

Security Lockdown Levels and Response

REFERENCES

IDD--- Code Silver Active Shooter/Hostage Situation
IDD--- Workplace Violence
IDD--- Incident Command

PURPOSE

To establish guidelines for locking down the Facility in the event of an emergency situation in which partial or complete lockdown of the facility would be necessary as well as provide guidance for the appropriate physical security level of _____ and necessary response to help ensure the safety of its patients, visitors, staff and property.

A security event may be internal such as workplace violence or an active shooter, or it may be an external threat such as a pandemic outbreak or a violent crime or threat of one in the close proximity of an _____ campus. Each security event will have its own unique factors and may evolve quickly requiring the acceleration from “normal business” to “total lockdown”.

Each _____ campus, practice and many individual departments have an established access level for “normal business” operations that defines how patients and staff access the area. Whenever possible the access is controlled by Security’s access control system that can monitor and change access levels from a central location. For areas not controlled by Security’s access control system doors may need to be manually locked to provide increased levels of security.

SCOPE

All personnel.

POLICY

The ability to lockdown the facility is of primary importance in an emergency situation. Establishing a secure perimeter and the routing of foot and vehicular traffic to control entry/exit points that are staffed by security and/or facility personnel are key elements in controlling and maintaining the integrity of the facility and its surrounding perimeter.

DEFINITIONS:

1. **Normal Access:** There are no known security/safety threats and normal business operations may continue. Exterior and interior doors are open to allow patient and visitor access based on the day or the week and time of day. Staff may use their ID badge or key to access designated secured doors.
2. **Controlled Lockdown:** There is a current or imminent internal or external threat to identified personnel, area or building. Access to the _____ campus buildings may be restricted to _____, exit only, entrance only, entrance/exit, or a partial lockdown which may include strategically located doors of the facility only. Security and/or designee will be posted at “open” doors to monitor or restrict access depending on incident. Only authorized staff will be able to access other doors/buildings with their ID badge. Security will disable the access clearance for all other badge holders. Interior doors of the identified areas may be locked down and/or access

will be restricted. Hallway traffic in and around immediate area identified will be restricted to only that necessary to provide patient care or respond to incident.

- a. Type 1 – Controlled Lockdown/Exit Only: During a controlled lockdown/exit only, ALL perimeter doors are secured. Security personnel/designees are assigned to ALL perimeter doors. Each person attempting to leave would be screened, as defined by this policy.
 - b. Type 2 – Controlled Lockdown/Entry Only: During a controlled lockdown/entry only, ALL perimeter doors are secured and security personnel/designees are assigned to these doors. Each person attempting to enter would be screened, as defined by this policy, by security staff.
 - c. Type 3 – Controlled Lockdown with Entry/Exit: During a controlled lockdown with entry/exit, ALL perimeter doors are secured and security personnel/designees are assigned to ALL entry/exits. Each person attempting to enter or exit would be screened in accordance to this policy.
 - d. Type 4 – Partial Lockdown: During a partial lockdown, ALL foot traffic is directed towards pre-designated controlled entrances/exits (Main Lobby, Emergency Triage/Trauma doors). Security or designee will maintain control at these locations. Each person attempting to enter or exit would be screened in accordance to this policy.
 - e. Type 5 – _____ Department Lockdown: This type of lockdown is used to regulate entry/exit to the _____ Department only. All doors and elevators leading to and from the _____ Department will be secured. Security personnel and/or designees will be assigned to these areas. The Department Director, or designee, Administrator on Call, or the Incident Commander would make the decision to lockdown the _____ Department.
3. **Total Lockdown**: This is the highest level of facility and perimeter security and may be a life threatening situation. During a total lockdown, ALL perimeter doors are secured and NO ONE is allowed to enter or exit the facility. Security personnel or designees will be assigned to key entrance/exit points.

Example of Lockdown for Specific Events

Event	Prevent Entry	Prevent Exit	Partial	ED	Total
Power Failure	X				
Earthquake	X				
Flooding	X				
Fire	X				
Bomb Threat	X				
Mass Contamination	X	X			
Civil Disturbance	X	X			
Hostage Event	X				
Active Shooter	X				
Infant Abduction	X	X			
Child Abduction	X	X			
Panic Alarm	X				
Infant Monitoring Alarm	X	X			

PROCEDURE

Initiation of Lockdown Procedures:

1. Initial Report:
 - a. Staff observing or becoming aware of a security/safety incident shall call ext. 4444 and report the known details.
 - b. _____ will announce via overhead paging that the appropriate level of lockdown is “now in effect” three times. Repeat the statement every 15 minutes for the first hour, or as often at the incident commander directs.
 - c. _____ will provide an overhead announcement and/or initiate mass notification of the type and location of security risk at the direction of the Incident Commander, Nursing Supervisor, Security Manager, or CEO/President.
 - d. Staff should follow any applicable IDD such as Code Pink, Code Gray, Code Silver or Code Red for the evolving incident.
 - e. Notification of a potential or real safety/security risk to the facility, visitors, patients and staff may originate from other sources such as local law enforcement, county EMA, State of _____ Fusion Center, State EMA, etc.

2. Upon notification of a potential or real security/safety incident requiring any level of access control, the nursing supervisor or on-site leaders will follow the Disaster Notification and Mobilization Procedure by activating the Rapid Response Team via _____.

3. The determination to declare and/or initiate total or controlled lockdown will be at the discretion of the President/CEO of the Facility/designee, Security Manager, and/or Incident Commander.
 - a. The appropriate level of “lockdown” will be identified to mitigate the event.
 - b. Lockdown levels changes may be authorized by the abovementioned personnel and based on the changing needs of the situation.

4. If there is an obvious and emergent need to establish emergency lockdown security measures to ensure the safety and security of patients, visitors, and staff, the nursing supervisor may implement the following plan immediately and in collaboration/consultation with the Security Manager or Supervisor and Physician on Duty.

5. Lockdown procedures may be initiated in consultation/collaboration with local or federal public health officials, first responders, and/or emergency managers.

INCIDENT COMMAND SYSTEM:

1. Upon announcement of a lock-down, the Incident Command Center and other designated portions of the Incident Command System organization will be activated. This will normally include, at a minimum, IC, PIO, Safety and Security Officer, Liaison Officer and Planning Section Chief.

2. All information from local law enforcement, fire department and other sources will be provided to the Incident Command Center.

3. Actions to be taken will be based on evaluation of available and credible information by the Incident Commander
4. The Incident Commander will determine what information will be disseminated to facility staff in collaboration with the PIO.
5. In the event of a mass contamination, the decontamination procedures will be initiated.
6. In the event the disturbance is in one of the area prisons and/or jails and the facility is to receive a large number of prisoners to be treated, plans will be developed to set aside an area for these patients to remain under guard in order to preclude interfering with other facility operations.
7. In the event of an extended disturbance causing all or part of the staff to remain in the facility, provisions will be made for housing and feeding these individuals.

Planning Section

1. Determine type and number of technical and staffing support resources are necessary to assist security personnel in safely and efficiently locking down the building.
2. Resources may be acquired from facilities, housekeeping, other departments, etc.

Public Information Officer

1. PIO and Community relations personnel will develop messaging and information releases for internal staff, external partners, media, patients in the community and
2. All request from the media shall be directed to Community Relations

Safety & Security Officer

1. Assess the impact and advise on the appropriate level of resources.
2. The safety officer will act in an advisory capacity for the command center.
3. Will determine the appropriate emergency management protocol.

Facility Operations

1. Area of Disturbance: Patients, visitors and staff will be moved from the immediate area of the disturbance if at all possible.
2. In-patient care areas: access will be limited to staff and others authorized by the Incident Commander.
3. Visiting Hours: Based on guidance provided by the Incident Commander, visiting hours may be reduced or eliminated and any visitors will be strictly controlled.
4. Staff Access: Staff will be informed to avoid the area and to not involve themselves in the disturbance.

Security Response

1. Security will dispatch all available security officer(s) to the incident location if the threat is localized. Security force or designees (facilities, housekeeping, departmental staff, etc.) will be mobilized to control public entrances when reinforcements are required.
2. At the discretion of the Security Director or Manager, local law enforcement will be contacted for assistance.

3. In the event of a lockdown (with the exception of a type 4 lockdown unless otherwise directed), officers should be in a state of high alert and question any suspicious or incident related circumstances, appearances, and/or conditions, until explained, proven and verified to their satisfaction.
4. Documentation of the contact, with basic information, should be maintained while lockdown status is in effect.
5. During a Lockdown situation, additional personnel would be needed to maintain control of open doors during normal business hours.
6. Officers/personnel may be required to work mandatory 12 hour shifts in order to maintain appropriate staffing levels.
7. Security manager or designee will oversee security response and operations. He/she will keep Safety & Security Officer in the Emergency Operations Center, Incident Command and/or Nursing Supervisor apprised of evolving incident details.
8. Security will generate a _____ report for all incidents/threats as warranted
9. Security will save any pertinent video and access control badge activity

Screening

1. At all control points during lockdown (with the exception of Type 4), individuals should be appropriately screened, depending on the circumstances of the situation.
2. Individuals should be screened upon exit and/or entry.
3. Individuals will be screened upon entry and/or exit of the facility. We will check the following:
 - Identification Badges
 - Driver License / Personal Identification Cards
 - Bags
 - Packages
 - Equipment
 - Supplies
4. Any vehicles requiring entry onto the property should be searched and screened, including the undercarriage.
5. Inquiries should be made as to an individual's purpose and destination. All screening should be documented, including the individual's name, destination, and/or where departing from, and what type of I.D. was obtained.
6. Security personnel or designee will question any suspicious or incident related circumstances, appearances, and/or conditions, until verified.

All Departments

1. Department directors/manager will contact EOC for additional instructions.
2. *During this stage ALL employees will enter and exit through the main lobby.*

ADDITIONAL CONSIDERATIONS

1. Incident Command, Nursing Supervisor or Security Manager or designee will determine the areas and campuses affected for each change in Security Levels.
2. The examples provided are intended as a guide and the contributing factors of each incident will dictate the appropriate response.
3. Depending on the incident/threat affected areas may be deemed a crime scene by responding law enforcement may require their approval before returning to “normal operations”.

POST CRISIS MANAGEMENT

After cancellation of the lock-down, a debriefing by a crisis intervention team and /or mental health professionals should be provided as needed for all individuals involved in managing the disturbance.