



NEW EMPLOYEE ORIENTATION

SECURITY DEPARTMENT

At the end of the presentation you will be able to

- **State the phone number to call the event of an emergency or code**
- **State other services provided by Security**

■ SECURITY EMERGENCY LINE:

**3-7777 or
(323) 783-7777**

- **Security Command Center Operator**
For Non-Emergency Related Calls:
3-5965 or
(323) 783-5965

Kaiser LAMC is committed to providing a safe and secure environment for patients, visitors and staff

- ***Zero tolerance for workplace violence***
Threat Management Team - TMT
- **Security Emergency Response Team - ERT**
- **Physical Security Systems - Command Center**
 - **Video surveillance monitoring**
 - **Duress and intrusion alarms**
 - **Infant security systems**
 - **Building access control**
- **Trend analysis reporting to Safety Committee**

- **Hospital id badge – As part of a JCAHO requirement, employee badges must be displayed from the waist up.**
- **Report unusual occurrences, suspicious persons or activity.**
- **Report doors that are propped open or left unlocked for convenience at 3-5965**
- **Report broken door locks or other security equipment problems to " 3-4FIX " 3-4349**

Take responsibility for a secure environment

- Know your facility's written security policies
- Know the hospital emergency codes
- Know how alarm systems in your area work
 - Panic alarms
 - Motion sensors (after hours)

To protect employee personal property and hospital equipment, supplies, drugs and information

- **Follow Hospital Policy # 404 for property removal to ensure that all movement of hospital equipment is properly authorized.**
- **Limit access to restricted areas
“question” anyone without a KP picture ID.**
- **Secure your work station and always log out when you leave your computer**
- **Keep your personal property especially purses, briefcases and bags locked in a cabinet**

- **Take the same amount of concern for hospital equipment as you would for your personal possessions in your home.**
 - **Know where equipment under your care is at all times**
 - **Ask questions when someone seems “interested in it or wants to use it”**
 - **Report missing equipment immediately to Security at 3-5965**
- **Equipment that can be moved should always be secured when not in use or unattended. Equipment storage areas should remained locked at all times.**

- **LAMC has zero tolerance for violence in the workplace**
- **Report such incidents to your Supervisor and Security Department immediately at 3-5965**
- **If a person shows signs of losing control**
 - **Stay calm**
 - **Keep 2-3 arm lengths away**
 - **Offer help and give choices**
 - **If they continue to escalate move away and let co-workers know**
 - **If their behavior is assaultive or abusive call Security at 3-7777**

DEFINITION OF THREAT

- **Acts and/or threats of violence.** Includes physical assaults and actions or statements which, either directly or indirectly, by words, gestures, symbols, intimidation, or coercion give reasonable cause to believe that the personal safety of the affected individual or others may be at risk. Intimidation includes behavior which has the purpose or effect of inspiring fear in a reasonable person.

- **Weapon** - includes any instrument, article or substance which, under the circumstances in which it is used or threatened to be used, is capable of causing physical injury or death, such as firearms, knives, clubs, stun guns or incendiary devices.
- **Remedial action** - includes, but is not limited to, corrective action/discipline up to and including termination of employment, criminal prosecution and loss of health plan membership.

What Should You Do If You Encounter a Threat

- Remove yourself from any immediate threat.
- Immediately notify **Security**.
- Security must be called for all threats and incidents involving threatening remarks or acts of bodily harm and when the aggressor is still in the Department or on the premises.
- Notify your manager, administrator or supervisor.
- The incident report should be written and forwarded via email that same day to the **Security Department** by your manager, administrator or supervisor.
- Request security escort (to and from your vehicle) by calling the command center **(323) 783-5965**.

- **Be Alert when you are in areas or around people that are unfamiliar to you**
- **Rehearse in your mind exactly what you will do if a threatening situation occurs so that you will act immediately when it does**
- **When walking to your car in the evenings go with coworkers or call Security for an escort at 3-5965**

Code Secure page signifies an actual or attempted infant or pediatric abduction

- **The First Line Of Defense:** The Mother
Education of the mother to equip her with knowledge of maternal child healthcare staff internal security procedures

- **Second Line of Defense: Hospital Staff**
 - **Maternal Child Health (MCH) Staff - Following internal infant/pediatric security -procedures**
 - **Security Staff - Monitoring and investigating suspicious behavior and establishing an external perimeter to control exits during an infant abduction**
 - **All other Hospital Staff - Following internal response procedures to "guard" stairwells and watch for suspicious activity during an infant abduction**

Third Line of Defense: Security Systems

- **Access Control - including visitor screening, and hospital id badge policy**
- **CCTV security cameras and monitors**
- **Duress alarms to summons immediate help**
- **Infant/pediatric monitoring security system**
- **Infants are only transported in a bassinet or by mother in wheelchair.**
- **Only authorized personnel wearing red border badge may transport infant/pediatric patients.**

- **State the phone number to call in the event of an emergency**
- **State one service provided by the **Security Department****

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ANY QUESTIONS...