

Burglary and Theft

OVERVIEW OF ISSUE

Property theft is a major loss driver in the healthcare industry. When it happens, it can disrupt or delay the delivery of care, cause damage to the healthcare organization properties and cause undue stress and anxiety. Prevention measures and deterrence are critical in minimizing the chances of property theft.

KEY POINTS

- Encourage patients and visitors not to bring any valuables with them or if they do, to hand these valuables to someone they trust. An alternative is to provide secure patient lockers.
- Consider providing a closed-circuit television (CCTV) system in the building and on premises.

THINGS TO CONSIDER

Patient, Staff and Visitors

- Encourage patients and visitors not to bring valuables with them or if they do, to pass their valuables to someone they trust. An alternative is to provide secure patient lockers. Create a policy for handling patient personal items (including signing waivers and provision of hearing aide holders).
- Encourage staff to password lock their mobile devices when not in use. Minimize visibility of their mobile devices and personal items or keep them in a secure or locked area.
- Control all access to computer/data/server rooms and utility rooms and keep the doors locked at all times.
- Escort all visitors to an authorized area for the duration of the visit. Lock doors when leaving an authorized area or room. For unescorted contractors or authorized visitors (such as third party auditors and consultants), verify their identity (through their driver's license or government-issued ID) and provide a permit/ID system (with the holder's picture).
- Provide adequate exterior lighting, including lighting at least 3 meters (10 feet) on either side of fences, and areas within 12 m (40 ft.) of building entrances. Lights should be roof-mounted or pole-mounted to minimize unauthorized tampering.
- Protect or block windows accessible from the ground and not fronting main roads. Protect upper floor windows accessible through nearby structures. Use

bars or screens as permitted by the applicable codes.

- Control access to exterior roof ladders. Relocate and secure tall equipment (such as playground equipment) away from roof edges to minimize rooftop access.
- Flush fences with the ground and provide a minimum of 2 m (7 ft.) in fence height.

Buildings and Exterior

- Provide exterior doors of substantial construction with adequate locking devices. Consider a minimum of 4 cm (1.5 in) thick, and solid wood, wood core with 16 gauge metal facing on the interior, or solid metal. Consider force resistant glazing for windows on exterior doors or protect them with metal grillwork. Provide a sturdy doorframe, well secured to the structure. Provide a heavy dead-bolt lock, with a bolt that extends at least 25 cm (1 in) into the bolt receptacle. All doors including those designated as exit doors should conform to applicable building and fire codes.
- Adequate cutoffs between tenants should be of solid masonry construction, complete from the floor to the underside of the roof or upper floor. Lock any openings with suitable hardware (such as padlocks, deadbolts, cam locks, and knob locks).
- Provide approved anti-burglar alarms (such as

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motion sensors and glass breakage sensors) at strategic locations connected to the site security office or offsite Underwriters Laboratory (UL)-Listed monitoring organization. Consider providing security staff or a reputable third party security service to conduct periodic rounds (at least at the beginning of and prior to end of shift) of all the buildings and premises.

- Consider providing a closed-circuit television (CCTV) system in the building and premises. If CCTV system is to be provided:
 - Ensure cameras are of good quality and installed adequately to ensure proper visibility for current time and recorded viewing. Conduct a site security assessment (by a designated specialist) to determine the healthcare organization's needs and use a professional installer.
 - Provide camera stations where previous incidents have occurred and where blind spots are determined. Equipment installation, including camera stations, should be secure, unobstructed and not within reach of passersby.
 - Label records with dates and areas to make search and retrieval easy and efficient.
 - Determine the necessity for security staff or security service to monitor for real-time viewing.
 - Create a policy for video retention and responding to requests from law enforcement.

Operation and Maintenance

- Ensure security personnel (or trained staff) conduct rounds and verify that all windows, doors, skylights, etc. are closed and securely locked. If the property is fenced, gates should be locked.
- Ensure proper maintenance of interior and exterior lighting, fences, doors, windows, and gates.

- Provide thorough training on the arrangement and operation of the alarm system to all responsible personnel.
- Conduct monthly testing of all alarm system components. Investigate and record all false alarms and review data to identify trends.
- Provide a security watch service if alarms are disabled due to equipment failure. A watch service should be in place until alarms are returned to service.

Yard Storage

- Discourage any yard storage of moderate to high demand equipment, supplies and consumables (including loaded, unattended trailers that may be parked on the premises). Provide kingpin locks on loaded trailers that are parked on the premises.
- Protect yard storage with fencing, adequate exterior lighting, video surveillance, and secure locking devices on fence gates.
- Provide exterior alarms if medical equipment is to be stored in the yard. An alternative is to provide a security watch service with key stations located in the yard to assure proper coverage.

During Construction, Renovation or Equipment Installation

- Ensure that contractors are closely monitored or supervised. Provide a watch service and/or alarms and address related items (such as the means of alarm transmission notification and location accessibility).
- Provide adequate fencing and lighting for the project site.



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