

# SPARTANBURG PUBLIC SAFETY DEPARTMENT - GENERAL ORDERS



TITLE: <b>EMERGENCY ROOM CONTRACTED SERVICES-SRMC</b>		NUMBER: <b>510.9A</b>
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**POLICY**

The purpose of this policy is to maintain a safe environment in the Emergency Department by assisting the Safety and Security Department throughout the Spartanburg Regional Healthcare System. The Spartanburg Public Safety Officer will operate under the guidelines of the Spartanburg Regional Healthcare System Safety and Security Department. All supervision and corrective actions are under the authority of the Spartanburg Public Safety Department. The Spartanburg Public Safety Officer will provide a security presence and practice the following guidelines:

**GUIDELINES**

**A. Duties related to Facility operations:**

1. The officer will check with the Charge nurse in Emergency Department upon his/her arrival to address any specific concerns.
2. The officer will notify by radio Spartanburg Regional Healthcare System Safety and Security upon his/her arrival for duty.
3. All officers will be educated using the Forensic Life Safety Manual and sign after reading.
4. The primary responsibility of the Spartanburg Public Safety Officer is to maintain a presence in the Emergency Department.
5. Officers will assist with vehicle and pedestrian traffic flow during code traumas.

6. When requested Officer will assist medical staff with controlling violent or unruly patients.
7. The officer will conduct a foot patrol of Emergency Department every 45 minutes. These patrols include treatment area, rear hallway, EMS entrance, and Emergency Department ramp. These patrols will be documented on designated daily activity report.
8. The officer will respond to disturbances in the Emergency Department and main campus. This includes assisting Spartanburg Regional Healthcare System Safety and Security, with Detention Order patients. These patients must be searched to avoid injury to themselves or others. This should only occur after the physician issues an order for the patient to be restrained and a Registered Nurse assesses the patient.
9. Any major traffic problems are to be referred to the Safety and Security Department. This includes moving or towing vehicles. Safety and Security may request assistance from the Public Safety Officer.
10. The Public Safety Officer is responsible for taking all reports at SRMC for incidents that occur within the City of Spartanburg.
11. The Public Safety Officer is responsible for obtaining and maintaining NCS (card). These cards are programmed as a master card and allow access to most doors on campus.

12. The officer must maintain radio contact with both the City and the Safety and Security at all times.

13. Any problems or questions are to be addressed with the Shift Supervisor of the Safety and Security Department. As needed, the officer may contact the Spartanburg Public Safety Shift Commander.

**B. Duties Related to City Law Enforcement:**

1. As a member of the Spartanburg Public Safety Department assigned to the Spartanburg Regional Healthcare System professional behavior must be displayed at all times.

2. All officers are not allowed to read personal articles or eat in the public areas. Public Relations and Customer Satisfaction is very important to the Spartanburg Regional Healthcare System. Recreational issues, personal business, or schoolwork may not be completed while on duty.

3. Officers will at all times maintain and uphold Spartanburg Public Safety policies and procedures.

4. Breaks are per Public Safety Department policy and permitted by patient flow. The officer must notify charge nurse and Security when leaving the Emergency Department and surrounding areas. This includes leaving the Spartanburg Regional Healthcare System campus, meal breaks, or any other reason, which would cause the officer to be away from their assigned post for a period of time. If an officer leaves premises for meal break and the officer offers to acquire food for shift, this is acceptable. Hospital personnel are not to request Public Safety officer to pick up food or other personal items for employees.

5. The City Public Safety Officer will not be a first responder to Fire related calls, however the officer may be called to assist on a fire related call on the Spartanburg Regional Healthcare System campus.

6. The City Public Safety Officer assigned to Spartanburg Regional Healthcare System will be referred to by radio as twenty-three (23) by both Spartanburg Regional Healthcare System and the Spartanburg Public Safety Department.

7. The City Public Safety officer will document all daily activity on designated daily activity sheet and will leave a copy with Spartanburg Regional Healthcare System Safety and Security at the end of each tour of duty. The original activity sheet will be turned into the Watch Commander or appropriate shift supervisor.

**Rescinds policy 510.9 dated 9/4/98**