

Security

Policy Responsibilities and Authorisation

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Policy Review History

Version	Updated by	Date Updated	Summary of Changes
08	David Wilson	05/06/2017	Put old policy into new format ready to go to peer review.
08	David Wilson	5/7/17	Tracked changes by Waveney Grennell Accepted
08	David Wilson	14/08/2017	Updates after Policy Committee presentation

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Security

1. Introduction

1.1 Purpose

The Waikato District Health Board (Waikato DHB) is obliged to provide safe and secure environments for all patients, visitors, non-employees, volunteers, contractors and staff at Waikato DHB sites. In addition to on-site this policy includes staff working in the community.

The protection of DHB property against loss or damage and the identification of, and response to security risks is also a priority for Waikato DHB.

This policy applies to all Waikato DHB sites.

Security for Information Systems is covered in the Waikato DHB Information Systems Security Policy.

1.2 Scope

The Waikato DHB Security Policy will cover all Mandatory requirements of the Governments Protective Security Requirements. (PSR)

A five (5) year security plan will be developed to identify security risks.

1.3 Exclusions

Information systems security does not form part of this policy, but is recognised as a real threat that security will assist with as and when required.

2. Definitions

PHYSEC1	Waikato DHB will provide clear direction on physical security through the development and implementation of a Waikato DHB wide physical security policy, and address Waikato DHB wide physical security requirements as part of the overall Waikato DHB security plan.
PHYSEC2	Waikato DHB must have in place policies and protocols to: <ul style="list-style-type: none"> • identify, protect and support employees under threat of violence, based on a threat and risk assessment of specific situations. In certain cases, the Waikato DHB may have to extend protection and support, for example to family members • report incidents to management, human resources, security and law enforcement authorities, and/or Worksafe NZ as appropriate • provide information, training and counselling to employees • maintain thorough records and statements on reported incidents
PHYSEC3	Waikato DHB must ensure they fully integrate physical security early in the process of planning, selecting, designing and modifying their facilities.
PHYSEC4	Waikato DHB must ensure any proposed physical security measure or

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	activity is consistent with relevant employer occupational health and safety obligations.
PHYSEC5	Waikato DHB must show a duty of care for the physical safety of members of the public interacting directly with the Waikato District Health Board. Where the Waikato DHB's function involves providing services, the Waikato DHB must ensure clients can transact with the Waikato DHB with confidence about their physical wellbeing.
PHYSEC6	Waikato DHB must implement a level of physical security measures that minimises or removes the risk of information assets being made inoperable or inaccessible, or improperly accessed or used.
PHYSEC7	Waikato DHB must develop plans and protocols to move up to heightened security levels in case of emergency and increased threat. The New Zealand Government may direct Waikato DHB to implement heightened security levels.

3. Policy Statements

- Waikato DHB security will safeguard:
 - the safety and security of patients, visitors, external personnel, volunteers and staff
 - the confidentiality of patients
 - the assets of the organisation
 - the reputation of the organisation.
- Waikato DHB security will ensure any threat to disruption of services is minimised.
- An emergency response to any threat or potential threat to security will be activated by dialling the appropriate emergency response call number for the specific Waikato DHB site.

4. Standards

- Security contracts must include specific details as required by the Waikato DHB facility.
- Any deliberate security violation by staff may result in performance management or disciplinary procedures.
- Waikato DHB is not liable for damage or loss of personal property, or theft of, loss from, or damage to personal motor vehicles while on the Waikato DHB campuses with the exception of patient identifiable property outlined in the bullet point below. Any loss of, theft from or damage to property, should be covered by the individual's personal property insurance policy. Patients are advised Waikato DHB is not liable for loss of personal property in the '*Welcome Kia Ora to Hospital*' brochure.
- The clinical area will pay for the replacement of dentures, glasses or hearing aids if the patient is medically/cognitively unable to care for their own belongings and the item has been lost during their stay.

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5. Policy Processes

5.1 Roles and Responsibilities

All Staff

It is recognised that the involvement of staff is essential to the security of the hospital environments. Security is the responsibility of all employees, external personnel and volunteers.

- A response to any threat or potential threat to patients, visitors, employees, external personnel, volunteers or property is activated by dialling the appropriate emergency response number for the Waikato DHB campus / site.
- The emergency response numbers are:
 - Waiora Waikato hospital 99777
 - Henry Rongomau Bennett Centre 99777
 - Taumarunui Hospital 99777
 - Te Kuiti Hospital 99777
 - Thames Hospital 99777
 - Tokoroa Hospital 99777
 - For fire 99777
 - For medical emergencies 99777
 - For non-medical emergencies 99777
 - Matariki continuing care facility 1111
 - Rhoda Read continuing care facility 1111
 - All Community sites 111

(A Datix Incident report to be completed after all emergency calls)

- The caller must state their location and the type of emergency or incident. If the police or fire department are required urgently this must be promptly communicated to the telephone operator.
- Threats or potential threats to security include but are not limited to the following:
 - suspicious incidents
 - verbal abuse or threats
 - assault or the threat of assault or harm on any person
 - wilful damage to property
 - criminal act/s
 - drunk or disorderly person/s
 - illicit drug activity
 - unauthorised access by a person to an area without a legitimate reason or without appropriate identification for being there
 - shoplifting or theft of property
 - missing patients
 - people with unchecked aggressive behaviour
 - custody disputes
 - unsafe behaviour
 - breaches to privacy

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- unauthorised filming or taking of photographs and recording on Waikato DHB property or viewing of video storage media.
- The threat or potential threat must also be reported to the person in charge of the area, and to Security Services (when they are available on site) who are responsible to ensure the appropriate people are informed of the incident. A Datix incident will also be completed by the person identifying the threat or potential threat and shall be followed up by the appropriate manager in accordance with the Waikato DHB Incident Management Policy. (0104)
- All staff, external personnel, volunteers and contractors must wear identification badges.
- Refer to the following policies:
 - Waikato DHB Non-Employee Engagement (1042)
 - Waikato DHB Dress Standards and Professional Image Policy (2174)
 - Waikato DHB Volunteers Policy (1852)
- Staff must ensure business visitors comply with the requirements of the Waikato DHB Non-Employee Engagement Policy. Note: Private sellers and hawkers are Business Visitors.
- Staff are personally responsible for the safe keeping of keys or other means of access e.g. fobs or swipe cards that are issued to them. If they are lost a Datix Incident must be completed. In the event of lost keys or other means of access staff may be liable for the cost incurred in any replacement.
- Where there has been a breach of security with a key pad code the keypad code must be changed by contacting Property and Infrastructure help desk on ext. 96000.
- Employees, external personnel, contractors and volunteers should take measures to safeguard their personal safety and personal property. This includes but is not limited to the following:
 - avoiding situations where they are deliberately putting themselves at risk
 - notifying others e.g. Operations engineers/Security Services if working in an isolated area out of the usual working hours
 - securing areas when working out of usual working hours.
 - asking for an escort to areas within the boundary of a Waikato DHB campus at night if desired (and if security staff are available)
 - taking reasonable precautions to ensure valuables are kept secure.
 - safely storing equipment when not in use.
 - knowing the procedure for emergency situations
 - prompt reporting of anything untoward by dialling the appropriate emergency response number for an emergency or by communicating with the person in charge of the area and completing a Waikato DHB Datix Incident.

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First Response Team

- The First Response Team is a group of designated people who respond to all emergency response calls. (Reference Waiora Waikato hospital Incident response guideline.)
This may include:
 - The Duty Nurse Manager or equivalent
 - Security Officer
 - Attendant Service
 - Clinical Resource Nurse
 - Operations Engineer
 - Others as required.
- The First Response Team will:
 - Respond to the situation
 - Assess and take charge of the situation
 - Access additional resources as required
 - Escalate the required response based on the assessment
 - Assist in the recovery phase of an emergency or incident
 - Participate in event review and incident reporting.

Note: Not all Waikato DHB campuses have a First Response Team. Where there is no First Response Team the person in charge at the time shall assume the responsibilities of the First Response Team.

Waikato DHB site security management

At all Waikato DHB sites the Manager Security (Property and Infrastructure) will be responsible for policy implementation and compliance and will be the liaison person between Waikato DHB and the security service provider.

The Manager Security (Property and Infrastructure) will meet with the Security Contractor as appropriate for the purpose of communicating updates, changes to procedures, resolutions to issues, security trends and the like.

Security trends will be monitored, documented and regularly reported by the Manager Security (Property and Infrastructure) to their manager. Security risks or potential risks must be managed and reported in accordance with the Waikato DHB Risk Management Policy.

The Manager Security (Property and Infrastructure) in consultation with the Service Managers and the manager of the security service provider will determine the staff that requires additional training in security measures. Unless specified in the contract with the security service provider Waikato DHB will be responsible for the provision of training.

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Security Service Provider

- Security service staff will:
 - hold a Certificate of Approval. The security service provider is responsible for ensuring staff comply with this requirement.
 - comply with Waikato DHB health and safety requirements and must have an orientation to the site and equipment
 - comply with any contract conditions
 - comply with Waikato DHB policies and procedures
 - comply with Waikato DHB requirements for confidentiality and privacy issues
 - respond immediately to any calls from Waikato DHB staff for assistance
 - respond as required to any emergency response calls emergencies or incidents
 - comply with any reasonable instruction given to them by Waikato DHB supervisory staff e.g. Duty Nurse Manager or person in charge of an area at the time the instruction was issued.
 - provide ground patrols, alarm monitoring and escorts within the campus boundaries as necessary and as agreed in the Security Services Supply Agreement. (4284/15)
 - oversee building security and ensure all unlocked buildings are secured between the hours of 2000hrs & 0600hrs. Security will control all entry points to the Waiora Waikato hospital between 2000 hours and 0600 hours.
 - Security arrangements for the Henry Rongomau Bennett Centre are as arranged between Mental Health and Addictions Service, the Manager Security (Property and Infrastructure) and the Security provider.
 - monitor after hours visiting to the wards by communicating any requests by visitors to the ward. The decision to allow visiting outside of visiting hours shall be at the discretion of the clinical staff on duty at the time.
 - provide advice to Waikato DHB on best practice relating to security
 - report any security breaches, security vulnerabilities and episodes where a person has been aggressive or violent and required physical restraint in accordance with the Waikato DHB Incident Management Policy 0104
 - provide additional services as agreed between Waikato DHB and the security service provider.

Additional Security requirements

- Authority to provide additional security arrangements, e.g. securing an accident site prior to any Work Safe investigation, is delegated to
 - Monday to Friday 0800hrs – 1630 hrs - the Service Manager
 - Monday to Friday 1630 hrs – 0800 hrs, weekends, and public holidays :
 - the on-call Operations Manager for Waikato Hospital.

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Police Involvement

- If police are required, an emergency response call must be made and the operator advised that the Police are urgently required.
- The Duty Nurse Manager / Manager of a Waikato DHB campus or their delegate and / or security service staff may involve the police in the following situations:
 - aggressive or violent situations or threatened violence
 - custody situations
 - where theft of property or vandalism of property has occurred
 - missing patients
 - illegal acts
 - illegal use or possession of drugs
 - drunk and disorderly people
 - where someone has a Waikato DHB trespass order against them
 - other situations as deemed appropriate.
- Where security staff are not on site at a Waikato DHB facility the Police may be called in the first instance for any of the above-mentioned situations by the person in charge.

Trespass Notice

- On the Waiora Waikato hospital, only the Duty Nurse Manager has the delegated authority to issue trespass orders.
- On other sites the manager may authorise or delegate the authority for issuing trespass orders.
- All people have a right to treatment regardless of any prior non-compliant behaviour unless they are under a current Waikato DHB Trespass Notice, in which case the person only has the right to access emergency treatment or other treatment as specified on the exception section of the Trespass Notice.
- People who consistently behave in a manner that is abusive, disorderly or are disruptive to the safe functioning of a facility may be issued a Trespass notice denying them access to the campus (see Appendix A , for the process of issuing a Trespass Notice).
- Before Issuing a Trespass Notice the behaviour is first deescalated and strong guidelines are given to person prior to the Trespass Notice being served and the option of temporary removal from the premises , considered
- The Waiora Waikato hospital Duty Nurse Manager and Security Manager will hold information about the issuing of a Trespass Notice, and a list of people with a current trespass notice against them for Waiora Waikato hospital. The District Hospitals hold this information in the administration safe. A copy will be forwarded to the Security Manager (Property & Infrastructure)

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6. Audit

6.1 Success Indicators

- Staff are supported by security staff as required and within the terms of the contractual arrangements.
- Random audit to identify percentage of staff being able to produce their ID card.
- Incidents are attended and resolved with minimal physical intervention.

7. Legislative Requirements

7.1 Legislation relevant to this Policy includes but is not limited to:

- Code of Health and Disability Services Consumers' Rights 1994
- Crimes Act 1961
- New Zealand Bill of Rights Act 1990
- Health and Disability Services (Safety) Act 2001
- Health and Safety at Work Act 2015 and subsequent Regulations 2016
- Health Information Privacy Code 1994
- Privacy Act 1993
- Trespass Act 1980

7.2 External Standards

- Protective Security Requirements

8. Associated Documents

8.1 Associated Waikato DHB Documents

- Waikato DHB Emergency Flip Charts
- Waikato DHB Site Emergency Management Plans
- Waikato DHB [Admission Discharge Transfer](#) policy (Ref. 1848)
- Waikato DHB [Dress, Hygiene and Professional Image Standards](#) policy (Ref. 2174)
- Waikato DHB [Information Security](#) policy (Ref. 3153)
- Waikato DHB [Medicines Management](#) policy (Ref. 0138)
- Waikato DHB [Non-Employee Engagement](#) policy (Ref. 1042)
- Waikato DHB [Restraint policy](#) (Ref. 2162)

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- Waikato DHB [Risk Management](#) policy (Ref. 0118)
- Waikato DHB [Suicidal or Self-harm Thoughts or Behaviour, Management of Patients](#) (Ref. 1811)
- Waikato DHB [Violence Intervention Programme - Child Protection](#) policy (Ref. 1809)
- Waikato DHB [Visiting Patients at Waikato DHB Facilities](#) guideline (0125)
- Waikato DHB [Volunteers](#) policy (Ref. 1852)

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Appendix A: Trespass Notice Flow Chart

