

CHILDREN'S SECURITY IMPROVEMENTS

NOVEMBER 8, 2010

The safety of Children's staff, physicians and our patients is of the utmost importance. A security task force was formed earlier this year to review, assess, and recommend changes and improvements in physical security and access control, policies and procedures, Security staffing levels, and staff training. Security Updates will be distributed hospital-wide on a regular basis.

Security improvements currently in progress and completed are outlined below. They include improvements to building security, law enforcement presence, and security policies.

Security Improvements In Progress

- Hospital Main Lobby Corridor:** The "smoke control doors" (immediately past the Ambassador desk) will be converted into security doors for after-hours access control including:
 - Card reader for staff access
 - Remote "buzz in" capability for non-staff access
 - Doors will be configured to remotely close and secure in the event of security situation in the main lobby or if front lobby doors are remotely locked down

Estimated date of completion: End of January 2011
- Castlemont High School Health Clinic:** Access control and closed-circuit TV enhancements.

Estimated date of completion: End of February 2011
- 3rd and 4th Street Sites:** Access control enhancements.

Estimated date of completion: End of February 2011
- Law Enforcement Presence:** On November 18, Administration is meeting with both Oakland Police Department and Sheriff's Office to further evaluate the feasibility of having a law enforcement presence on-site. Until that time, an armed, plain-clothes Pinkerton Investigation Agent has been assigned to the Hospital entry area during night hours (6 p.m. to 4 a.m.).
- Security Policies:** The Security Director is working on combining several existing security policies into a single comprehensive policy that will detail security procedures and guidelines for:
 - **ED "Secure Mode"** (often referred to as "lock-down")
 - **Main lobby "Secure Mode"**
 - **Perimeter Security Guidelines** for external events that require heightened security measures.
 - **Internal communication protocol** with Children's staff during unusual security occurrences.
 - **"Shelter-in-place" procedures and guidelines** in the event of escalating security situations.

Estimated date of completion: December 31, 2010

2010 SECURITY IMPROVEMENTS IN THE EMERGENCY DEPARTMENT

FEBRUARY

1. **ED1 Waiting room Security Officer:** Security Officer controls access control into the ED and provides assistance to waiting room patients and waiting room patient assistance (5 p.m. to 1 a.m., 7 days per week).

AUGUST

2. **Front Circle/Ambulance Bay Lighting:** Increased lighting levels in the front circle and the ambulance bay. Lighting was also installed at the designated smoking area.
3. **Entry Doors—ED1 Waiting Room:** Waiting Room entry doors now locked at all times to better control access.
4. **Entry Doors—ED1 Waiting Room to ED:** Doors converted to manual operation to permit shorter open times, providing greater access control into the ED.
5. **Entry Doors—Rear Entry to ED (by elevators):** Doors modified to prevent unauthorized access by non-staff members.
6. **New closed-circuit camera system:** Eight new cameras and one digital video recorder have been installed inside the ED. All video is recorded and monitored.
7. **Panic Buttons:** Five additional panic buttons have been added to the existing system.
8. **Ambulance Bay Doors and Waiting Room Windows:** Translucent frosting installed on the glass to prevent viewing into these areas from the outside. This feature is especially beneficial at night.
9. **Ambulance Bay Doors:** The automatic door opening feature for these doors replaced with manual opening (via a wall push paddle). A TV monitor connected to a camera outside the doors is above the push paddle in order to view the exterior area before the door is opened.

SEPTEMBER

10. **Main Lobby Doors:** Both main lobby doors can now be remotely locked in the event of an emergency outside the building.