

# SECURITY DEPARTMENT

**Bill Davies**

*Security Director*

**Rick Charbonneau**

*Security Manager*



 **Elliot Health System**

Confidential & Proprietary | ©2016 Elliot Hospital All Rights Reserved.

# Security Overview

- Approximately 50 Officers in total
- The majority of officers have prior Law Enforcement experience

## Shift Assignments

- Group Leader (Shift Supervisor)
- Front Desk Officer
- PEP Officer
- ED Officer
- Interior Patrol
- Exterior Patrol
- Offsite Officer

\*Manchester Police Detail 24/7 located in ED



# Security Officers



## Required training/certifications

- Use of Force
- OC Foam
- Handcuffs
- Taser
- CPI
- Restraints
- AED



# Security Locations

## Elliot Hospital

## Rivers Edge



Security Administration Office



Group Leader Office Emergency Dept.



Security Office inside Urgent Care

# Identification Badges

- If you have a **door access** problem call **Security**.
- If you have a **Kronos** (Time clock) problem call **Human Resource**
- Temporary Badge



# Identification Badges

- Per policy it must be worn above the waist and below the neckline.
- There is a chip inside the badge. Do not stick pins through the badge.
- Never lend your badge to someone else.
- If you lose your badge, report it to security immediately.
- There is a \$5.00 fee to replace lost badges





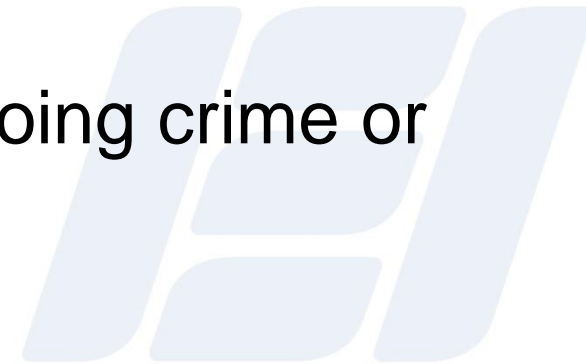
# Security Systems

- CCTV cameras (including the off-sites)
- Doors controlled by card access
- Panic alarms report directly to security
- Infant Protection System (Hugs)



# Codes

- **Code Grey-** “Code Grey” team has been established in order to provide a method for notifying appropriate CPI staff that additional help is necessary to maintain control of an emergency situation where physical restraint may be needed.
- **Code 1 – Security Alert** for an ongoing crime or if a situation is escalating





# Codes

- **Code Red-Fire Alarm**
- **Code Amber-** missing infant, child or adult
- **Code Silver Active Threat-**subject wielding a deadly weapon
- **Code Silver Active Shooter-**subject actively shooting
  - Not to be called for person in possession of a weapon who is non-threatening.

**Dept. Safety Trainer will review with you.**



# Code Silver-Active Shooter

***“Avoid – Deny – Defend”***

***“Hide Rooms” are located throughout Elliot properties and are identified by the “H” above a doorway.***



# Code Silver-Active Shooter

## Moral Authority:

- No single response or procedural response fits all deadly force situations. Those confronted with deadly force will rarely have all the information required to make a fully-informed decision.
- Every individual is empowered with the right to determine what actions they will take in a deadly force situation, based upon their reasonable judgment, the safety concerns for all involved and the information available to them at that time regarding the nature of the threat and their environment.
- In areas where staff are involved in direct patient care, this may include leaving your patients to protect yourself until the event is over, to be available to assist with recovery from the event.

# Parking

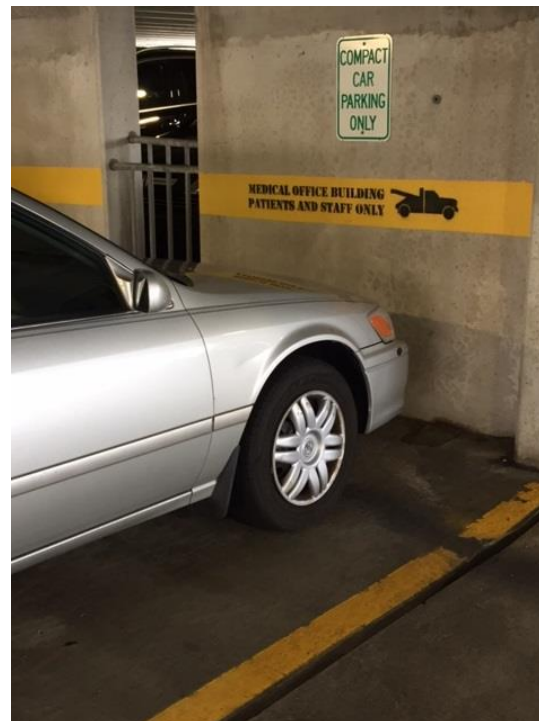
All employees must have a parking permit to park on Elliot property.

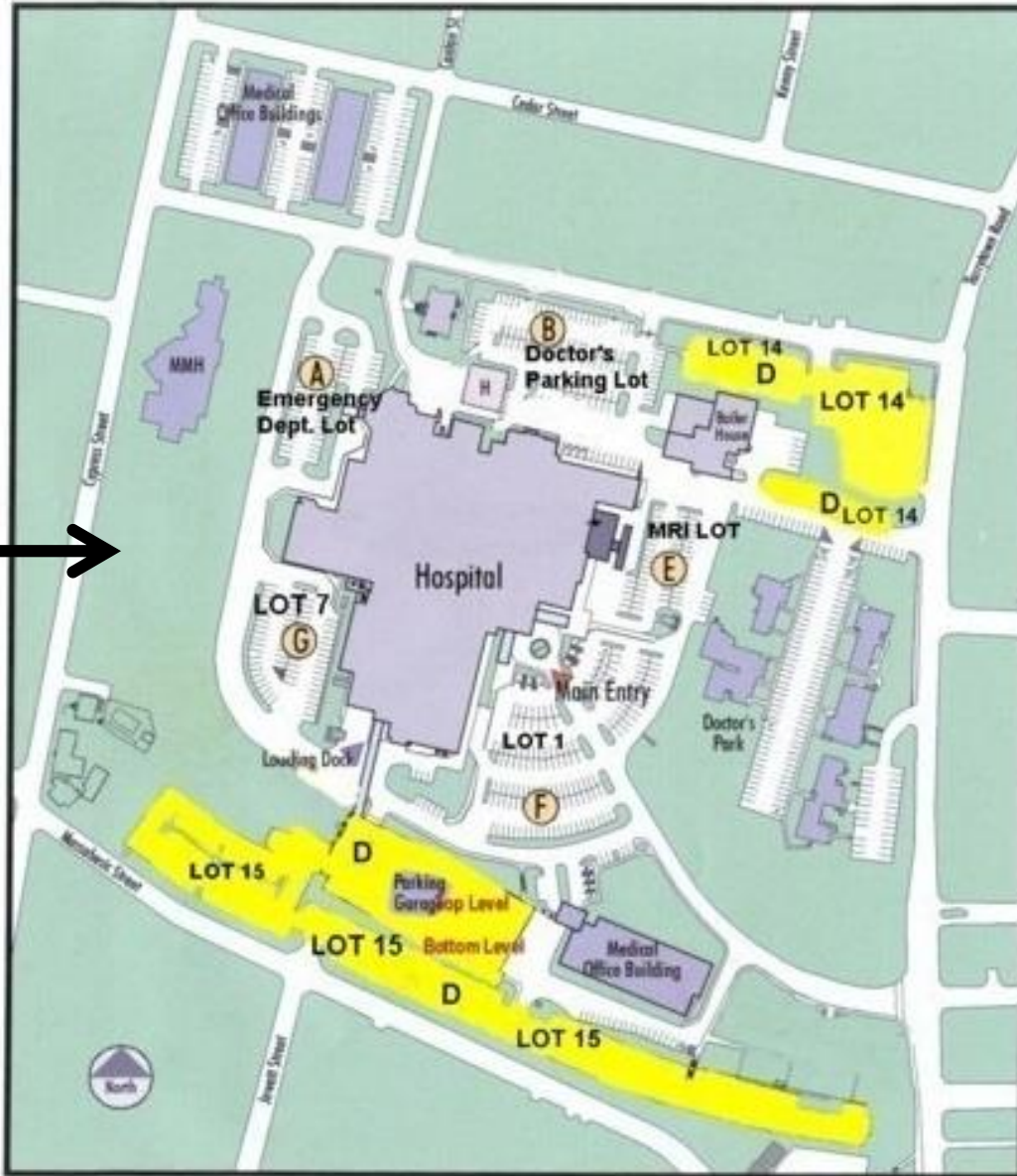
The parking permit should be affixed anywhere on the rear window.



# Where not to park

## Elliot Hospital MOB Garage





New Garage →





# Services

- Employee Escorts to your vehicle.
- Jumpstart a dead car battery.



# Services

- **Emergency phones** are located in the parking garage and anywhere you see a blue light.



## Safety Tips

- Don't put up with abusive behavior



- If your are dealing with a verbally abusive or threatening patient and/or visitor call security.

## Safety Tips

- “Out of sight out of mind” Keep all personal items out of sight in your vehicle. Lock them in your trunk.



- Lock up wallet/purse etc... in your desk.



# Safety Tips

- If it feels like something is wrong or something just doesn't seem quite right... chances are something is wrong....call security!
- Sometimes people seem harmless, but you never really know their intentions...



## Safety Tips

- ***See something....Say Something !***
- ***Elliot Security 603-231-7235***
- ***Rivers Edge Security 603-851-2804***
- Dial 2111 for all codes and emergencies.
- The number is posted on all phones.



***In Case of Emergency***

All Codes Dial Ext. 2111

Code Red (Fire) Dial Ext.2111

Medical STATS Dial Ext. 2111