



Security Toolkit: Appendix D

Workplace Security Fast Fact Awareness Tool

How to use this tool

Organizations must maintain awareness of the importance of security. Everyone needs to understand their roles and responsibilities in keeping work safe.

The following FAST FACT sheets are intended to help keep security top-of-mind. One sheet outlines security duties and responsibilities for employers, managers/supervisors, and workers; the other provides a list of security awareness safety tips for all staff to consider.

1. Adapt and modify these as needed, and distribute them within the organization.
2. Use them as a basis for discussion at staff meetings, lunch-and-learn activities, safety talks, workplace violence training, and new-staff orientation.



Everyone can make a difference in keeping your workplace safe and secure

Workplace violence, vandalism, theft and property damage are not uncommon events in the community and healthcare industry and at times unfortunate and tragic events can occur. Employers, managers and employees can all make a difference in keeping the workplace safe. Whether your organization has a formal security department or not; everyone, must be vigilant and know what to do to protect themselves, other persons and workplace property.

Healthcare Security is the prevention of harm to and protection of persons and property. Security is ensured through proactive measures, processes, monitoring, patrol, and emergency responses as necessary. It may include but is not limited to the implementation of a safety management plan, appropriately trained and competent personnel that fulfill security functions, policy, procedures, activities; and the use and application of equipment and materials.

What are employers' responsibilities to ensure security safety in the workplace?

- Demonstrate commitment to the development and implementation of a Security Program by appointing someone to administer and oversee the program.
- Ensure those overseeing the security safety program or performing security functions are competent to perform the work.
- Include the security function in the development and implementation of a workplace violence prevention program — e.g. include someone with security knowledge on the workplace violence prevention steering committee.

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- Conduct a workplace-violence risk assessment to identify security risks at the workplace and/or at locations where employees work; identify security gaps and share findings and provide a copy of any written risk assessment with the Joint Health and Safety Committees (JHSC) or health and safety representative (HSR) in compliance with the workplace violence legislation under the Occupational Health and Safety Act (OHSA).
- Provide OHS security-related reports that pertain to workers to the JHSC or HSR.
- Develop written security safety policies and procedures and ensure they are enforced.
- Ensure all workplace parties know their roles and responsibilities related to security.
- Identify training needs for workplace parties — e.g., develop a training matrix that reflects department and organizational training needs and requirements such as non-violent crisis intervention, security guard training for security guards, policies-and-procedures training, awareness training, emergency response training, reporting and investigation, use of force, etc.
- Conduct regular emergency response procedures.
- Develop a security awareness campaign — e.g. training, posters, newsletters, lunch and learns, etc.
- Maintain a safe and secure environment through access control; employee identification systems; emergency response equipment and mechanisms such as panic buttons, personal alarms, whistles, emergency phones and other electronic devices; monitoring and camera surveillance; and, where appropriate, security patrol.
- Post signage indicating the property is under camera surveillance.
- Post zero tolerance signage
- Ensure mechanisms for reporting and investigating workplace violence, near misses and suspicious activities, packages and individuals.
- Ensure the review and revision of the security measures and procedures for the health and safety of workers is done at least once a year, in light of current knowledge and practice.
- Where the security program requires development/revisions, consult with the JHSC or HSR and consider their recommendations when developing, establishing and putting into effect the revised measures, procedures and training.
- Consult the JHSC or HSR in the development, establishment and provision of training.
- Become knowledgeable about security safety and promote a culture of security safety and awareness.

What are managers' and supervisors' responsibilities for ensuring security in the workplace?

- Ensure all employees understand the relevant security policies and procedures
- Ensure employees attend the required training, and maintain records of training.
- Enforce security policies and procedures related to your area of authority.
- Inspect the workplace under your authority for security concerns and implement corrective actions.
- Respond to workplace violence and security reports, participate in investigations and develop corrective actions.
- Communicate to employees any security concerns and corrective action taken, if any.
- Promote and support security awareness campaigns and develop a culture of security, safety and awareness.

What are the responsibilities of workers regarding security and protecting themselves?

- Participate in workplace and security awareness training and any other required security training.
- Comply with security policies and procedures.
- Promptly report workplace violence, hazards, near misses and suspicious activities, packages and individuals to management.
- Follow security awareness safety tips.



Be Aware with These Security Safety Tips

In the workplace:

- Always be aware of your surroundings — note sounds and movements.
- Keep doors designed to be locked closed — e.g. never prop locked doors open.
- Wear your identification badge.
- Be aware of strangers to the workplace and challenge any stranger without a valid pass or valid reason to be present, or call security or police if you feel unsafe.
- Do not let unauthorized individuals enter secured areas behind you (piggy-backing).
- Report suspicious persons, activity and packages immediately to your supervisor or security.
- Lock up valuables and never store unattended valuables in plain sight or predictable unlocked locations.
- Avoid isolated or deserted stairways.
- While waiting for an elevator, stand off to the side; this gives you the opportunity to view inside and removes your obligation to enter if you are unsure of the occupants.
- If someone gets on the elevator after you and you're not comfortable with them, get off.
- When on the elevator, stand near the control panel and, if confronted in an elevator, push all the floor buttons and the emergency button.
- Do not push the stop button as you may get stuck between floors.
- Know your emergency response procedures and how and who to call.
- Call for help or use emergency response equipment if you are threatened.
- Check/Test and wear any personal panic alarms

In parking lots and community environments:

- Park your car as close as possible to the building exit if you are leaving after dark.
- Park in well-lit areas.
- Reverse your vehicle into the parking spot so you have a clear view when leaving.
- Keep the keys you will need accessible, preferably in your hand and ready to go.
- If it is not needed, lock your wallet and purse in the trunk and do not leave valuables in plain sight.
- Keep your head up and scan the area frequently.
- Look around before exiting your car, entering a building, or walking out into a parking lot.
- Always lock your car after entering and when leaving it.
- Plan your route and avoid short cuts through unlit areas.
- Avoid being alone if you can and have a coworker accompany you and leave the parking lot together if possible, especially at night.
- View the interior of your vehicle before entering to ensure no one is hiding inside, even if the doors were locked.
- If you feel threatened when you are in your car, remain in your vehicle and drive away if it is safe to do so. Lock your doors and drive to the local police department or other well-lit public area.
- Know where police stations or after-hour stores are located.
- Know where panic alarms are located
- Avoid walking by alcoves, alleyways, and covered or hidden spaces whenever possible.
- Make sure you have your fully charged cell phone or other device accessible.
- Keep your hands free of unnecessary clutter or items.
- If someone grabs your purse, do not resist.
- Stay alert and aware of your surroundings when travelling from one secure location to the next.
- Do not confront a threatening person.
- Do not follow or chase someone in your car — call the police.
- Be conscious of the image you are projecting when alone in a public area — be confident rather than fearful; be present and aware rather than distracted.
- Avoid distractions such as talking on the phone or texting in unsecure locations.
- Avoid wearing ear buds or headphones — you need to hear what is going on around you.
- Keep unknown people at arm's distance or further.
- If you see criminal behavior or are threatened call 911.
- Report all potential threats to your supervisor or manager immediately.
- If you are concerned about other individuals in a room, keep yourself between the individuals and the exit so you can leave quickly.