

SECURITY DEPARTMENT

The Security Department strives to provide a safe and secure environment that protects all patients, employees, volunteers, vendors and visitors from harm while at SWVMHI. A continuous quality oriented approach is utilized to establish level of service, acceptable behavior and written policy.

The Security Management Program is applicable to all persons on the grounds of SWVMHI. This plan is coordinated with the Marion Correctional Treatment Center, Fire Marshal=s Office, Virginia State Police Office, Keystone Youth Center and the Smyth County Office Building, all of which are located on this campus. The Virginia State Police, Smyth County Sheriff's Office, Marion Police Department and Smyth County Emergency Services provide primary support during emergencies.

The Security Management Program is primarily the responsibility of the Security Department with guidance, leadership provided by the Facility Director, Assistant Director, Director of Physical Plant Services, Safety & Security, Safety Director and the Security Manager.

The Security Department continuously monitors by foot patrols, vehicle patrols, traffic controls and inspections of grounds and buildings. Any noted security deficiencies are immediately corrected and/or reported for corrective action. Security personnel are mandated to enforce civil, criminal and traffic laws of the Commonwealth and insure compliance with established policies and procedures, conduct criminal/administrative/abuse investigations and to respond to emergency situations and codes.

The Security Department provides 24 hours per day coverage with a minimum of one certified law enforcement officer on duty at any given time. Between the hours of 3:00 p.m. and 11:00 p.m. each day, an additional uniformed officer monitors patient care areas, visitors, is immediately available to respond to all codes and spends additional time as available in areas of high patient acuity. A uniformed officer is also posted at the main entrance of the Bagley Building (9:00 a.m. to 9:30 p.m. daily) to assist visitors, ensure compliance with rules of visitation and check/monitor items prior to entering patient care areas for appropriateness and compliance with contraband control policies. Officers collectively generate numerous reports/forms during day-to-day operations that are compiled into monthly reports. A Shift Report is completed for each tour of duty, a minimum of 35 per week. Criminal Offense Reports, Investigative Reports, Incident Reports, vehicle accident reports, uniform summons, parking tickets, etc. are completed and submitted as appropriate for each occurrence.

The Security Manager is responsible for planning, developing and implementing The Security Program and for supervision of assignments for security personnel.

The Security Supervisor/Facility Investigator has the primary responsibility for conducting and coordinating abuse/neglect, criminal and administrative investigations with direction from Facility Director and/or Security Manager. Confidentiality is maintained in accordance with applicable statutes, HIPAA and other regulatory mandates.

The Security Officers Senior (Law Enforcement) are responsible for enforcing the laws of The Commonwealth of Virginia, regulations of The Department of Mental Health Mental Retardation and Substance Abuse Services, and the policies of SWVMHI.

The Security Officers are primarily responsible for accommodating registering and monitoring of visitors, deterring unauthorized entry of persons, minimizing contraband introduction, and responding to codes.

Telephone Numbers:

- Security Manager 366
- Security Supervisor/Investigator 850
- Programs Support Technician 229
- Bagley Building Security Office 164
- Bagley Building Front Entrance Security 365
- Director of Physical Plant Services, Safety & Security -
Extension 561

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