

Section 3 – Security

3.1 General Assistance

PHSA Property Management works closely with PHSA hospital campus security staff and also outsources some security functions, to provide safe and secure working conditions at all PHSA-managed properties at all times.

PAMC Facilities employs a locksmith who may be contacted through their main number 907-212-5000 for the following:

- Cutting, distributing, tracking keys for Building entrances, Leased Premises entrances and U.S. mailboxes for all Tenants at all locations.
- Installing new or changing existing locksets at Tenants' suite entrance. [See Locks and Keys in this section for further information.]
- Provide in-service for new Building Tenants covering alarm systems and procedure for opening up/locking down Building, etc.
- Check-out keys for limited use, i.e., contractor working in Tenant space needs access after-hours [give 24-hours notice].

Please note that it is the Tenant's responsibility to address, at their expense, specific security issues that pertain to their employees, invitees or contractors.

3.2 Locks and Keys

New Tenants leasing space at any PHSA-managed property, receives repinning of all exterior suite doors and issuing of keys as requested by Tenant, utilizing **Key Request Form** (included in this section; form may be copied). Fax to appropriate location, as indicated on the form.

Repinning locks and reissuing keys at the request of the Tenant (example, employee leaves and doesn't turn in keys) may be requested through PAMC locksmith 907-212-5000. Tenant will be billed for these services.

Requests for special locks within Tenant's Leased space (locked office doors, narcotic cupboards, money drawer, etc.) may be requested through PAMC locksmith at 907-212-5000; PAMC locksmith will either perform the work and bill the Tenant or

recommend an outside company.

Key control is very important in a large company such as the Providence Health System. The **Key Request Form** must be completed for each key requested and that person or company will remain responsible for that key until he/she leaves employment or the contracted job is complete. Issued keys are the property of PHSA Property Management and will not be duplicated by the holder; additional keys may be requested through PHSA Property Management.

Lost or stolen keys shall be reported immediately to PHSA Property Management at 907-212-2328. A \$10.00 fine is collected from the responsible individual for reissue of each key. Lost, stolen or unreturned keys (from Tenants or contractors) may result in the rekeying of all facilities and/or doors that could be entered with the missing key(s); the individual, department or company responsible for said missing key(s) will be charged for the resultant rekeying. Example: contractor loses a Building master key resulting in the rekeying of every door in the Building = significant expense!

Locked out of your suite? First, attempt to contact a co-worker to provide access. Contact Security at 907-562-2211.

Locked out of your car? Call "Pop-A-Lock" at 907-278-6736. Cash, check or credit/debit card needed at time of service.

3.3 Crime Prevention

Theft, while not a common problem, does happen occasionally in almost every Building. Security often involves common sense. Because any Building system is only as effective as the people relying on it, we encourage you to review these security reminders to help you avoid unnecessary loss and problems within your Leased Premises.

1. Do not leave cash or checks anywhere in the Leased Premises overnight. If your business manager is not able to make daily bank deposits, it is strongly recommended that a heavy-duty fire-proof safe be purchased and utilized for all cash and checks (check with Property Manager on safe location if weight might compromise Building structure). Keep all safe combinations in a locked desk drawer.
2. Insure all personal property and equipment located in the Leased Premises against theft; include a rider policy to cover those individual items that exceed \$500 in value. Include "employee theft" in your coverage. PHSA Property Management is not responsible for reimbursing Tenants for missing items.
3. Assure that all exterior doors are locked when leaving your Leased Premises. Cleaning staff reports to PHSA Property Management whenever they arrive at a suite in the evening to clean and find exterior doors unlocked – it's almost a daily occurrence! We also recommend locking your suite entry door after 5:00 p.m. (or whenever you close) even if people are working late.
4. Coordinate Building lockdown times with your fellow Tenants. If you are the last one to leave the Building in the evening, always assure the Building exterior doors are locked, and if appropriate, set Building alarm system.
5. Keep all ancillary entrance doors locked during business hours. Require all delivery people or others who might need access to areas other than your public areas (waiting rooms, etc.) to come to your main entrance and request admission. Don't leave a back door unlocked, anticipating a delivery.
6. Always be aware of your surroundings. Do not leave briefcases or handbags in clear view. Coats should be hung in a coat closet since thieves often rifle through pockets looking for keys or money. Do not leave wallets in jackets hanging on chair backs and other articles of value unguarded even for a few minutes. Do not leave photo identification badges hanging on lab jackets or other clothing. Small articles, left in plain view, are easy targets for thieves. Offices are most vulnerable to thieves during lunch time and right before closing. At these times, there is often a lot of movement and people are frequently away from their desks.

7. Lock up your valuables. A locked drawer or locker will not prevent all thefts but it certainly makes it more difficult. The opportunistic thief doesn't like to work hard or long for the reward.
8. Put serial numbers on all business equipment. Remind personnel to keep copies of their credit card numbers and contact addresses in a safe place. Keys kept on a key ring should never have an identifying tag.
9. If you are a victim of theft at a PHSA-managed Building, please notify the local police first, followed by PHSA Security at 907-562-2211. Also, please notify Property Management at 907-212-2328. If a pattern of theft develops and you wish to pursue installation of surveillance equipment or an alarm system, Property Management can assist.

3.4 Incident Reporting

An "incident" is any happening that is:

- not consistent with routine operations, i.e., accident, injury, unusual occurrence
- an accident or situation that does/may result in injury
- property damage or loss (victim deals directly with police first for incidents involving personal property)

If you, or someone in your Leased Premises or at the Building (employee, patient, visitor) experiences an "incident", follow the notification process below.

Providence Health System employees will follow reporting procedures in accordance with PHSA Environmental of Care policies and General Operating Policy 320.010, Unusual Occurrence Reporting.

Notification Process:

1. **9-1-1 if life-threatening**
2. Providence Security Dispatch (24/7) 907-562-2211
3. Manager or supervisor, if present

PHSA Security will be responsible for needed follow-up and action.

3.5 Alarm Systems

Fire Alarms:

If a fire alarm goes off at your Building, treat it as a real event. Begin evacuating the Building unless directed otherwise by the responding Fire Marshal. Fire alarm is in effect until bells stop ringing. Tenants will be notified in advance when fire alarm system is being tested and of annual drills.

Building Security Alarms:

Some PHSA-managed Buildings are equipped with a security alarm. Sensors are usually located on exterior doors and some interior Common Area corridors. Tenants entering the Building after established Building hours should know how to disarm and reset the alarm system for that Building. When an alarm is activated, the local area police will be dispatched to the scene. Any "false alarm" fee charged to the Building by the local police, will be billed to the Tenant responsible for that alarm. PHSA Security Dispatch at 907-562-2211 (emergencies only), acts as back-up to the Building alarm system and can assist with alarm issues occurring after-hours.

Independently installed security systems are the direct responsibility of the Tenant who arranged for the installation. Monthly monitoring is paid by the Tenant. False alarm fees go directly to the Tenant. PHSA Property Management shall be notified by the Tenant when such systems are installed. Tenant shall also provide PHSA Property Management and cleaning service company with separate entry codes for after-hours and emergency access to the Leased Premises

False alarms are expensive!

Please note that helium balloons left overnight in the Leased Premises are one of the major causes of false security alarms. Air ventilation causes the balloons to sway, setting off motion sensors. Be sure to remove all helium balloons from the Leased Premises (or assure they aren't in the path of motion sensors) before leaving the Building for the night.

3.6 Emergencies – Who to Call

Call Emergency 9-1-1 immediately when:

- A crime is in progress (or you suspect imminent criminal activity)
- A situation is about to escalate into an emergency (endangering life or property)
- A crime has just occurred (particularly if you can describe the suspect)
- Medical emergency requiring paramedic/ambulance

To report suspicious activities or “cold crimes” (criminal activity has already occurred and there is no immediate danger to persons or property, call the Anchorage Police Department 907-786-8900.

Also see Section 3.4 “Incident Reporting”.

Locked out of your vehicle? Call POP-A-LOCK 907-278-6736.

3.7 Dangerous Weapons

“**Dangerous Weapons**” refers to any instrument, article or substance which, under the circumstances in which it is used, Dangerous Weapons attempted to be used, or threatened to be used, is readily capable of causing death or serious physical injury.

- Dangerous weapons of any kind are not permitted on any Providence Health System hospital campus, PHSA-managed property, PHSA parking structure or surrounding grounds. Exception: on-duty sworn police officers, armored transport drivers and on-duty military personnel in the performance of their duties.
- Possession of a concealed weapon permit does **NOT** exempt the owner from this policy.
- Staff will immediately notify PHSA Security Dispatch 907-562-2211 when any type of weapon is discovered in the possession of anyone at a PHSA-managed property. Staff should not hesitate to call 9-1-1 and ask for assistance from local law enforcement when circumstances are of an emergent nature.
- Persons refusing to comply will be required to leave the Premises.

3.8 Overly Aggressive Individuals

In the presence of an overly-aggressive individual(s):

- Remain calm;
- Attempt to relocate the individual(s) to a non-public area;
- With assistance of other staff members or supervisor, attempt to resolve the disturbance through calm mediation and discussion;
- Call 9-1-1 if needed; follow-up with notification to:
 - PHSA Security Dispatch at 907-562-2211
 - PHSA Property Management at 907-212-2328

All Tenants are responsible for the safety of their own employees, invitees and contractors within their Leased Premises. If a special situation requires additional security measures, Tenant shall coordinate plan through PHSA Property Management and shall be responsible for any additional cost.

3.9 Suspicious Activity / Solicitation

What to look for:

Watch for suspicious activity such as people wandering around without apparent purpose, trying to open doors, loitering in restrooms, selling (or pretending to sell) something. When suspicious activity is observed, pay close attention and make notes of details such as height, hair color, vehicle license, etc.

When you challenge a stranger, be assertive, knowing you have the right to ask questions about a stranger's presence in your Building. If the person reacts calmly and answers your questions clearly with a name and destination you recognize, you may offer directions or if appropriate, escort him/her to the destination. A person with legitimate business in the Building will appreciate the assistance, while a potential thief will most likely move on for an easier target. We strongly encourage that all Tenants not allow anyone to wander around their floor or Building unescorted, particularly if the response to questions doesn't make sense.

Solicitation of any kind is not allowed at any PHSA Building. If a solicitor refuses to leave the Premises, ask for his/her supervisor's telephone number; make the call asking that the soliciting employee be told to leave the Building or contact Property

Management at 907-212-2328 to make the call for you. If you are unsuccessful in getting the person to leave, follow the plan under “**General Assistance**” in this handbook. At all times, if the situation turns threatening or uncomfortable, call **9-1-1** and follow-up with a call to PHSA Security Dispatch at 907-562-2211.

3.10 Violence in the Workplace

Are you prepared if violence should erupt in your workplace? Most nonfatal workplace assaults occur in service settings such as hospitals, social service agencies and retail shops.

A health care patient commits 48% of nonfatal assaults in the workplace. As workers in health care settings, this is a statistic not to be ignored. We each have a responsibility to be prepared.

What are some possible risk factors?

- Exchange of money with the public
- Working alone or in small numbers
- Working late night or early morning
- Working in high-crime areas
- Working in community settings
- Working in isolated areas
- Routine contact with the public

Preventative measures are available and effective!

- Good lighting, both interior and exterior
- Make high risk/isolated areas visible
- Keep small amounts of cash and post information stating that fact
- Install silent alarms
- Provide training in conflict resolution / keep staff informed
- Escort services / buddy programs

Have a plan in place:

- Evaluate the risk factors evident in the workplace.
- Implement protective/preventative measures wherever possible
- Report all violent incidents to your supervisor
- Have a plan in place for actions to take when violence erupts
- Review / rehearse the plan
- Develop an internal system for documenting incidents, should they occur