

To: All Staff

From: Nicole Moffett, Manager, Emergency Preparedness, Switchboard and Security

Date: Monday, January 22, 2024

RE: Security Services Overview and Contact Information

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Thunder Bay Regional Health Sciences Centre (TBRHSC) is staffed with a Security Team that is available to provide 24/7 support. Our Security team is prepared and eager to support the staff, patients and visitors of TBRHSC.

### **Security Offers:**

- Emergency response (including de-escalation of violent situations, responding to emergency codes);
- Pro-active site patrols and facilities monitoring;
- Safety Escorts for staff and patients/visitors on hospital property (for example, from the hospital to a personal vehicle in a parking lot);
- Access control, door lock/unlock assistance;
- Patient Watches;
- Parking assistance and enforcement (ticketing for infractions);
- By-Law enforcement;
- Community relations;
- Unit patrols; and,
- General staff and public assistance.

### **Security Team Contact Information:**

- By telephone at extension 6509, or (807) 684-6509
- Visiting the Security window, located on the 2<sup>nd</sup> floor beside the Visitor Information Desk

### **Notable Mention – Parking:**

It is critical to keep our pedestrian walkways and crossings free of obstructions. This maintains a safe path of travel for staff and visitors of the hospital. If you notice a vehicle that may require attention (e.g. parking in a no-parking zone, parking on a designated crosswalk, parking in an area with diagonal yellow lines, etc.) please contact Security. Please be prepared to provide detailed information, such as the location of the vehicle, vehicle descriptors and the time of occurrence. Security will dispatch a team member to investigate further.

Thank you for your continued support in maintaining a safe environment at TBRHSC.