



*Personal Safety RACE: Fire Response Disasters  
Patient Safety Workplace Injuries Back Safety  
HIPAA Human Resources Corporate Compliance  
Process Improvement Workplace Hazards  
Abuse/Suspected Abuse Homeland Defense  
Workplace Violence Values Patient Rights*

**A QUICK UPDATE ON SAFETY, QUALITY OR RISK MANAGEMENT FOR COVENANT HEALTHCARE EMPLOYEES**

## **If You See Something, Say Something** February 2013

If you see anything suspicious do not confront the person involved contact security immediately.

The Department of Homeland Security suggests taking notes of any details that you observe or remember.

- S – Size (Jot down the number of people, gender, ages, and physical descriptions)
- A - Activity (Describe exactly what they are doing)
- L - Location (Provide exact location)
- U – Uniform (Describe what they are wearing, including shoes)
- T – Time (Provide date, time, and duration of activity)
- E - Equipment (Describe vehicle, make, color etc., license plate, camera, guns, etc.)

Report all strange phone calls from people asking questions about our facilities and operations. Write down the caller ID number and note characteristics of the caller (accent, background noise, etc.). Try to record word for word the information they are seeking.

Report anyone that may approach you asking questions about our operations such as - how many people are in that building, do you have any radioactive materials in there, and what kind of surgeries you do. These are all questions our employees have been asked.

Please report directly to Security Dispatch (ext. 3-6149) and email Dennis Bauer ([dbauer@chs-mi.com](mailto:dbauer@chs-mi.com)) and Angela Thornton ([athornton@chs-mi.com](mailto:athornton@chs-mi.com)). Provide as much detail as possible. You can call 24 hours a day/7 days a week to report activity.

Necessary actions:

Do not approach anyone taking pictures of our buildings and/or employees- **instead report it to Security Dispatch (at 3-6149) immediately.**

Do not disclose information to anyone on the phone about our operations unless you know for sure who you are talking to.

Do not disclose detailed information about our operations to anyone who approaches you in the parking lot or coming and going from buildings.

Stay alert and observant. Pay attention to information from Safety and Security. If we all work together we can help reduce any risks to our patients, visitors, fellow employees and Covenant property. We are here to provide healthcare to our community under all circumstances.

\*Reference <http://www.nationalterroralert.com/suspicious-activity/>

