

DESERT REGIONAL
MEDICAL CENTER



POST ORDERS
FOR
DESERT REGIONAL MEDICAL CENTER

1150 N Indian Canyon Dr.
Palm Springs, CA 92262
760-323-6511

December 2018

PREPARED BY:

G4S Secure Solutions (USA) Inc.
PALM DESERT AREA OFFICE
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PALM DESERT, CA 92211

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TABLE OF CONTENTS:

Section 1 – Document Review.....Pg 3
Section 2 – Introduction.....Pg 4
Section 3 – Project Description.....Pg 4
Section 4 – External Emergency Services and Key Points of Contact.....Pg 5
Section 5 – General Orders.....Pg 5
Section 6 – Post Specific Orders.....Pg 16
Appendix

SECTION 2 INTRODUCTION

Your job as a Security Officer is of the utmost importance because of the great responsibility it carries. Desert Regional Medical Center (DRMC) depends on you to enhance the safety and security of its employees, vendors, and visitors and to protect its grounds, buildings, and other property from fire, theft, vandalism, and the thoughtless acts of individuals.

These Post Orders have been prepared to assist you in this endeavor. Through a careful reading of this document, you will become acquainted with both your general and site-specific duties and responsibilities. Understand that you must diligently follow the policies and procedures contained herein and make full use of all the information provided.

Likewise, it is essential that you conduct yourself in a professional manner at all times. Always bear in mind that:

COURTESY - Earns Respect
KNOWLEDGE - Gets Results
PATIENCE - Receives Cooperation
SERVICE - Increases Good Will

Remember, the consistently **superior performance of duty** is your ultimate goal. G4S Secure Solutions (USA) and DRMC are relying on you to put forth your best effort every day. Represent us well!

SECTION 3 PROJECT DESCRIPTION

An understanding of "the big picture" by the individual members of the security organization is a key element in the overall success of the security function as a whole. The information provided below is intended to help facilitate that understanding.

DRMC looks to the Security Officer for quick response to, and accurate reporting of, any emergency that may occur. An emergency, by definition, always has priority over normal operational security requirements.

You are expected to take whatever action is reasonably feasible and within your authority to alleviate the situation and protect personnel and property (in that order of importance) to the greatest extent possible. You are likewise expected to file a complete written report immediately after the incident in question has run its course.

REMEMBER: It is absolutely imperative that you maintain your composure at all times. Your life and/or the lives of others may very well depend upon your ability to perform as required while under the pressure of an emergency.

SECTION 4 EMERGENCY RESPONSE AND KEY POINTS OF CONTACT

4.1 KEY MANAGEMENT PERSONNEL

The key personnel for both G4S Secure Solutions and DRMC are as follows:

G4S Project Manager:
Roosevelt Lodge - Office telephone number: 760-323-6512

G4S AREA SUPERVISOR:
Joe Hernandez - Office telephone number: 760-610-2080

DRMC SAFETY MANAGER
Mike Olson - Office telephone number:

Note: Telephone numbers are not to be given to anyone unless specifically authorized by your immediate Supervisor.

4.2 CALLING FOR HELP FROM PUBLIC AGENCIES

Whenever possible, seek guidance from your immediate Supervisor PRIOR to calling for public emergency services assistance. If the situation is such that emergency personnel must be called first, you are still required to establish contact with your chain of command as soon as practicable thereafter.

In those instances where it is necessary and appropriate for you to report an emergency directly to a public agency, do the following:

- a) Dial "911." Remain calm. Speak clearly and at a normal rate of speed.
- b) Identify yourself. Give your name, job title, and location. The site address and telephone number is:
1150 N Indian Canyon Dr
Palm Springs, Ca 92262
Tel# 760-323-6511
- c) State the reason for the call. Describe the type of emergency, the extent to which anyone has been injured (if applicable), and what specific actions, if any, have been or are being taken.
- d) Answer all questions completely.
- e) Follow any and all instructions given to you.
- f) Remain on the line until released by the emergency dispatcher.
- g) Be prepared to direct arriving emergency personnel to the scene and/or provide any other form of assistance that is required.

SECTION 5 GENERAL ORDERS

5.1 WHAT IS EXPECTED OF A SECURITY OFFICER?

ABILITY: To be able to handle any normal situation which you may encounter and know how and where to get help if it is needed.

ALERTNESS: To be alert and attentive at all times while on duty, to include being constantly on the watch for activities, conditions, or hazards which could result in injury to persons or damage to property.

ATTITUDE: The Security Officer is frequently the first contact the public has with a Client. The way in which they are greeted and their questions are answered will play a significant part in their appraisal of that Client. Good human relations depend a great deal upon your attitude.

COURTESY: Security Officers must be courteous at all times. You do not need to be belligerent to be firm. An Officer can be courteous and well-mannered and still be effective.

DISCIPLINE: Personal likes and dislikes should not cause you to deviate from your duty. Prompt obedience and proper execution of all orders given by superiors is expected from all Security Officers. Discipline does not mean punishment. True discipline is indicated by proper conduct under all conditions - even in the absence of your Supervisor.

EXEMPLARY CONDUCT: By and through the impartial discharge of their duties, Security Officers are to conduct themselves at all times in a manner which will reflect credit upon themselves, G4S Secure Solutions, and the Client.

IMAGINATION: You should develop the ability to imagine what might happen under a given set of circumstances and predetermine the correct course of action to be taken if a given emergency should arise.

JOB INTEREST: All Security Officers should take pride in their duties and maintain a keen interest in their jobs. This will show in the manner in which you perform your duties and will be recognized by all who come in contact with you.

LOYALTY: Security Officers must be loyal to the Company and have the best interests of the Company in mind at all times. Loyalty also means that your Supervisor is able to trust you with confidential information.

TACT: You should act without haste or undue emotion. Patience truly is a virtue. Do not argue with people and avoid force unless absolutely necessary. Present a calm, dignified bearing.

PUNCTUALITY: Security Officers must be prompt and punctual. In particular, if you are unable to report for duty at the required time, you must notify your Supervisor at least four hours prior to the start of the scheduled shift.

In addition, because the scheduling of work assignments is a supervisory function, all requests for a change in schedule must be made through the chain of command. Security Officers are specifically prohibited from making independent arrangements amongst themselves that would in any way alter an established work schedule or post assignment.

OBEY LAWS: No Security Officer shall knowingly and intentionally violate the law or associate with those who do.

5.2 APPEARANCE OF SECURITY OFFICERS

Due to the public nature of a Security Officer's duties and the business necessity of uniformed personnel presenting an image of professionalism and authority, a code relative to an Officer's appearance in uniform is hereby prescribed:

An Officer's hair is to be neatly combed and appropriately cut to accommodate the wearing of the G4S Ball cap if needed. A man's hair will not extend beyond the top of the ears or touch the shirt collar. Similarly, women are to wear their hair in a neat, professional manner that is consistent with the duties and responsibilities of a Security Officer.

Furthermore, regardless of gender or the actual length of the hair, the wearing of any hairstyle that either detracts from the appearance of the uniform (e.g., hair that is dyed a grossly unnatural color or is cut or shaped in an extreme manner) or physically interferes with the performance of duty (e.g., hair that could be easily grasped by an assailant) cannot and will not be allowed. In addition to that women with long fingernails must keep their fingernails cut to an appropriate length which is normally 1 inch or to the end of their fingernail bed. All fingernails must be in an appropriate neutral color.

As concerns male facial hair, all Officers will report for duty freshly shaven. A neatly trimmed mustache that does not extend over the top of the upper lip or beyond the corners of the mouth is permitted as are neatly trimmed sideburns that do not extend beyond the bottom of the earlobes. Beards must be kept trimmed neatly and close to the face.

Only a complete uniform is to be worn while on duty. All uniform apparel (except shoes, socks, etc.) and other items of your duty equipment shall be Company issue. Said uniform and equipment is to be worn only in the prescribed manner and kept in a clean, presentable, and serviceable condition.

Note: The manner of wear described below pertains to the standard Security Officer uniform. If other than the standard uniform is prescribed, it too is to be worn in a manner that is consistent with these standards of appearance as determined by the proper authority.

The ball cap (if worn) is to be worn squarely and firmly on the head.

The shirts are to be free of stains and tears and must be pressed and clean without wrinkles.

The bottom of each pant leg should just touch the top of the shoe causing a slight break in the leg crease.

Socks that are visible to the public will be solid black in color. (In the event of a documented medical condition that requires the wearing of white socks next to the skin, the second pair of socks that are black must be worn over top.)

Shoes will be black with laces, plain toes. The particular style worn must not inhibit safe, agile, and free movement.

When an overcoat is worn, it will be kept properly zipped and/or buttoned at all times. (Note: A badge must always be worn on the outermost garment.)

No insignias, emblems, buttons, etc., other than those issued by the Company will be worn on the uniform without the expressed permission of the Company. (The wearing of a suitable personal tie clasp is the only permissible exception.)

Personal jewelry may be worn if the amount is not excessive, the individual items are not vulgar or obscene, and the jewelry in and of itself neither detracts from the appearance of the uniform nor physically interferes with the performance of duty. The wearing of earrings by male personnel is prohibited.

If worn, eyeglasses and, in particular, sunglasses must be in keeping with the uniform. Exaggerated size or shapes, mirrored lenses, or neon colored frames, for example, are not considered acceptable.

It is likewise inappropriate to have said glasses perched on top of the head, dangling from the neck on a cord, or hanging from a uniform shirt pocket or epaulet when they are not in use. They are to be put away out of sight when they are not being worn.

As necessary, each Security Officer is responsible for obtaining replacement uniform and/or equipment items for those that become unserviceable.

5.3 CONDUCT WHILE ON DUTY

As a Security Officer, **YOU WILL:**

- a) Be on post at the prescribed time; incomplete uniform (to include an operable timepiece, a ballpoint pen with black ink, notepad and all required forms of identification and licensure); with the proper equipment; and ready for duty. You are not to leave your assigned post unless properly relieved or the post is terminated. Be aware the Federal and CA State Law allows for employers to require employees to work overtime provided that they are paid 1-1/2 time their normal pay rate. According to the State of CA Department of Industrial Relations, *"Under most circumstances, the employer may discipline an employee, up to and including termination, if the employee refuses to work scheduled overtime."*
- b) In those instances where you are required to have certain licenses or other forms of documentation, you must notify your Supervisor without delay in the event that such an item is lost, is about to expire, or is no longer valid due to suspension, revocation, or any other reason.
- c) All reliefs for meals or for personal breaks will be coordinated with and approved by, your Supervisor. Understand that, even while on any form of legitimate break, you are still "**on duty**" and are therefore subject to recall at your Supervisor's discretion based on the existing need at the time. You shall keep your radio and/or cell phone on and that the volume is audible.
- d) Though it is required that you be at your post on time and **remain there until relieved** or the post is terminated, it is likewise required that you do not enter the work area more than ten minutes prior to, or remain more than ten minutes after, the assigned working hours unless otherwise instructed by proper authority.
- e) Present a professional image. Always stand, sit, or carry yourself in a dignified manner and be both courteous and responsive in your dealings with individuals.
- f) Maintain the post to which you are assigned in a clean and orderly fashion. Any equipment assigned to the post must be both accounted for and functional and a sufficient quantity of administrative supplies must be kept on hand.
- g) Remain awake and alert at all times. Being inattentive to duty, sleeping, or presenting the appearance of sleeping is strictly prohibited. Lying down, assuming a reclining position, or having the eyes closed or intentionally covered or concealed, will be considered sleeping.
- h) Adhere to the established chain of command and follow all legitimate instructions given to you by those with the authority to do so to the best of your ability. Willful circumvention of the chain of command or insubordination to a superior without just cause cannot and will not be tolerated.
- i) Thoroughly know and understand all your assigned duties and perform them in the prescribed manner without variation or exception. Ensure that all established policies and procedures are followed by all those to whom they apply - to include yourself.

- j) Feel free to contact your Supervisor whenever you have a need for assistance or advice regarding work-related activities.
- k) Immediately advise your Supervisor of all significant events (e.g., fires, accidents, criminal activity, etc.), take the appropriate corrective action, and prepare a complete written report of the incident.
- l) Courteously refuse to answer all questions asked by the news media, politely refer them to your Supervisor, and then immediately notify your Supervisor of the situation.
- m) Cooperate fully with all public safety (i.e., law enforcement, fire protection, or emergency medical services) personnel and immediately comply with all legal directions given by such individuals.
- n) Always fully brief your relief regarding current post conditions and inventory the post equipment as required. If no relief is scheduled, make sure that the post is secured before you depart.
- o) Refrain from congregating with your fellow Officers beyond that which is required to adequately perform your duties so as to avoid even the appearance of impropriety.

Conversely, while on duty, **YOU WILL NOT:**

- a) Read material other than that furnished for instruction in connection with job requirements.
- b) Listen to a radio, watch television, or otherwise use any unauthorized electronic, audio, or video device.
- c) Instigate or participate in horseplay, fighting, or any similar activity that is contrary to the good order and discipline of the security force.
- d) Smoke, eat or drink in prohibited areas.
- e) Make, or arrange to receive, personal telephone calls other than in an emergency.
- f) Fraternalize with Client employees, visit with any individuals for the purpose of discussing personal or other unofficial matters, carry on unnecessary or prolonged conversations, argue controversial subjects, post or distribute any type of literature not related to security operations, or conduct any form of outside business.
- g) Solicit or accept gratuities, or attempt to borrow money from co-workers for any reason.
- h) Play cards, games of chance, or gamble in any way.
- i) Knowingly enter or cause to be entered inaccurate, false, or improper information on any written reports, logs, or records. Engaging in verbal misrepresentation or dishonesty of any kind is also forbidden.
- j) Handle or make use of any property belonging to a Client or its employees, vendors, or visitors that is not required for the performance of assigned duties.

In addition, any theft or misappropriation of, willful damage to, or careless or negligent use or loss of, any property belonging to a Client, G4S Secure Solutions, or anyone else, no matter how minor, is likewise impermissible.

- k) Carry a personally owned weapon or destructive device of any kind at any time, without prior authorization from G4S.

- l) Use threatening, abusive, or insulting language or behave in a disrespectful or disorderly manner. Verbal or physical harassment, overt or subtle, sexual in nature or otherwise, will not be tolerated.
- m) Drink intoxicants immediately prior to or while on duty or use narcotic drugs unless said drugs are prescribed by a licensed physician.

Note: Being found under the influence of, or in the possession of, any alcoholic beverage or a controlled substance not prescribed by a licensed physician will result in immediate relief from duty.

- n) Engage in any form of indecent, immoral, or unethical conduct
- o) Tolerate, condone, or for any reason fail to immediately report to your Supervisor any misconduct on the part of other members of the security force if such behavior becomes known to you.

5.4 GENERAL RESPONSIBILITIES

By definition, Security Officers provide protection, assistance, information, and miscellaneous related services to the management, employees, and visitors of a Client.

The common tasks involved in generally developing an environment where people feel secure and are, in fact, safe include; fostering cooperation and goodwill, preserving order, controlling access, promoting safety and security, enforcing rules and regulations, deterring misconduct, and safeguarding assets.

Inherent in this is the need for remaining keenly observant for, and promptly and correctly responding to, all irregular or unusual conditions and activities such as:

- a) Utility breakdowns (i.e., water leaks, electrical power outages, etc.) or the failure to conserve utilities when possible.
- b) Fire and safety violations or hazards.
- c) Accidents which have occurred or fires in progress.
- d) Security related deficiencies (i.e., unsecured or damaged access barriers, inadequate or inoperative protective lighting, etc.).
- e) Loitering or trespassing,
- f) Theft or other crimes against property (i.e., vandalism, arson, sabotage, etc.).
- g) Violent crimes against persons (i.e., robbery, assault, etc.).
- h) Use of intoxicants or non-prescription narcotic drugs.
- i) Unauthorized distribution of literature.
- j) Soliciting or peddling.
- k) Disturbances or demonstrations

5.6 CODE OF ETHICS

Like other professional groups, the actions of Security Officers are governed by certain general principles of conduct. Adherence to the following principles or "ethics" is an essential ingredient in the success of every Security Officer.

Officers shall:

- a) Attend to their duties as a Security Officer, They will always bear in mind the motto, "Operations should not be interrupted and security must be maintained."
- b) Regard themselves as a member of an important and honorable profession.
- c) Understand that "Honor" and "responsibility" are words which hold special meaning.
- d) Take on the duty to know duties thoroughly and take advantage of every opportunity to learn about their profession.
- e) Conduct themselves to be above reproach. Be honest in their dealings, sincere in their conversation, and obey all legitimate orders they receive.
- f) Keep themselves in the best possible physical condition so that they may, at all times, perform their duties efficiently and professionally.
- g) Will not, in the performance of their duties, work for outside personal advantage or profit. They will, at all times, recognize that they are a team member of G4S Secure Solutions and are obligated to give the most efficient and impartial service of which they are able.
- h) Regard their fellow Security Officers as they do themselves. It their duty to guard their honor and life as they guard their own.
- i) Be courteous in all their dealings with other people.
- j) Be loyal to their seniors who set policies and will accept responsibility for their actions. It is their duty to do only those things which reflect credit upon themselves, their profession, the Client, and G4S.
- k) Realize that they are a member of an **elite** group of security professionals, and will strive to project an image of competency, confidence, and esprit de corps.

5.7 DISCIPLINARY ADVISEMENT

Let it be clearly understood that violation of the provisions of a standard operating procedure, post-orders, or any other formal directive given to you will be subject to disciplinary action. Willful failure to comply and/or wanton neglect in adhering to such established policies and requirements shall be cause for dismissal.

5.8 LEGAL AUTHORITY OF A SECURITY OFFICER

In the State of California, a private citizen's right to make an arrest is derived from common law. At common law, a private citizen has the right to arrest a person if:

- a) a felony has been committed in the citizen's presence;

- b) a felony has been committed and where the arresting citizen has probable cause to believe and does believe, the person arrested is guilty; or
- c) A breach of the peace has occurred.

Security Officers are unique people. They wear distinctive uniforms which identify them as security professionals. Indeed, they are sometimes armed with firearms or batons. Yet the security officer is a private citizen who protects private property. Security officers are not police officers; they have no special powers above those enjoyed by all members of society.

It is essential that you understand this point because your success and professionalism depend on it. The Constitution of the United States grants private citizens the right to protect their property. Businesses also have this right. The Security Officer, when assigned to a post and hired by a client, becomes an agent for that client. In short, the security officer acts on behalf of the client in protecting the client's property.

Some people think that the right to protect private property implies the right to do anything necessary to that end. You do not have the luxury of believing that. There are strict laws that limit the use of deadly force when protecting our own property.

Understand this well:

- a) THE SECURITY OFFICER IS A PRIVATE CITIZEN.
- b) THE SECURITY OFFICER IS NOT A POLICE OFFICER.
- c) THE SECURITY OFFICER HAS NO SPECIAL POWERS ABOVE THOSE ENJOYED BY ALL MEMBERS OF SOCIETY.
- d) THE SECURITY OFFICER HAS THE SAME ARREST POWERS AS THOSE GRANTED TO PRIVATE CITIZENS.

5.9 RADIO OPERATIONS

GENERAL

The purpose for standardizing radio communications is to ensure clear professional communications. This allows important information to be shared in a clear concise manner.

RADIO ETIQUETTE

- a) **Don't interrupt** if you hear other people talking. Wait until their conversation is finished unless it is an emergency. If it is an emergency, inform the other parties that you have an urgent emergency message by waiting for a gap and saying, "Break" and then transmitting your message.
- b) **Do not respond if you aren't sure the call is for you.** Wait until you hear your call sign to respond.
- c) **Never transmit sensitive, confidential information**, such as information that identifies a patient¹.
- d) **In radio communication, you are not called by your name.** Everybody has their own unique call sign called designators. When calling someone starts with their designator and then yours.
- e) **Think before you speak.**
 - o Decide what you are going say and to whom it is meant for.
 - o Make your conversations as concise, precise, and clear as possible.
 - o Avoid long and complicated sentences. If your message is long, divide it into separate shorter messages.

¹ The Privacy Rule protects all "individually identifiable **health** information" held or transmitted by a covered entity or its business associate, in any form or media, whether electronic, paper, or oral. The Privacy Rule calls this information "protected health information (PHI)." Dec 28, 2000

- o If you lose your train of thought say, “break”, release the mic key, gather your thoughts, key the mic and continue.
- f) **Clarity:** Your voice should be clear. Speak a little slower than normal. Speak in a normal tone, do not shout. Enunciate words clearly to ensure that you are understood over poor radio transmissions or static interference.

PROCEDURES

When preparing to broadcast on a two-way radio the following are the steps that you should take to communicate in a clear and concise manner.

- a) First, gather your thoughts before keying the microphone to talk.
- b) Then key the mic pause and then call the other person's designator followed by yours.
- c) Wait for the person you are calling to respond. Blind transmissions cause confusion. Often times part of the message is missed or even misunderstood.
- d) Once the person you are calling replies, key the mic, pause for a second and then speak clearly and slowly. Remember not to ramble on. Long conversations should be carried on the telephone keeping the air clear for other people to communicate.
- e) Use 10 codes and Status codes as often as reasonably possible.
- f) Keep your language professional and don't use street slang. As an example, if someone asks your status, the response is “Code 4” not, “I'm cool”.

Remember when you're talking via the radio you have no idea who's listening. The general public could be in the area and overhear conversations. Administrators from other departments could be on our channel and over here what we're talking about. We always want to conduct ourselves in a professional manner over the radio.

10-CODES	PHONETIC ALPHABET
10-1 = Poor radio reception	A - Alfa
10-2 = Good radio reception	B - Bravo
10-4 = Affirmative	C - Charlie
10-5 = Relay message	D - Delta
10-6 = Busy	E - Echo
10-7 = Out of service (also deceased subject)	F - Foxtrot
10-8 = Available	G - Golf
10-9 = Repeat	H - Hotel
10-10 = Break - subject to call	I - India
10-14 = Escort	J - Juliet
10-17 = Transport paperwork	K - Kilo
10-19 = Station	L - Lima
10-20 = Location	M - Mike
10-21 = Phone call	N - November
10-22 = Disregard	O - Oscar
10-23 = Standby	P - Papa
10-33 = Keep air clear of radio traffic	Q - Quebec
10-34 = Resume normal radio traffic	R - Romeo
10-35 = Confidential	S - Sierra
10-87 = Meet up	T - Tango
10-97 = Arrived at scene	U - Uniform
	V - Victor
	W - Whiskey
	X - X-ray
	Y - Yankee
	Z - Zulu

10-98 = Assignment complete	
OTHER CODES AND ACRONYMS	UNIT DESIGNATORS
<p>Code 2 Urgent - no light or siren</p> <p>Code 3 Expedite response</p> <p>Code 4 No further assistance needed</p> <p>Code 5 Stakeout</p> <p>Code 6 Stay out of the area</p> <p>Code 7 Meal break</p> <p>Code 8 Restroom break</p> <p>5150 refers to the California law code for the temporary, involuntary psychiatric commitment of individuals who present a danger to themselves or others due to signs of mental illness. It has been more generally applied to people who are considered threateningly unstable</p> <p>BOLO. Be on the lookout.</p>	<p>Unit 1 Supervisor</p> <p>Unit 2 Emergency Department Lobby (ED Front)</p> <p>Unit 3 Patrol</p> <p>Unit 4 Emergency Department Treatment Area (ED Back)</p> <p>Unit 5 I/R Holding</p> <p>Unit 6 Main Lobby</p> <p>Unit 7 East Entrance</p> <p>Unit 8 Stergios</p> <p>Unit 9 El Mirador Building</p> <p>Unit 10 Parking Structure</p> <p>Unit 11 Capital</p> <p>Unit 12 DRMC Security Director</p> <p>Unit 13 G4S Security Contract Manager</p> <p>Unit 14 Plant Manager</p>

5.10 HELICOPTER OPERATIONS

GENERAL

The helicopter landing area is located on the roof of the Emergency Department. The security department acts as the Flight Deck Safety Officer. The Flight Deck Safety Officer ensures that people and objects in and around the landing area are secure and safe. They are also responsible for completing the Helicopter Landing Report, found in the appendix of this document.

PROCEDURES

A security officer shall escort anyone going onto the flight deck. The door from the flight deck to the anteroom shall remain closed and locked any time it is unattended.

Inbound flights

When Security is notified that a flight is inbound the officer working the flight shall;

- a) Escort the medical staff to the flight deck anteroom at the top of the elevator from the ED.
- b) Post themselves inside the anteroom to await the arrival of the flight.
- c) Lockout the elevator so it is stationed at the top awaiting the inbound patient.
- d) When the flight lands, notify the supervisor that the flight has landed and note it on the helicopter landing report.
- e) **REMAIN INSIDE THE ANTEROOM** until the main rotor of the helicopter stops moving.
 - a. Hot loading and unloading are **not** permitted per DRMC policy.
- f) Open the door to the flight deck.
- g) Step out onto the roof area near the door and observe staff as they offload the patient.
- h) Secure the door from the flight deck to the anteroom after the flight and medical staff and patient are off the flight deck and in the anteroom.
- i) Escort everyone down the elevator and into the ED.
- j) Stay with the flight crew during the intake of the patient in the ED.
 - a. Collect the data requested on the landing report from the flight crew.

- k) Escort the flight crew back to the flight deck when they are prepared to leave.
- l) Remain in the anteroom until the helicopter lifts off and departs.
- m) Notify the supervisor that the flight has left.
- n) Ensure the landing report has been completed and is in the binder.

5.11 TRANSLATOR PADS

GENERAL

DRMC provide translation serviced via an iPad system. The translators are an expensive and very important piece of equipment. The Security Department is responsible for checking the devices out to hospital staff that requests them. Security officers are not to leave them with patients.

PROCEDURES

When the translators are requested

- a) Retrieve the translator and the log book from the security office.
- b) Take the translators to the DRMC Staff person that requested its use.
- c) Record the date, time, DRMC staff person, patient name and the patient's ID number in the log book.
- d) Instruct the DRMC staff person to contact security when they have finished with it.
- e) Notify the Supervisor that it has been delivered so they can log it in the DAR
- f) The Supervisor will either follow up before the end of the shift or pass on to the next shift Supervisor so the translator can be secured as soon as its use is no longer needed.

5.12 BOMB THREATS

The number of actual bombings and bomb threats has increased in the United States over the last few years. This increase is expected to continue. As organized terrorist groups expand their activities, the severity of damage caused by bombings will intensify.

As a Security Officer, the likelihood that you will encounter a bomb threat situation is very real. It is extremely important that you be prepared to act appropriately in this situation. The information contained herein is designed to assist you in performing your duties in a professional manner. Pay close attention. This is a very important lesson.

The accuracy of any information you collect will not only be instrumental in saving lives but will be vital for management in determining the scope of evacuation.

5.13 DE-ESCALATION

G4S Policy Manual Section POL-1970 calls for officers to use all means necessary to resolve situations before using force. One technique officers are called to employ is de-escalation tactics. Below are guidelines on how to de-escalate situations without using force. As the procedures will discuss, de-escalation does not mean to let your guard down. It means to attempt to put the combatant at ease and get them to realize that there is a calm way to get their point across.

PROCEDURES

The steps to de-escalation are;

- a) **Don't be aggressive.** Many departments have at least one — the one officer who you'd hate to see stop a family member or a friend because you know that officer will treat them badly. These officers seem to enjoy provoking and ridiculing people. It's not smart, it's not nice, and it's not safe. Be the person who diffuses a tense situation, not the person who causes trouble. We all want to be treated with respect. We especially want to be treated with respect in front of our friends and family. Think about how you'd react if someone spoke to you in a disrespectful, sarcastic, condescending manner in front of your spouse or kids. Don't do it to others.
- b) **Listen.** Allow the person to vent their issue completely. Stand quietly and listen to what they have to say. Do not interrupt or counterpoint what they are saying, even if what they are saying seems wrong, it is valid to them at the time. Once they have started to repeat themselves you can then begin to address their issue. We've all heard about verbal judo. It's simply effective communication. Like any skill, some officers are better at it than others. If you have trouble with this, call another officer to help. If another officer joins you and is more experienced with active listening, let them take over. There is nothing wrong with striving for a peaceful resolution over your ego. While it's extremely difficult to deal with people under the influence or the mentally ill, most people do operate on logic.
- c) **Ask the person's name.** Even people under the influence or with a behavioral issue will respond better when referred to by their first name. Ask, "May I have your first name so I know what to call you?" Or as you approach, pay attention to what medical staff might be calling the person.
- d) **Be professional, and mature.** Let people trash talk and say whatever they want. Unless you feel physically threatened, let them blow off steam and say what they want. Don't get wrapped up in the emotion.
- e) **Find Common Ground.** Find something you can honestly agree with them about. If they are upset because they think they are being treated badly, you can say something like, "I would hate to be treated like that but, you need to calm down so we get you (or your family member) treated and out of here. If you still don't like the way that you are being treated, let them do what they need to help your medical situation and I will give you the number to the patient advocate so you can report the issue to them." This type of agreement helps them know you aren't the bad guy but that they need to act properly.
- f) **Stay Safe.** Finally, and most importantly, de-escalation never means compromising officer safety. Some officers think that all this de-escalation talk minimizes their safety. It doesn't. You should always be respectful to the public, you should always be professional, but you should always be prepared for an attack. You can smile, speak politely and respectfully, but still maintain an appropriate distance, stay in a bladed, balanced stance, have command presence, and be prepared to respond to any threat.

SECTION 6 POST SPECIFIC ORDERS

While this Section addresses many of the "mechanics" of the security operation at this facility, be aware that the information furnished herein is intended to be used in conjunction with any other directives given to you (either verbally or in writing) by proper authority. Therefore, do not interpret the instructions that follow as being the absolute limit of your duty requirements at this facility.

6.1 TYPE OF POST

This is a healthcare post that provides armed and unarmed upscale security services. It is our responsibility to provide a calm, compassionate, discrete and secure environment

6.2 HOURS OF COVERAGE

Security coverage is provided 24 hours a day, 7 days a week.

6.3 EQUIPMENT

- a) G4S forms WF-008, WF-011 and WF-014, Secure Trax
- b) Complete issued Upscale Security Officer uniform which is a white G4S button-down shirt, G4S badge
- c) Black patrol slacks, black belt, black shoes, and black duty belt.
- d) Current CA BSIS License(s).
- e) G4S issued Phone (Secure Trax Device) and Phone Charger.
- f) Flashlight
- g) Pen and notepad
- h) Client access cards.
- i) Provide your own meals; bring same with you to Post.

6.4 ALARM AND CODE RESPONSE

GENERAL

The color code system is a widely used system for notifying staff at medical facilities that there is an incident that needs mitigation. Below are the Codes used at DRMC and the responses and duties of the Security Officers at DRMC.

- a) **CODE BLUE – MEDICAL EMERGENCY ADULT**
 - a. Respond to provide a safe place for medical staff to work on the patient.
 - b. Keep family/friends that may be in the area away from the patient until cleared by medical staff for their return.
- b) **CODE WHITE – MEDICAL EMERGENCY CHILD**
 - a. Respond to provide a safe place for medical staff to work on the patient.
 - b. Keep family/friends that may be in the area away from the patient until cleared by medical staff for their return.
- c) **CODE PINK – ABDUCTION INFANT**
 - a. Respond to the nearest exterior door.
 - b. Stop the flow of people
 - c. Look/check every conceivable bag, package or clothing item that an infant could be hidden in.
 - d. Do not leave the door you are manning unless the Code is lifted or you are instructed to do so by your Supervisor.
- d) **CODE PURPLE – ABDUCTION CHILD**
 - a. Respond to the nearest exterior door.
 - b. Stop the flow of people.
 - c. Do not leave the door you are manning unless the Code is lifted or you are instructed to do so by your Supervisor.
- e) **CODE YELLOW – BOMB THREAT**
 - a. Stay calm and keep your voice calm.
 - b. Pay close attention to details. Talk to the caller to obtain as much information as possible.
 - c. Take notes. Ask questions:
 - i. -When will it explode?
 - ii. -Where is it right now?
 - iii. -What does it look like?
 - iv. -What kind of bomb is it?

- v. -Where did you leave it?
- d. Observe the caller's:
 - i. -Speech patterns (accent, tone)
 - ii. -Emotional state (angry, agitated, calm, etc.)
 - iii. -Background noise (traffic, people talking and accents, music and type, etc.)
 - iv. -Age and gender
- e. Write down other data:
 - i. -Date and time of call
 - ii. -How threat was received (letter, note, telephone)
 - iii. Call 411 and submit your notes from the telephone call or the bomb threat (letter or note)

f) **CODE GRAY – COMBATIVE INDIVIDUAL(S)**

Officers should be aware that a code gray may be either a verbally or physically combative person. In many cases, it is a patient or visitor arguing with staff about simple rules or procedure. Our presence on scene, and likewise our demeanor may simply be enough to calm the situation. The security officer's first priority is the safety of the medical staff and patients.

When a initial Code Gray is called and the level of the combat it unknown, all available personnel are to respond without leaving vital posts, such as entrances, unstaffed. Generally the first officer on scene will be primary on the call and will establish contact with the person.

Verbally Combative Subjects.

- a. When you initially arrive determine the person's name and address them by name.
 - b. Once on scene, employ de-escalation procedures covered in the document.
 - c.
- g) **CODE SILVER – PERSON WITH A WEAPON**
- a.
- h) **CODE STROKE – PERSON HAVING A STROKE**

6.5 SERGEANT / SHIFT SUPERVISORS (Unit 1)

GENERAL

Sergeants are required to be familiar with and comply with G4S document FM-017a “**Commitment to Integrity**” dated 6/1/12 found in the appendix of this document.

Shift supervisors are the floor managers for each shift. Their job is to organize and direct the flow of work in a respectful and encouraging manner.

DUTIES

Shift Supervisors shall;

- a) Issue keys to the proper posts as needed.
- b) Direct their subordinates in a respectful tone.
- c) Ensure that each officer has the tools they need to perform their jobs. Any deficiencies in supplies will be submitted to the chain of command for correction.
- d) Carry the blue Spectralink™ phone and dispatch officers for calls for service.
- e) Document the daily activities that occur on their shift in a Daily Activity Report (DAR).
- f) Ensure the Incident Reports (I/R) are completed to document any unusual occurrences.
 - o In cases where the Supervisor is not directly involved in unusual occurrences, they may dedicate the completion of the report to the officer(s) involved, however, the Supervisor shall proofread the I/R before submitting it to the chain of command.
- g) Allocate resources to alarms and shall respond to alarms as necessary.
- h) Ensure that officers are provided with an opportunity for their breaks and lunch period in a timely fashion.
- i) Accurately log officer call offs from their shift and notifies the Captain that there is a vacancy on the post.
- j) Ensure that officers accurately record their break periods and signs the time sheet at the end of each shift.

6.6 LOBBY DESKS AND PUBLIC ENTRANCES, PRIMARY HOSPITAL BUILDING (Units 2, 6 &7)

Entrance desk officers improve the corporate image by creating a visible front-line defense for our building and the ability to screen everyone entering DRMC. They are the first point of contact at the door and shall know how to treat guests so that they are made to feel welcome. Yet, they are also trained to provide a secure and safe environment. **As with all officers, lobby security must remember that people that come to DRMC as patients or visitors are under stress. You must maintain a calm demeanor when dealing with the public.** You will not be sarcastic or demeaning but strive to help them through their experience at DRMC.

When more than one officer is assigned to these posts, additional officers will respond to codes and alarms in accordance with the Alarm and Code Response section of this document. These post will not be abandoned and shall remain staffed at all times.

DUTIES

Front desk officer's duties include;

- a) Complete visitor management. They conduct visitor registration and badging to improve building security.
- b) Assisting visitors, patients, and staff in locating patient rooms and medical service areas.
- c) Respond to alarms as dispatched without leaving their station unattended.



- d) Prevents losses and damage by reporting irregularities; informing violators of policy and procedures; restraining trespassers.
- e) Completes reports by recording observations, and surveillance activities.
- f) Maintains the organization's stability and reputation by complying with legal requirements.
- g) Ensures operation of equipment by calling for repairs.
- h) Contributes to team effort by accomplishing related results as needed.

PROCEDURES

6.7 EMERGENCY DEPARTMENT LOBBY (Unit 2)

The primary post for the officer is in the ED Lobby. Their function is to keep the lobby free from loiters and keep the peace by providing information and screening patient's visitors. From time to time, it may be necessary for the ED front officer to respond to issues and concerns in the ED Back, however, their primary focus are to maintain order in the ER Lobby and triage area.

Visitor Screening for the Emergency Department.

- a) When a **visitor** enters DRMC's Emergency Department (ED) they are to stop at the intake nurse's desk and obtain the patient's bed location.
 - a. Ask return visitors that have been away for an extended period of time to double check bed numbers with the intake nurse. Patents are frequently moved from one location in the ED to another or they may have been admitted to the primary hospital. It is unacceptable to take a visitor to any other location in the ED than **their** patient's bed.
- b) Once they have a bed number **visitors** are to check in with the security officer at the lobby security desk.
- c) The security officer will request to see a photo ID.
 - a. If an ID cannot be presented to security the officer will ask for the visitor to spell their first and last name. Pay attention to the ease in which they spell their name. If they struggle this may be a sign that you need to check their identity more carefully.
- d) When the ID is presented it will be scanned into the Fast-Pass Visitor Management Solutions® system.
- e) Take a photo of the visitor
 - a. Fill the entire photo with the visitor's face.
 - b. Avoid multiple subjects in the photo.
 - c. Avoid photos that are too far away to identify the visitor
 - d. Make sure they are looking at the camera.
- f) "ER" will be entered into the "Person Seen" field.
- g) Print the badge.
- h) Ask the visitor what their relationship to the patient is.
- i) Write the bed number on the bottom of the badge in bold letters.
- j) Remove the backing and hand the badge to the visitor and ask them to put it on their shirt.
- k) Contact the ED Back officer providing the relationship to the patient and the patient bed number.
 - a. It is permissible to provide the visitor's first name via radio if asked by the ED back officer. **No other identifying information shall be broadcast over the radio.**
- l) Ask the visitor to have a seat near the door to ED back while the ED Back officer checks with the nursing staff for the availability of the patient to have visitors.
- m) If ED back indicates there is a wait, convey that information to the visitor.

6.8 MAIN LOBBY & EAST ENTRANCE (Unit 6 & Unit 7)

The primary post for this officer is in the Lobby is at the security desk. Their function is to screen **everyone** entering the lobby. **Anyone** not displaying a DRMC employee ID Badge will be stopped and asked to register with security at the lobby desk. Staff that enters the building not wearing their ID in a location that is readily visible will be instructed to put their ID badge on so that it can be seen.

VISITOR AND PATIENT SCREENING

- a) When a person not displaying a DRMC badge enters DRMC's lobby they are to be stopped and asked to check in with the security officers at the front desk.
- b) The officer will determine the nature of the person's visit to DRMC.
- c) Visitors wishing to see patients or who are checking in as a patient shall be screened and badged.
 - a. Visitors going to the patient's room must know the patient's first and last name.
 - b. (Are we able to we look up patients that are checking in for a procedure?)

BADGING PROCESS

- a) The lobby officer will ask the visitor who they are here to see.
- b) The officer will look up the patient and determine the room number of the patient.
- c) The security officer will request to see a photo ID.
 - a. If an ID cannot be presented to security the officer will ask for the visitor to spell their first and last name. Pay attention to the ease in which they spell their name. If they struggle this may be a sign that you need to check their identity more carefully.
- d) When the ID is presented it will be scanned into the Fast-Pass Visitor Management Solutions® system.
- e) Take a photo of the visitor
 - a. Fill the entire photo with the visitor's face.
 - b. Avoid multiple subjects in the photo.
 - c. Avoid photos that are too far away to identify the visitor
 - d. Make sure they are looking at the camera.
 - e. Print the badge.
 - f. Have the visitor place the badge on their chest.
 - g. Give the visitor directions and/or a map to their patient's room.

PROCEDURES

Visitor and Patient Screening for the Main Lobby and East Entrance

- a) When a person not displaying a DRMC badge enters the DRMC facility they are to be stopped and asked to check in with the security officers at the security desk.
- b) The officer will determine the nature of the person's visit to DRMC.
- c) Visitors wishing to see patients must know the patient's first and last name.
 - a. The lobby security officer will look up the patient and determine the room number of the patient.
 - b. The security officer will request to see the visitor's photo ID.
 - c. If an ID cannot be presented to security the officer will ask for the visitor's first and last name. Have the visitor spell their name to ensure accuracy.
 - d. When the ID is presented it will be scanned into the Fast-Pass Visitor Management Solutions® system.
 - e. If no ID is present, the name provided will be manually entered into the system.

- f. Take a photo of the visitor
 - i. Fill the entire photo with the visitor's face.
- g. The patient's room number will be entered into the "Person Seen" field.
- h. Print the badge.
- i. Have the visitor place the badge on their chest.
- d) Give the visitor directions and/or a map to their patient's room.
- e) Visitors wishing to check in as a patient will be directed to patient registration.

6.9 PATROL (Unit 6)

GENERAL

Grounds security patrols serve two important functions.

- First, patrols provide a unique opportunity for security officers to personally observe activity, and monitor individuals, and/or situations, which could pose a threat to the safety and security of the patients, visitors and staff of DRMC and/or its physical plant.

– Secondly, patrol officers, particularly foot patrols, offer a unique opportunity for direct, personal interaction between officers and members of the hospital. While vehicle patrols allow officers to efficiently cover more of the grounds, they do not provide the same opportunity for the personal interaction between security officers and patients and visitors, and staff that is available to an officer patrolling the grounds on foot. It is for this reason that security officers are expected to patrol the grounds on foot whenever possible.

FOOT PATROLS

Foot patrols are to be conducted whenever possible. The primary purpose of a foot patrol is to observe conditions in and around buildings, on balconies and other location vehicular patrols can't go. Ground floor doors and windows are to be checked and secured and any safety violations recorded. Foot patrols are conducive to personal contact between security officers, patients and visitors, and staff. It is for this reason that security officers are expected to spend a good portion of the shift walking the grounds, interacting with other people and observing their surroundings.

MECHANIZED PATROL

The primary purpose of a vehicle patrol is to observe conditions on the grounds in remote areas, parking lots and the perimeter of the grounds. Vehicles permit security officers to patrol a large area of grounds quickly, but they are not conducive to personal contact between security officers, patients, visitors, and staff. It is for this reason that security officers are expected to stop and make personal contact with people out and about the grounds whenever possible. Patrol officers are not to spend their shift planted in the car with the windows rolled up ignoring people they come across.

Each security officer assigned to patrol will perform a visual inspection of the vehicle at the beginning of their shift and note the following items:

- a) Levels of gasoline. (if applicable)
- b) All lights functioning properly.
- c) Tires are properly inflated and free of visible damage.

Problems with the vehicles must be brought to the attention of the Director of Security or the Captain. Conditions that the patrol officer deems as a safety hazard shall require correction prior to the vehicle being operated.

Officers operating Segway tricycle shall comply with the G4S Policies and procedures set forth in the G4S Segway operating manual.

Vehicle patrols do not follow set routes or timetables. - Security officers in vehicles are expected to patrol all DRMC parking lots, driveways and public and remote areas at least three times during every shift, except in circumstances when other assignments make this impossible. - Parking lots should be checked on a regular basis. Remote areas should be checked at least twice a shift paying attention to staff lots B and remote staff parking areas. Security officers patrolling in vehicles are expected to obey all state and local traffic rules and regulations at all times. Failure to do so may result in disciplinary up to and including termination. - Security vehicles should be driven only on established roads and/or parking lots.

Patrol officers are expected to cite illegally and unpermitted vehicles using DRMC citations. A copy of the citation shall be placed under the driver's side windshield wiper and a copy submitted to the Director of Security's office.

6.8 EMERGENCY DEPARTMENT BACK (Unit 4)

GENERAL

The purpose of having an officer stationed in the back of the emergency department is to protect patients and staff. Often times patients get upset or nervous over their situation and can become combative. It is the officer in this area's responsibility to help calm down aggressive people. The first steps of interacting with an upset individual are to employ de-escalation techniques.

When dealing with the public, always behave as if a camera is filming you, don't say or do anything that would embarrass you or your department.

In some situations, the officer will be required to help restrain patients. Note that while, at times, officers will need to help physical restrain patients, the only time handcuffs are used is to protect life. Handcuffs will never be used on patients. The soft restraints used to restraint patients are provided by the medical staff and the officer's job is to assist in placing them on the patient.

PROCEDURES

The officer shall patrol the ED treatment area (ED Back) observing patient/visitor behavior. Be on the lookout for rising tensions, patients that may be in distress or other indicators that something may be getting ready to happen. Report observations to medical staff or the ED Front (Unit 2) officer or the Supervisor as appropriate. The officer will break off patrol activates as outlined below.

VISITOR ESCORTS

- a) Unit 2 will contact Unit 4 and give the bed number and relationship that the visitor is to the patient.
- b) Unit 4 will locate the nurse for the patient and request permission to bring a visitor (or visitors) back to the patient.
- c) Unit 4 will notify Unit 2 of the status provided by the nurse.
 - a. This may include a wait time, no visitors or other information.

- b. If the visitor is not permitted to visit make sure the visitor is informed and try to keep them updated if things change.
- d) If permission is granted to bring the visitors back to the bed, Unit 4 will escort the visitor from the entrance to ED back to the bedside of the patients.
 - a. Observe the patient's reaction to the visitor. This ensures that they know each other and that visitor is welcomed by the patient.
 - b. If by chance a mistake has been made and the visitor is not welcome by the patient, immediately escort the visitor back to the ED lobby to the Intake window to figure out what occurred.

BEHAVIORAL HEALTH AREA

When Behavioral patients are present an officer will be posted near the Behavioral Health area as follows;

- a) 5 patients or more – Officer must be posted
- b) 4 patients or more - Officer posted at the discretion of Nurse on duty
- c) Less than 4 patients- no Officer needed to post

This area will also be the location for Unit 4 to stage when not patrolling or escorting visitors. At times patients from behavioral health will need to be escorted to and from the restroom or other areas. Be observant that these patients are not preparing to flee or being combative.

When I/R Holding has Behavioral Health patients (beds BH3 - BH12), Unit 4 will be responsible for escorting the visitor through the ED to the back hall and providing directions to the visitor from the ED back door to the I/R Holding officer. They will also be responsible for meeting visitors from I/R Holding at the back door and escorting them through the ED to the ED lobby.

6.10 I/R HOLDING (UNIT 5)

GENERAL

I/R Holding is the overflow for the Behavioral Health section of the Emergency Department. This area also serves as overflow for the hospital. When serving as the Behavioral Health Section it will contain beds BH3-BH12. This section will cover the duties of the Security Officer during the time when this area serves as the ED's Behavioral Health area.

- a) The Officer is posted at the door to the unit. They may either sit next to the door or stand in or near the doorway.
- b) Observe and alert staff to any behavioral issues from patient or visitors.
- c) It is required that the officer will stand in the doorway if a patient moves towards the door.
- d) Stand outside doorway when staff is escorting a patient to the restroom. Make sure you can still see what is going on inside the room. If a patient runs do not pursue. Immediately broadcast the incident to all units giving the description and direction of travel of the patient.
- e) If staff requests assistance medicating a patient, call for back up to assist in medicating. Do not leave door unattended.
- f) Keep conversation with patients to a minimum.
- g) ED Front will call and request permission to send visitors to I/R Holding. Check with the medical staff to ensure the patient in question is permitted to have visitors. If approved, direct ED Security to send the visitor to you. ED security will escort the visitor through the ER and give them directions from the back door of the ED to your location.
- h) Direct all patient /visitor requests to nursing staff.
- i) When visitors arrive, direct them to nursing staff so they can be advised what they can take bedside.



- j) Brief oncoming officers about any behavioral issues.
- k) If a patient becomes violent, call for backup and/or code gray.

6.10 AUXILIARY BUILDING SECURITY (UNIT 8 AND 9)

Building security officers improve the corporate image of DRMC by creating a visible front-line defense for our facilities. The officers posted in auxiliary buildings such as the El Mirador and Stergios buildings conduct foot patrols in accordance with the policies set forth in chapter 3 under the foot patrol section.

DUTIES

- a) Maintain a safe and secure environment for patients, visitors and staff patrolling and monitoring premises. Each floor, balancing and publically accessible space should be checked several times per shift.
- b) Vary the timing and route of your patrol so that it is not predictable.
- c) Controls visitors and patients by directing them to the proper areas.
- d) Secure premises after hours, monitoring access to the building.
- e) Inspecting building grounds for safety hazards and report them to the maintenance via their dispatch number.
- f) Obtains help by sounding alarms and responses to alarms in accordance with eh alarms and emergency response chapter of this document.
- g) Prevents losses and damage by reporting irregularities; informing violators of policy and procedures; restraining trespassers.

6.11 PUBLIC PARKING GARAGE

Parking is one of the greatest areas of liability for a property owner. Security officers play a critical role in preventing and identifying potential threats in parking lots. Their very presence can cause criminals to think twice before breaking into cars, vandalizing them or committing other crimes. DRMC' parking garage is a three-level parking structure with parking on the roof accessible by a separate remote driveway for the El Mirador Building

DUTIES

Unit 10 ensures the rules governing the parking structure are followed, and reports any suspicious activities to the duty supervisor and/or Patrol (Unit 3). Unit 10 also monitors and responds to any alarms. They operate the access gate and grant access to vehicles. Unit 10 works in conjunction with Unit 3 patrol in ensuring the safety of visitors and patients to DRMC. Unit 10 is also responsible for directing hospital staff driving automobiles with DRMC staff stickers to the 3 staff parking lots.

The DRMC Parking Garage Security Service Includes:

- a) Enforcement of parking policies
- b) Issuance of warnings and citations
- c) Facilitate vehicle towing
- d) Afterhours escorts
- e) 24-hour alarm/emergency response
- f) Customer service
- g) Fire watch
- h) Traffic direction
- i) Incident reports (as directed)

- j) Trespassing and loitering deterrence
- k) Theft, vandalism, and crime deterrence
- l) Confrontation mitigation

6.12 SAFETY INSPECTION

GENERAL

It is part of each officer's responsibility to ensure that the property of safe and secure. Every officer shall be on the lookout for items that are in need of correction to keep the property safe. These items are above and beyond the normal security issue such as suspicious persons/vehicle.

Items such as;

- a) Blocked fire doors
- b) Blocked fire exits
- c) Block fire lanes (parking)
- d) Cluttered fire egress ways
- e) Out of date fire extinguishers
- f) Broken sidewalks
- g) Broken pathway lighting
- h) Any other item that may contribute to an unsafe condition.

Once an officer has identified an item that needs correction they shall report that item to their supervisor shop, in turn, shall submit a request for repair form.

6.13 FORENSIC REPORTS

GENERAL

Forensic Reports are the tracking and logging of Law Enforcement activity with patients in DRMC. It is important that we, as a security force, and the hospital administration be aware when there are law enforcement officials on overseeing patient movement on the grounds.

When forensic staff enter the hospital with the intention of overseeing patient movement they shall be asked to read and sign a Desert Regional Medical Center – Forensic Staff Orientation form. A copy of this form shall be retained with the Supervisor's Daily Activity Report. If possible, a copy shall be given to the Forensic Staff for their information.

6.14 MORGUE PROCESS

GENERAL

The process of escorting deceased patients from their room to the morgue or from the morgue to a method of transporting them off property of one that must be handled with tact, decorum and earnest respect for the family and the decedent. The paper trail must be conducted in a way that we know the location of the decedent and their status while in the care of the morgue. Officers are responsible for knowing and following the current copy of **DRMC's Morgue Operations Policy Number 1985759, found in the appendix of this document.** Nothing in the following process shall nullify DRMC policy 1985759.

PROCEDURES

When called for a Code Black escort (a deceased person) the officer shall respond to the location requested. This will generally be the morgue if begin transported by DRMC transportation staff and the patient room if being picked up directly from the room by the Coroner or a mortuary.

Escort to the Morgue.

The officer shall accompany the DRMC transport staff from the morgue to the location of the decedent. Upon arriving and the decedent's location the officer shall take custody of the Body Disposition Form. Below is the process for completing the form.

- a) Review the form for
 - a. The completeness of Section 1 Information Of Decedent
 - b. Information contained in Section 4, Disposition of Personal Belongings
 - i. Ensure that the RN Signature of the belonging section is signed.
 - ii. Belongings, if any, will be transported on the transportation bed with the decedent.
- b) Once the Decedent is placed in the morgue, note the space they were placed in by transportation on the bottom of the form under "DISPOSITION OF BODY".
- c) The decedent's information is entered into the expiration log
- d) Place the form place the form in the binder labeled Body Disposition Forms.

Escort from the Morgue.

When a mortuary or the Coroner arrives to transport a body out of the morgue the officer shall;

- a) Pick up the Body Disposition form for that decedent from the Body Disposition binder and go to the Morgue
- b) Observe the transportation of the decedent from the morgue to the transportation vehicle.
- c) Have the agency picking up the body complete Section 5 of the Body Disposition Form.
 - a. Ensure they sign the form.
- d) Give the canary copy to the transportation agency.
- e) Place the pink form in the binder labeled Released Decedents
- f) Place the white copy in the out box labeled HIM

Document Retention

Morgue documents must be retained for a period of 1 year.

END

**APPENDIX
TABLE OF CONTENTS**

- 1. Daily Activity Report**
- 2. G4S “Commitment to Integrity”**
- 3. Helicopter Report**
- 4. Incident Report**
- 5. Payroll Adjustment Form**
- 6. Shift Trade Form**
- 7. Translator Check Out Sheet**
- 8. Vacation Request Form**
- 9. Vehicle Inspection Report**