolved. You are now clear to resume normal operations."

All Hospital Staff will
1. Stay Calm – Try to stay calm. Reassure patients and visitors using approved scripting available on The Pulse.
2. Stay Put – Restrict travel throughout the facility to only that which is necessary for the provision of patient care.
3. Stay Tuned – As needed and when appropriate, information will be communicated regarding the situation.
     NOTE To allow response teams to focus on the task at hand, staff are expected to refrain from calling to inquire about the situation.
4. Stay Safe – Maintain "situational awareness" and report anything out of the ordinary through departmental chain of command.

Security Lockdown

The on-duty Security Lead Officer will:
1. Initiate the Security Lockdown by pushing the lockdown button at West Security Desk.
     i. Others can request a Security Lockdown, however, the decision to enter a lockdown state is the sole responsibility of the on-duty Security Lead Officer.
2. Notify the Hospital Operator the Hospital is in lockdown.
3. Call the ED Clinical Shift Coordinator (hereafter; "CSC") to request the assignment of an ED staff member to the ED Lobby.
4. Notify Security Leadership.
     i. In the event Security Leadership is not available, notify the PCC, AOC, Safety Coordinator or Risk Manager (hereafter; "Hospital Leadership").

The Hospital Operator will:
1. Make the following overhead announcement.
     "Security Lockdown. For your security and safety, the facility has been locked down. Direct all requests for entry to the Emergency Department entrance and only move throughout the facility to provide patient care."
2. Activate the InformaCast "Security Lockdown" scenario.
3. When the lockdown is lifted, make the following overhead announcement.
     "Security Lockdown – All Clear. The hospital lockdown has been lifted. You are now clear to resume normal operations."

The on-duty Security Officer posted at Central Dispatch will:
1. Dispatch a Security Officer to be posted outside the Emergency

Department (hereafter; "ED") lobby entrance.

2. If appropriate, clear the ED waiting room / lobby with assistance from clinical staff.
   a. Use the Radiology Lobby, ED Conference room, Family Rooms etc.
3. Obtain a metal detector / wand.
4. Prior to granting entry, patients and visitors will be searched using the metal detector / wand, and bags will be inspected.
5. In the event someone refuses to allow their person or their bag to be searched, do the following.
   a. Patient – Enlist assistance from the assigned ED staff member to quickly assess the clinical condition of the patient and determine the safest way to provide stabilizing treatment.
   b. Non-Patients – Invite all non-patients to exit the facility or return their bag to their vehicle before returning.

The assigned ED staff member will:
1. Assist Security Central Dispatch Officer in clearing the ED waiting room / lobby.
2. Assist in evaluating requests for entry based on established triage protocols.

Security Reception staff will:
1. Post "Entrance Closed" signs (indicating the entrance is closed, and all personnel must go to the Emergency Department entrance).
2. Report to a secure area.

All Hospital Staff:
1. Stay Calm – Try to stay calm. Reassure patients and visitors using approved scripting available on The Pulse.
2. Stay Put – Restrict travel throughout the facility to only that which is necessary for the provision of patient care.
3. Stay Tuned – As needed and when appropriate, information will be communicated regarding the situation.
   NOTE To allow response teams to focus on the task at hand, staff are expected to refrain from calling to inquire about the situation.
4. Stay Safe
   a. Maintain "situational awareness" and report anything out of the ordinary through departmental chain of command.
   b. Enforce standard ID badge access practices.
      i. All hospital personnel must have their badges prominently displayed per policy.
      ii. Do not allow hospital access to anyone without a badge.

Printed copies are for reference. Please refer to the electronic copy for the latest version. 9/23/2024 9:17 AM

Date/Time Generated: Sep 23, 2024 09:17 | Generated By:

Security Leadership / Hospital leadership will:
1. Initiate Incident Command.
2. Decide when to discontinue the lockdown.
   i. Lockdown will be discontinued by Incident Commander using information gathered all available sources, including but not limited to the following.
      1. The on-duty Lead Security Officer.
      2. The ED CSC.
      3. Security Leadership.
      4. Local law enforcement officers and leadership.
3. Call the hospital Operator to discontinue the lockdown.

AUTHORS: Manager, Security Services

REVIEWED BY: Director, Security and Support Services

APPROVED BY: Vice President, Human Resources