

Cumberland Heights Foundation, Inc.  
Environment of Care Plans  
Security Management Plan

The Environment of Care Plans - Introduction to EOC Plans, including all defined terms, is incorporated herein by reference.

## **Purpose**

To coordinate, manage and evaluate security activities within the Organization in an effort to provide a safe, effective and functional environment for patients, visitors and staff.

## **Scope**

All Cumberland Heights' physical locations, facilities, buildings, patients, visitors and staff.

## **Objectives**

- Provide for the protection of the facility's patients, staff, visitors, property, and information.
- Emphasize early detection in an effort to limit the opportunity for unlawful/unwanted activity.
- To prevent and address the risks of work place violence

## **Background**

The Security Management Plan includes methods to use past problems and performance (accident and incident analysis as well as a Hazardous Vulnerability Analysis {HVA}); current problems/conditions (inspections and security surveillance); and security training in a proactive manner so as to prevent conditions and activities which cause unlawful/unwanted activity.

Functions of the ECO and Committee are collection, preparation, analysis and evaluation of data and information and the distribution of that knowledge to managers at all levels. All recommended and required security activities are monitored to evaluate their effectiveness and to identify opportunities to improve the program.

## **Authority and Organization**

### **Environment of Care Officer**

The CEO has determined the Director of Support Services/Safety Director meets the qualifications and has the requisite knowledge to serve as the Organization's ECO. In so doing he/she has been granted the responsibility and authority to implement the Security Management Plan. Included with this charge is the explicit authority and responsibility to take whatever action the ECO finds indicated whenever hazardous conditions exist which have the potential of resulting in personal injury to individuals or damage to equipment, property and/or buildings. This authority extends beyond his/her normal authority so as to allow the ECO complete autonomy as it relates to the mitigation of risk and/or injury to persons, equipment and/or structures. (See also: ECO Appointment & Immediate Threat to Life and/or Property Policy in the Introduction to all the Plans).

### **Committee**

The Committee shall provide oversight with regards to the operation of this Plan. As its Chairperson, the ECO shall bring matters to the Committee on an as needed basis. (See also: the Committee in the Introduction to the EOC Plans).

## **Security Department**

The Organization has an Armed/Unarmed Security Department that is licensed by the State of Tennessee. The Department is charged with ensuring the security of the River Road facilities. Security personnel are assigned at other IOP offices on a as need basis. The departments Policy and Procedures are attached to this document.

## **Reporting of Security Incidents**

Security incidents will be reported to the senior staff member present in person, by two-way radio, and/or by telephone. The senior staff member present will make a determination as to if the Supervisor on Call, and/or other management/executive notifications are warranted.

Security incidents will be reported to the Quality Management Office by means of the Unplanned Occurrence Reporting System.

Serious incidents requiring special emergency response will be reported by dialing 911. All staff members are to use their best judgment and, whenever possible, shall consult with the management staff on duty at the time and/or, by phone when possible, before calling 911. However, nothing contained herein should preclude any employee from calling 911 if they feel it is appropriate.

## **Criminal Investigations**

The Organization's staff/security officers do not conduct criminal investigations, but rather gather information, preserve evidence, and identify participants and witnesses involved in incidents and accidents.

Criminal investigations will be conducted through the police department who has jurisdiction and/or the Tennessee Bureau of Investigation or other appropriate agency.

## **Identification of Patients, Visitors and Staff**

All staff will wear Organization issued identification badges whenever they are present on any of the Organization's property.

Visitors and families to the River Road campus will be required to register at the reception desk and will be provided a visitor badge that must be worn while on the campus.

Patients on the River Road campus wear photo identification badges at all times. Patients and visitors at the outpatient sites will follow those procedures established by that site with regard to identification.

All IOP site patients, family members and visitors are directed by staff to the appropriate area. No name tags are worn.

## **Access to Sensitive Areas**

Access to sensitive areas of the Organization's facilities will be controlled primarily through the use of identification badges, personal identification, and advance notification of authorized visitors. Sensitive areas are identified as 1. Medical records/patient chart areas, 2. Medication areas (medication room) 3. Administration offices and 4. Data phone equipment. All staff is encouraged to challenge unidentified individuals and to assist them in adhering to the identification process. Unidentified individuals who will not cooperate are to be asked to leave the property immediately. If the situation persists, the established procedure for Emergency Security Procedures (detailed below) is to be implemented.

## **Vehicle Access to Urgent Care Areas**

The two handicap parking spaces located in front of the Medical Unit shall be available to emergency vehicles when not otherwise in use. If in use, or should access be needed in other areas of the complex, emergency vehicles may block any parking space(s) to gain access to a building.

## **Emergency Security Procedures**

Emergency procedures are detailed in Emergency Management Plan. In general, security related issues should be addressed by the senior executive/management member present (See also: Immediate Threat to Life Policy in the Introduction to all the Plans). Security incidents such as bomb threats, civil disturbances, fire, hostage situations, telephone threats, unidentified and/or uncooperative individuals and staff emergencies will be handled by calling the incident into the 911 Emergency Response System for the locality where the facility is located. The senior staff present is to react to the situation at hand and take whatever action they find appropriate. If, due to the nature of the situation, it is not practical to confer with Executive Management or ECO, they are to be contacted as soon as the situation allows.

### **Supporting Documents:**

Environment of Care Plans – Introduction to All Plans

Environment of Care Plans – Emergency Management Plan

### **Supporting Policies and Procedures:**

Hazardous Surveillance

Incident reporting

Keying & Key Control

Restraints, Seclusion and Physical Holds

Reviewed: 11/11 RT, 10/12 RT 11/13 RT 11/14 RT

Revised: