



New Hanover County Health Department Policies and Procedures



Subject:	Building Security and Safety
Date of Origin:	10/05/2004
Policy Number:	GS-ADM-003

PURPOSE AND SCOPE:

The purpose of this policy is to establish guidelines to be used for building security and safety. The scope of this policy applies to all members of the New Hanover County Health Department (NHCHD) workforce.

POLICY:

In order to assure secure facilities for staff and customers and protect staff in the field, the NHCHD follows a variety of measures:

Building Security

- The main building has a security system with proximity cards, to secure the building outside business hours and to limit visitor access during normal operating hours to clinical areas. A security guard is on duty at the main facility during business hours.
- Animal Control Services, on Division Drive, has a security alarm activated when the building is closed. Visitors have access to the building during normal business hours only through the main door.
- Vector Control, located inside the Property Management compound, is secured after hours by fencing with a locked gate and cameras; all doors are locked to the vector control buildings when staff is not there.
- Environmental Health Services, located in Government Center, has proximity cards in areas designated for employees only. All other areas are open to the public during business hours. Security of the government center is under the control of county management.

Safety

- NHCHD has a Safety and Infection Control Committee to ensure appropriate policies and procedures are in place and that annual training is done, per Occupational Safety and Health Administration (OSHA) guidelines.
- A Safety Officer is appointed by the Health Director to serve on the county safety committee and to ensure that the facilities are free of hazards.
- Staff receives initial orientation and annual general safety training to raise awareness of security and safety issues in the workplace. Policies, listed under references, address a variety of safety issues.

PROCEDURES:

- Proximity card readers are on exterior doors and on designated secure areas in the main building and at Environmental Health Services. Cards may not be shared among employees. When an employee loses their card, they must report it to their supervisor immediately and request a temporary card. Human Resources will be notified to de-activate the lost card and issue a new one. Employees are responsible for payment of fees for lost cards.
- Doors with proximity card readers shall not be propped open.
- Temporary cards shall be utilized for vendors or visitors who must have access to the main building. Temporary cards shall be signed out and signed in by the front desk attendant.
- All visitors entering NHCHD facilities shall check in with front desk attendants. The desk attendant on duty will ask for the individual's name and then contact the appropriate employee by phone. Upon notification of the visitor, the staff member will meet the visitor in the front lobby and escort

“Healthy People, Healthy Environment, Healthy Community”

them to a meeting area or their office area. If the staff member is not available to meet with the visitor, they will be routed to an alternate employee or asked to leave a message.

- In the event that a potentially harmful visitor enters the main building, that individual will be addressed by the security guard, health director or designee. If the situation escalates, the lockdown policy will be followed.
- Phones display stickers with 911, the overhead pager number, and the security guard's phone number. Safety drills are held periodically.
- OSHA Safety Standards are enforced and the OSHA Plan is part of orientation and annual reviews.

OTHER INFORMATION:

Personal safety in the field shall be addressed in each Division, based on duties and risks. Personal safety precautions addressed may include awareness of potentially dangerous situations (ex. threatening people, methamphetamine labs), traffic, and weather hazards.

REFERENCES: General Evacuation Plan and Egress Information (GS-ADM-052); Lock down (GS-ADM-066); Missing Person Response Plan (GS-ADM-063); Tornado (GS-ADM-071); Incident Report (GS-ADM-021); Methamphetamine Lab (PHS-005).

CHANGE HISTORY:

Version	Date	Comments
A	10/05/04	Original document.
B	09/02/08	Removed proximity card scanning on entrance to main building. Added security guard. Added other safety and security measures already in place in all facilities.
Annual Review	8/2008	