
Office of Origin: Environment of Care

I. PURPOSE

To protect infants and children at UCSF Health from unauthorized transportation, abduction, and harm.

II. REFERENCES

UCSF Health Administrative Policies:

[6.01.01 Child Abuse Reporting](#)

[6.01.02 Domestic Violence Reporting](#)

[1.03.14 Visitors: Identification, Hours and Control](#)

[2.01.06 Workplace Violence](#)

Benioff Children's Hospital Birth Center Guidelines:

[Couplet Care Overflow Unit Policy - BC 02](#)

[BCH Birth Center Newborn Security Plan - BC 05](#)

UCSF Health Security Department, Policies and Procedures

[Staff/Faculty ID requirements](#)

[Parent and visitor guidelines](#)

[Code Pink" and "Code Purple" Overhead Announcements and Response Procedures](#)

[Identification and Management of High Risk Security](#)

[Overflow to non-Benioff Children's Units](#)

[Roles and Responsibilities](#)

[Closed Circuit Television Monitoring & Infant Alarm system](#)

[Access to Benioff Children's Hospital Units](#)

National Center for Missing and Exploited Children

[Guidelines For Health Care Professionals on Prevention of and Response to Infant Abductions](#)

III. DEFINITIONS

Code Pink: Suspected or confirmed newborn or infant abduction.

Code Purple: Suspected or confirmed child abduction.

Pink Photo ID badge: UCSF Health Hospital Photo ID Badge with a pink border around photo.

High risk security case: Any infant or child who is deemed at risk for abduction, and any parent, family member, or legal guardian that is thought to pose a risk to any patient or staff in the Benioff Children's Hospital.

UCPD or PD: University of California at San Francisco Police Department.

IV. POLICY

It is the policy of UCSF Health to strive to protect infants and children in all medical center areas from unauthorized transportation, abduction, and harm. All infant and child security procedures and systems are coordinated through the Benioff Children's Hospital Security Subcommittee.

V. PROCEDURES

A. Staff/Faculty ID requirements

1. All UCSF Workforce must wear UCSF Campus, Medical Center, or Benioff Children's Hospital name tag at all times in a visible place above the waist.
2. Only UCSF Health staff working at Benioff Children's Hospital approved to remove an infant from the care of the parent will be issued a pink photo ID badge with a pink border around their photo.

B. Parent and visitor guidelines

1. On admission, an identification badge is affixed to all Benioff Children's Hospital parents/families following completion of the check-in process and health screening survey. All parents/guardians/families and visitors must enter the Children's Hospital through the main Benioff Children's Hospital lobby.
2. Visitors to all Benioff Children's Hospital units must be screened at the Information Desk. After completion of the check-in process and health screening survey, Security Services will provide a current visitor badge for access.
3. Parents/Guardians of newborns and infants are instructed to release their infant(s) only to a person wearing a pink photo ID badge with a pink border around photo. A UCSF Health staff member must accompany all patients when outside of the Benioff Children's Hospital Units. (Refer to Off-Unit Transport policy). Any questions regarding release of a newborn, infant, or child, or any related matter, is referred immediately to social work as well as Hospital Risk Management at 415-353-1842.

C. "Code Pink" and "Code Purple" announcements and response procedures

1. In the event of a Code Red fire alarm, the overhead paging system will not be active; Code Pink and Code Purple will be sent by TEXT message through the Voalte messenger. Overhead pages will be performed as soon as the Code Red is cleared.
2. Absent a Code Red in progress, "Code Pink" and "Code Purple", when activated, will be announced by overhead page.
3. If it is determined or suspected that an infant or child is missing, UCSF Health STAFF MUST IMMEDIATELY CALL UCPD AT 9+911 and state the location of the suspected abduction. UCPD will initiate a hospital-wide "CODE PINK" or "CODE PURPLE" by calling the UCSF Security Department Communication Center at 415-885-7890 to activate the overhead paging system.
4. Upon activation of a "CODE PINK"/"CODE PURPLE", exits and public areas are immediately monitored by available UCSF Health staff. The purpose is to observe and immediately report any suspicious persons or activities to UCPD by calling

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- 9+911. UCPD will relay any additional information reported to them either by phone or on-unit investigation to Security Services so that it may be disseminated to security units at exit points. Security units at exit points will request persons with infants to remain in the building until code is cleared or sufficient information is provided by UCPD and/or Security Dispatch that all infants are accounted.
5. Managers, supervisors, and/or charge nurses of departments/units have the following responsibilities:
 - a. Departments shall assign available UCSF Health staff to monitor hallways, elevators and stairwells.
 - b. Departments with responsibilities throughout the building, such as Hospitality, shall instruct UCSF Health staff to monitor the nearest hallways, elevators and stairwells.
 - c. In the event that the manager, supervisor or charge nurse of a department/unit is not present when a CODE PINK/CODE PURPLE is announced, UCSF Health staff will respond as noted in (a) and (b) above.
 6. All UCSF Health staff are instructed to report any person(s) or suspicious activities immediately to the UCPD by calling 9+911. Suspicious activity may include:
 - a. Persons attempting to conceal an infant/child, persons running with an infant/child or large bag or package or an obvious lack of eye contact by a person leaving quickly with an infant/child; or,
 - b. The discovery of an abandoned infant, Benioff Children's Hospital infant sleepwear, blankets or patient care equipment; or any other incident or situation where the possibility of suspected abduction or elopement exists.
 7. UCSF Health staff are advised to write down specific information such as clothing descriptions, companion's description and/or vehicle description such as license plate or cab numbers and provide the information to UCSF PD and Medical Center Security.
- D. Identification and Management of High-Risk Security
1. Factors that *may* indicate a family is at high risk to abduct and/or harm their infant or child, another member of their family or UCSF Health staff include, but are not limited to:
 - a. Family members that do not have custody of their child and threaten to take the child out of the hospital against medical advice.
 - b. Family members that are at risk of losing their child, or have been notified by Child Protective Services that they will be losing custody of their child.
 - c. Family members and/or visitors that are exhibiting abusive or violent behaviors. (Please refer to Domestic and Child Abuse policies.)
 - d. Any person exhibiting abusive or violent behavior toward a patient, visitor, or UCSF Health staff.
 2. Refer to **Appendix A for High Risk Security procedures.**
- E. Overflow to non-Benioff Children's Units at Mission Bay
1. When Perinatal Services is full and needs overflow beds for couplets (mother and newborn), overflow beds will be arranged on another floor within the Benioff Children's Hospital if at all possible. If all Benioff Children's Hospital beds are full, these patients and their infants may be housed on an adult floor within UCSF

Health.

2. Security is assigned to the area when patients need to be arranged on an adult floor.

F. Roles and Responsibilities

1. The Admitting Department is responsible for placing the ID band on those patients admitted directly through Admitting. Admitting is also responsible for placing a flag when notified by Social Work, and for notifying both Security and the manager of the admitting unit when a patient or family previously flagged/identified as high risk is readmitted.
2. The Department of Nursing has the responsibility for developing, maintaining and drilling unit-specific procedures for the tagging, identification and location of infants and children in the Neonatal/Perinatal/pediatric units and for reporting alarm system failures to Clinical, Technologies Security Services, and/or UCPD.
3. Social Work is responsible for responding to a request for immediate assessment of any patient or family that is identified to be exhibiting high-risk behaviors and for reporting identified high-risk cases to Security and Admitting. Social Work is also responsible for notifying the appropriate outside authorities of identified risks.
4. Security Services is responsible for providing secure identification as well as Code Pink and Code/Purple response training for all UCSF Health staff.
5. UCPD has the jurisdictional responsibility to respond to and investigate all suspected infant and/or child abductions.
6. UCSF Health Security Services and the UCSF Police Department are jointly responsible for providing an assessment on all identified high-risk cases and implementing appropriate security measures.

G. Closed Circuit Television Monitoring and Infant Alarm system

1. The Security Services Department monitors alarms and CCTV systems, conducts visible Security patrols of the neonatal, perinatal, and pediatric units, and reports suspicious activities/persons to the UCPD.

H. Access to Benioff Children's Hospital Units

1. Access to the Benioff Children's Hospital for all visitors and non-emergent UCSF Health staff is via the Benioff Children's Hospital Lobby.
2. Benioff Children's Hospital will have a welcome desk/greeter 24 hours a day, 7 days a week to screen visitors and UCSF Health staff.
3. UCSF Health staff must be approved for ID badge access to the Benioff Children's hospital. This can be done by making an email request to secaccess@ucsfmedctr.org.

VI. RESPONSIBILITY

Questions about the implementation of this policy should be directed to the Director of Security Services.

VII. HISTORY

Issued

July 1995

Reviewed/Approved	Security Sub-Committee Environment of Care Committee	February 1998
Revised		April 2001
Reviewed/Approved	Security Sub-Committee Environment of Care Committee	April 2001
Revised		February 2004
Approved	Mark Laret, CEO	April 2004 August 2007
Revised		
Reviewed	Policy Steering Committee	September 2007
Approved	Executive Medical Board Governance Advisor Council Chancellor J. Michael Bishop	September 2007
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Revised		
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Revised		
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VIII.APPENDIX

Appendix A: High-Risk Security Management

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