Security Services: Your Partner in problem solving and prevention

Security 954-776-3099 EMAIL: [Security@Holy-Cross.com](mailto:Security@Holy-Cross.com)

You will get 2 **badges;** the one with numbers on back bottom corner, has the computer chip for door access (no pins/punctures or it will stop working). The other badge does not grant access. This badge is placed on the back of all items on your badge clip so when your badge flips, your identity can still be viewed by patients and visitors.

**Parking Enforcement**

1. All employee vehicles utilizing hospital parking MUST be registered with the license plate number through the Security Department.
2. All staff MUST park in the lot that has been assigned to them by the Security Department.
3. All staff must present their ID badge at the gate to the parking lot you are assigned to.
4. All vehicles MUST have the appropriate parking sticker adhered to the Drivers side bottom Right REAR WINDOW. Failure to do so will result in a loss of parking privileges until such time that the vehicle is compliant.
5. Staff with handicap parking privileges MUST register their placard with the Security Department. Timely renewal of the placards is the employee’s responsibility. Placards MUST be displayed while utilizing a handicap space. Violators will be subject to loss of parking privileges and tow at the owner’s expense.
6. **Vehicles MUST be parked in marked stalls HEAD IN ONLY**. Any staff that parks on turns, in cross-hatched areas or blocks stairwell doors will be subject to loss of parking privileges, disciplinary action and tow at the owner’s expense.
7. Staff observed by Security, speeding and/or aggressive driving on hospital property or tampering with any parking gate will be subject to loss of parking privileges and disciplinary action.
8. The Security Department is available 24/7 to escort staff to their vehicle. To request an escort, call the Security Desk in the main lobby at 954-776-3099.
9. *Vehicles parked in loading docks should not be present for extended periods of time, and reserved parking spaces require a separate parking placard provided via the Office of the President/CEO.*

**Where You Park at Work Impacts the Patient-Care Experience**

First and foremost, Holy Cross Health colleagues are here to serve our patients. Yet do you know that one important way of putting patients first is **Parking in Employee Designated** areas

Where You Park Matters in Ways **You May Not Have Considered**

**If you park in patient/visitor designated parking** — even just once — you could be putting an unnecessary strain on patients who cannot find parking —and make them late for or miss their appointment altogether. We've had reports of patients who could not find any parking and returned home because of no parking spots.

When patients miss or are late to their appointments, the situation could lead to no-show charges and/or automatic cancellations. Rescheduling an appointment could take weeks or even months.

In addition, a bad patient experience with parking or a missed appointment could lead to lower patient satisfaction scores for the organization.

**PARKING LOT SECURITY**

**In response to some safety concerns that you may be having, here are some quick reminders on how to stay safe walking to and from your parking lot:**

**If something doesn't look or feel right, make the call:**

* + **If you feel you are in immediate danger, call 911**
    - **Give your name and location and describe what is happening**
  + **If you see activity that you feel is unsafe or suspicious or you are feeling uneasy, call Security (954=776-3099)**
    - **Report what you see, immediately**
    - **Ask for an escort**
    - **If you feel you are in immediate danger, stay on the phone, stay in well-lit areas, make noise (honk your horn, scream, yell, or use a whistle)**

**Arriving at work:**

**Scan the area you where you****intend on****parking - Look for persons in and between other**

* **Secure or hide any valuables in your vehicle (e.g. Under the seat or in the trunk)**
* **Scan the area before exiting your vehicle**
* **Lock your vehicle on exiting**

**Walking to and from your vehicle:**

* **Walk together, or in groups, if possible**
* **Keep your keys in your hand**
* **Be aware of your surroundings (Keep your eyes up - Keep your phone at hand, but don't walk and text)**

**Thank you again for your support and your diligence to make our campus convenient and safe for everyone.**