SECURITY

Overview

Purpose

The purpose of this document is to:

- Ensure staff are aware of their responsibilities relating to security within ADHB sites and facilities.
- To outline processes in place to ensure that the security of staff, patients and visitors at ADHB is maintained

Scope

Applies to all staff, patients and visitors to ADHB, including observers, students, contractors and volunteers.

Associated Documents

The table below indicates other documents associated with this policy.

Type	Document Titles
Board Policies	• Calming & Restraint Training • Clinical Record Management (including Access to Patient Information) • Code of Rights & Responsibilities • Community Setting Service Provision • Complaints Management • Documents & Records Retention • Fire & Emergency Management • Identification - Patients • Identification - Personal • Media • Prison or Police Officer Escort of a Patient • Prison or Police Officer Escort of a Visitor • Reportable Events • Restraint Minimisation & Safe Practice • Risk Management • Trespass Notices • Valuables, Property & Taonga

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SECURITY

Overview, Continued

Type	Document Titles
Pharmacy	Medicines Management & Safekeeping
Legislation	• Privacy Act 1993 • The Health & Disability Commissioner (Code of Health & Disability Services Consumers' Rights) Regulations 1996
Reference	Health Information Privacy Code, 1994

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Responsibilities

Definition

For the purposes of this policy security is defined as personal and/or property safety/security for patients and/or staff and/or visitors.

Accountability

ADHB is required to have a method of responding to breaches in security

Each General Manager is responsible for security at their facility

Shared Services or Clinical Support Services if based within a hospital facility are to liaise with the General Manager of the facility.

ADHB has contracted Security Services to be responsible for maintaining security in the areas of:

- Buildings and staff
- Video surveillance
- Reinforcing Board Policies related to security issues
- Respond to & report breaches in security
- Responding to Code Orange calls
- Maintenance of a security issues database

The Contracts Performance Manager coordinates all matters pertaining to the contracted Security Services.

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Responsibilities, Continued

All staff

All staff have a responsibility to attend the ADHB Orientation sessions and be familiar with Board and Local policies & procedures impacting on security at their facility

Staff are responsible for taking all action possible to prevent breaches in security. This includes adhering to the Board policies, as listed in Associated Documents, locking offices and storing personal property securely.

Staff are responsible for reporting to their manager any breaches in security, e.g. damage to hospital property, theft or Code Orange, and documenting this on a Significant Event Notification form. Refer Significant Events Policy.

<u>All staff are expected to know how to:</u>

- Call a Code Orange (777) (hospital environment only)
- Contact Security Services

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Security Services & Contract

Security Contract & Services

ADHB has contracted Security Services to manage security issues throughout its main facilities. Security Services are required to provide a secure environment within the following framework.

Security Guards

To assist in protecting staff and property at ADHB facilities Security Services provide security guards to perform the following functions:

- Regular mobile patrols
- Monitor and police ADHB on site car parking areas and traffic access and management
- Random security patrols
- Be present during large cash collections
- Static guards as required
- Building access control

Personnel Security at ADHB

Core functions performed by Security Services regarding staff, visitors, patients and contractors are:

- Communication regarding standard of conduct, rules and regulations applying to the facility
- Reinforcing Board policies related to security issues
- Security Services are responsible for administering the ADHB formal staff identification database.
- Issue of Staff ID badges

Monitoring & Reporting Incidents

Security Services are required to report and respond to any potential or actual breaches in security:

- Provide advice and assistance
- Monitor and record incidents and breaches of security
- Provide ADHB management with regular incident reports and recommendations
- Respond to Code Orange calls

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SECURITY

Security Services & Contract, Continued

Surveillance

Security Services are required to maintain and monitor the security surveillance system installed at ADHB facilities:

- Unless there is good reason to the contrary the security video surveillance is to be overt
- Signs are prominently displayed so that staff, patients and visitors will be aware of the surveillance
- Limited covert surveillance is only used by authorisation from the GM/COO and Legal Counsel
- Covert surveillance will be used for specific, extraordinary instances only and for time periods related to the offence
- In the event of covert surveillance staff in the area will be informed as is necessary
- Covert surveillance will be fully documented

Security Surveillance Tapes

Security Services are responsible for maintaining the integrity of the surveillance system:

- Video Surveillance is installed at ADHB to provide records to enhance security and enable individuals to be identified in relation to a particular breach of security
- Tapes of overt surveillance are kept for up to one month and then destroyed unless required for the purpose of further investigation or prosecution
- Tapes remain the custody of ADHB.
- No disclosure is to be made of the contents other than for the purpose the tape was intended
- Copies of the tapes are not to be made

Key Management

As part of personnel and property security, Security Services will be closely involved in key and card access management:

- All ADHB facility keys and access cards must be registered with Security Services
- Keys must be obtained from a hospital authorised locksmith only
- Asset Services/ADHB Facilities Management Contractor maintains an active key data base of all hospital keys
- Key holder must report lost keys/access cards to Security Services

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Personal & Property Security

Introduction

All individuals have a responsibility to conduct themselves in the appropriate manner to ensure the safety and security of themselves and others at ADHB facilities.

Personal

The following processes assist in maintaining security for staff, patients, visitors & contractors:

- Staff must wear the ADHB formal ID badge at all time
- Staff should be vigilant at all times and identify and challenge / report all potential risk/breaches to security
- Appropriate information is made available to visitors & contractors to ensure any risk to security is minimised
- Key management is central to access security and safety of personnel
- Specific Code Orange procedures are documented for each facility
- Security Classification of patients/visitors – see Local policies e.g.ED
- Background checks and pre-employment screening by HR
- Contact Occupational Health & Safety for security issues in the clinical setting (e.g. policies on Violence in the Workplace and Patient Management Plans)

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Personal & Property Security, Continued

Property

Security Services monitor physical access and are responsible for building access control.

The following processes relate to this:

- Card Access Requisition Forms can be located on the network as follows:
  - Click on A
  - 24 hour center
  - Scroll down to Transit, Equipment and Commercial Services
  - Security
  - ADHB Key/ Card Request form pdf
- All locks must comply with the master key system
- General locks include all mechanical locks, dead latches, digital locks and access card readers
- Digital/combination locks must have a master key override compliant with the site master key system
- All locks must be installed by an authorised ADHB locksmith
- General maintenance of locks is to be carried out by Asset Services or the ADHB Facilities Management Contractor.
- Managers are responsible for monitoring in their areas and for contacting Security Services when appropriate

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Information Security

Introduction

Issues regarding Information security are dealt with in other Board Policies (see Associated Documents list). Due to the size and nature of the organisation, information security requires particular attention.

Types of Information

The following types of information require security processes in place:

- Patient information and clinical records
- Employee information including payroll and HR
- Financial Information
- Commercial Information
- Intellectual – such as research information
- Other potentially sensitive information

Security Processes in Place at ADHB

ADHB processes designed to safeguard the exchange of information:

- Electronic security involving password protection and restricted access is in operation at ADHB
- Patient information and records are isolated from general access, both hardcopies & electronically (see Access to Patient Information)
- Clear HR requirements and processes regarding confidentiality of information for all employees, student, contractors etc.
- Board policies available to staff which cover the central features of Information Security within ADHB
- Existing disciplinary process for breaches of information security policies

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Medicines Security

Introduction

Security of drugs and medicines is covered in the Pharmacy RBPs Medicines Management & Safekeeping