

! Practice Security Breaches

175
RESPONSES

Q#1 Has your practice experienced any facility security breaches (unauthorized access, break-ins) in the last year? (check all that apply)

83%



NO

We have not experienced any facility security breaches

16%



NO

There has been crime in the immediate neighborhood but not at our practice

3%



YES

Our practice has been broken into

2%



YES

We had a break-in to a car(s) parked in practice parking areas

1%

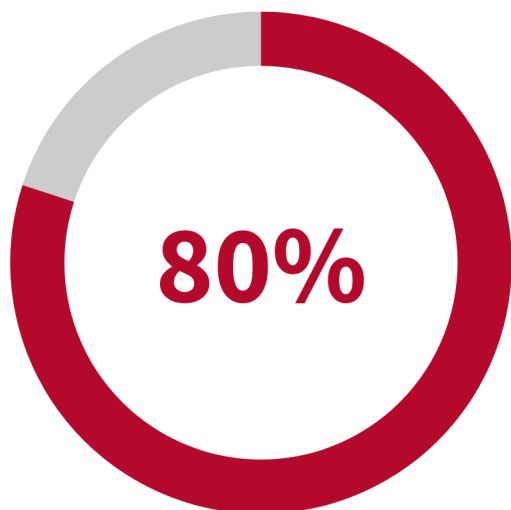


I Don't Know

3% Other
(please specify)

Q#2 Has your practice experienced any of these or other crimes in the last year? (check all that apply)

175
RESPONSES



No, we have not experienced any crime

6% YES, vandalism

2% YES, equipment theft

5% YES, money theft

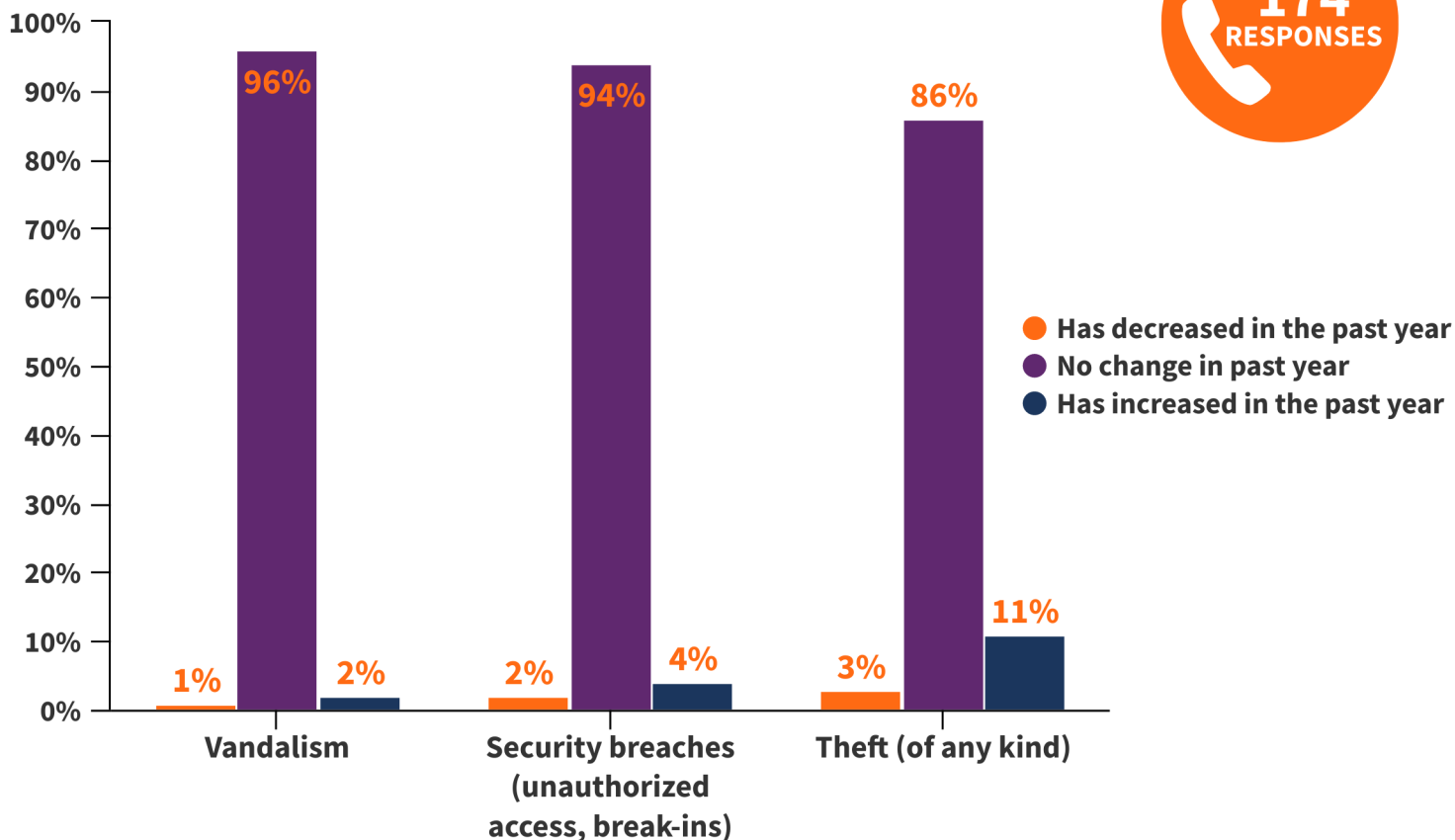
1% I Don't Know

6% Other (please specify)



Practice Security Breaches

Q#3 Has the frequency of vandalism, security breaches (unauthorized access, break-ins) or theft changed in the past year?



Q#4 Has your practice experienced any acts of violence against individuals at the practice?

175 RESPONSES

89% NO

Incidences of violence against a person have occurred at our practice

5% YES

A staff member has been a victim of violence at our practice

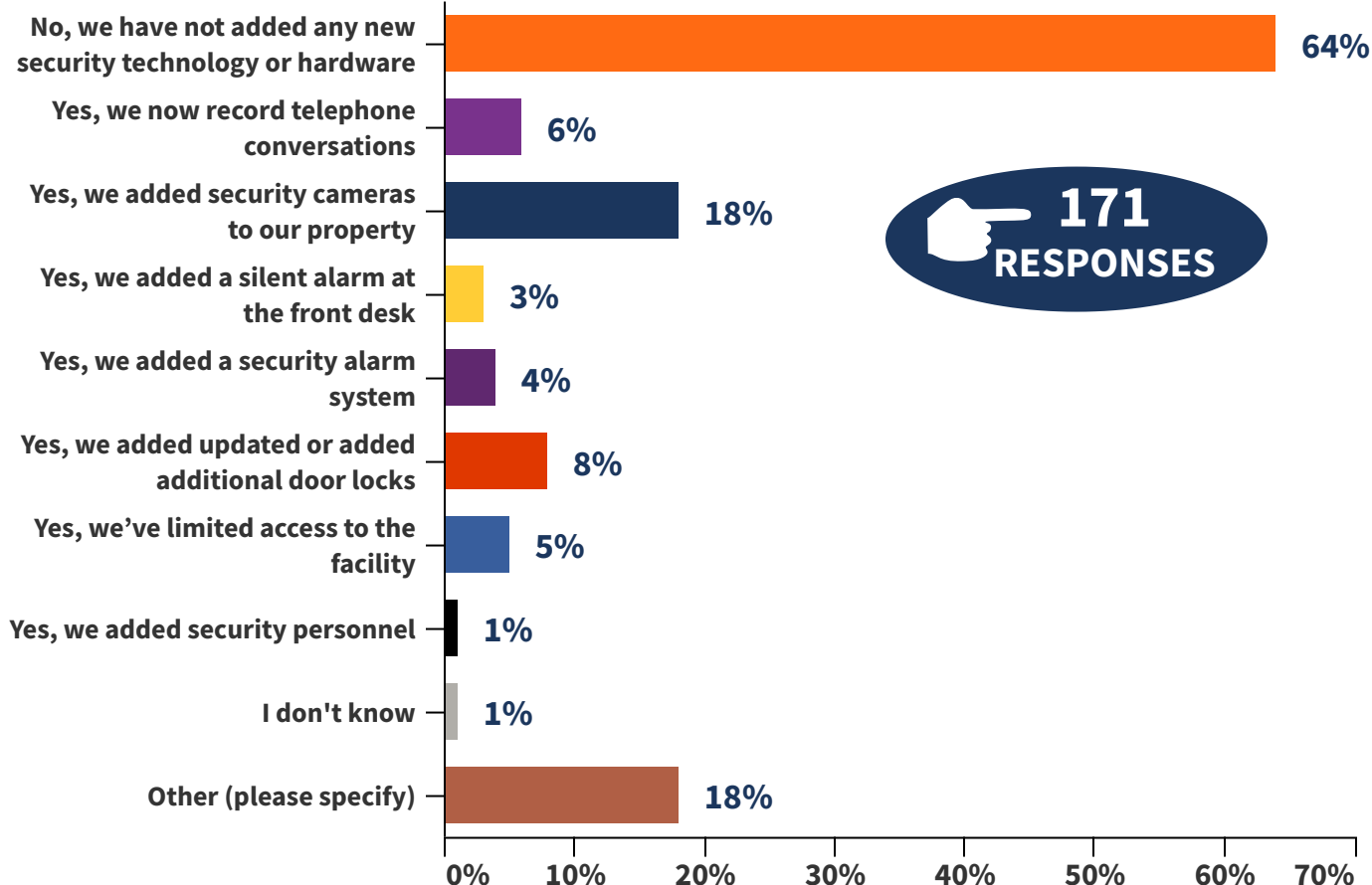
1% I Don't Know

5% Other
(please specify)

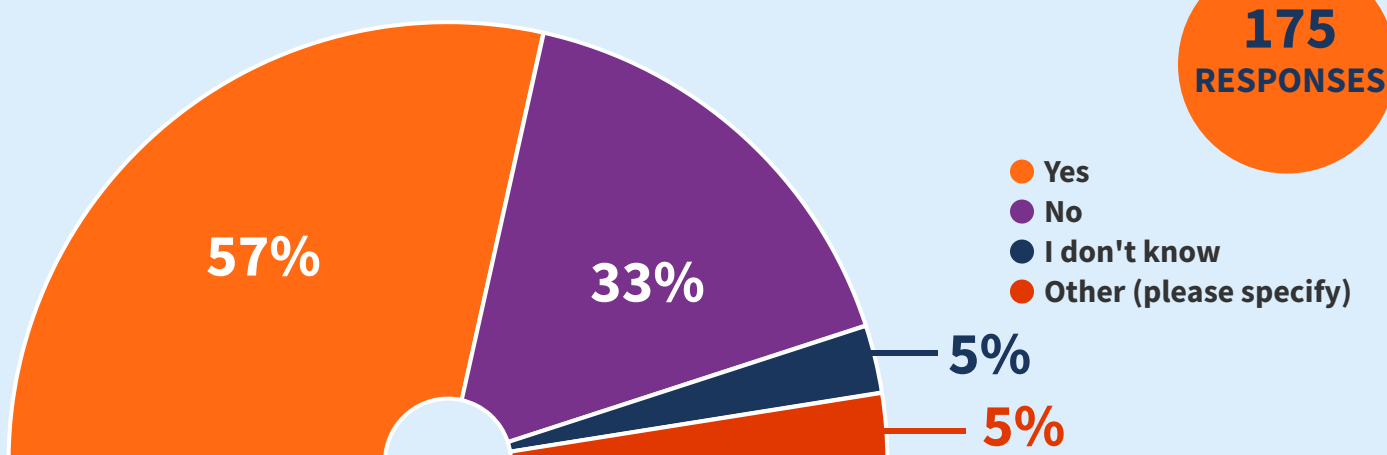


Practice Security Breaches

Q#5 As a result of a break-in, crime or violence in your practice, have you added any new security technology or hardware to protect your facility, practice, and staff in the last year? (check all that apply)

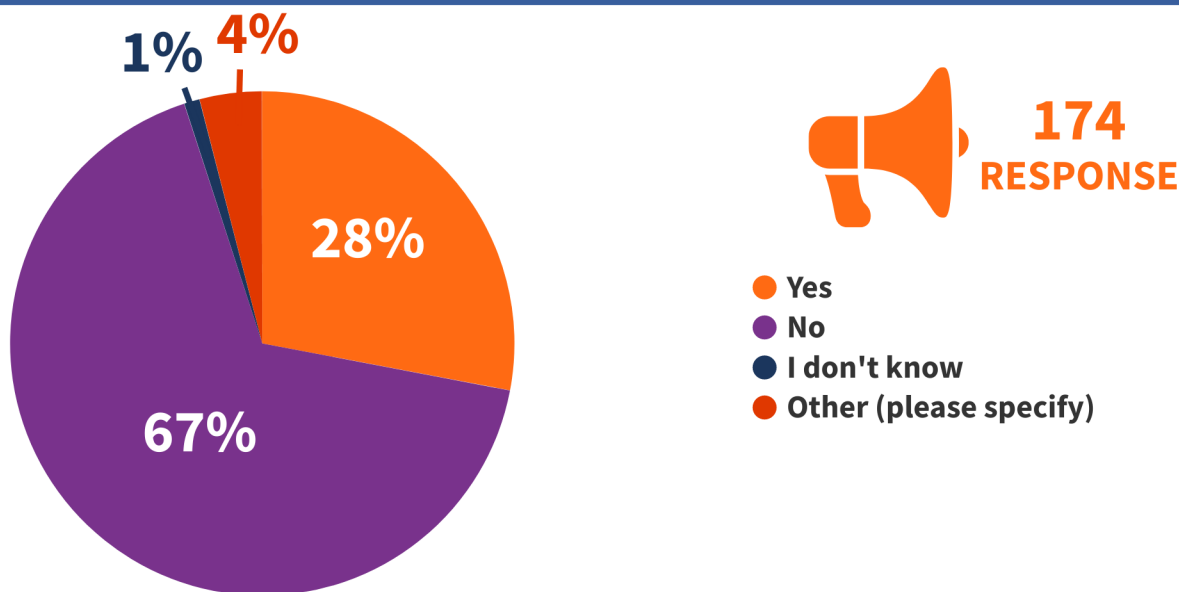


Q#6 Does your practice have a written policy or procedure for managing situations that involve acts of violence?

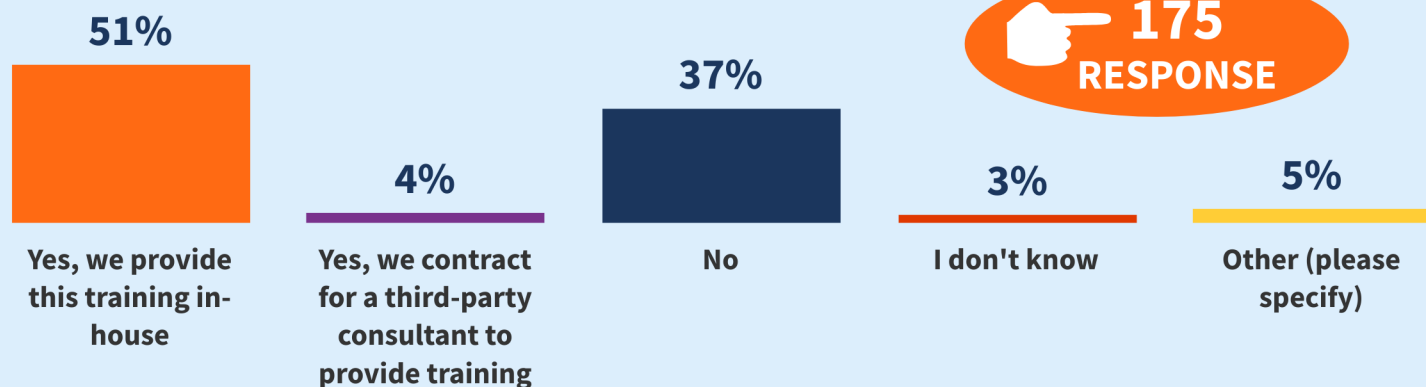


! Practice Security Breaches

Q#7 Does your practice have a written policy or procedure for managing an active shooter situation?

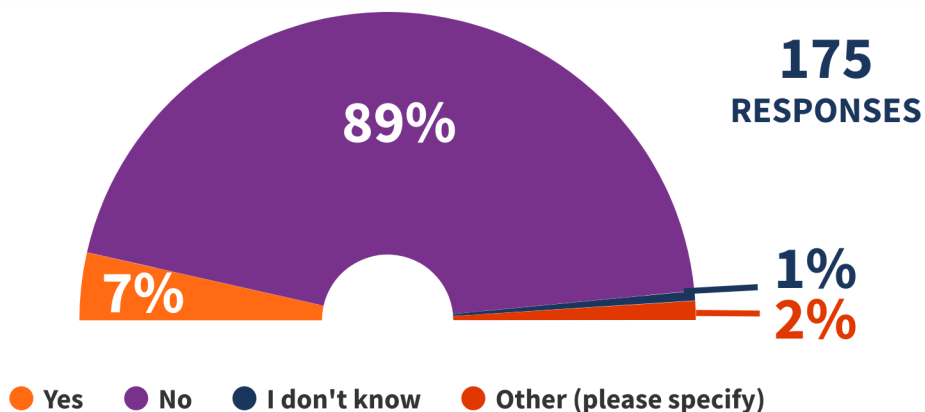


Q#8 Does your current staff training program include facility safety or awareness training?



Q#9

Have you ever engaged a security firm to audit your practice facility, policies, and procedures?



Notable Facts and Figures

PRACTICE SECURITY BREACHES

Last month's survey covered the rise in negative interpersonal behavior in veterinary medicine, both between practice team members and between clients and team members. This month's survey covers a related topic—practice security breaches. While only a small percentage of practices have experienced these, it is clear that practice teams are more concerned about this issue now than in the past and are putting more security measures in place.

While the graphs above show the responses to various questions about this topic, several of the questions also had an option for "other" responses, and answers for these are shown below.

Question 1: Has your practice experienced any facility security breaches (unauthorized access, break-ins) in the last year? (Check all that apply)

Although most practices have not experienced any security breaches, several have. In addition to the kinds of breaches noted in the graph, the following were included in the "other" category:

- Computers were hacked
- Internal theft
- Attempted break-in
- Phone in death threat and vagrants sleeping at the back door who left drug strings and other stuff
- And by far the most unique: "Gentleman high on meth pretending to be a cat harassing staff and clients in lot. Tried to break into clinic and car; luckily he was unsuccessful. Neighboring store has had multiple break-ins though. Crime is up in our area, due to city police force ignoring the area we are in"

Question 2: Has your practice experienced any of these or other crimes in the last year? (Check all that apply)

Other answers include:

- People rooting through dumpster/trash
- Computers were hacked
- "Merchant fraud-someone opened a fake merchant account under our name with Clover. They used stolen credit card information and processed about \$30,000. Since it was a fake account, we are not liable."
- Panhandling—people harassing clients outside for money
- Abuse of company resources
- Practice came up short on night count by \$100, but we were unable to discern how/why that happened
- A former handyman threatened to blow up the hospital
- Hit with ransomware

Question 4: Has your practice experienced any acts of violence against individuals at the practice?

Again, most practices have not seen this happen. However, several have—comments in the "other" category included:

- Threats have occurred but no acts committed yet
- Verbal abuse but no physical contact
- Clients are more verbally aggressive now than in the past

Notable Facts and Figures (cont'd.)

- Harassment by vagrants outside of the practice asking staff for money or to use their phone
- Perceived threat, but no actual violence
- Phone-in death threat
- Violence threatened by former handyman who is mentally ill
- Non-client (random stranger) assaulted in parking lot

Question 5: As a result of a break-in, crime, or violence in your practice, have you added any new security technology or hardware to protect your facility, practice, and staff in the last year? (Check all that apply)

"Other" answers included:

- Already have security in place
- Already have security in place but are updating it
- Added security as a general precaution, not because of an incident at the practice
- Parking lot and outside lighting
- Security cameras with microphones
- Employees carry pepper spray when going out after dark
- The front door is locked at all times; employees use the side door

Question 6: Does your practice have a written policy or procedure for managing situations that involve acts of violence?

As noted in the graph above, most practices don't have a written policy. "Other" answers included:

- Depends on the act—some practices have for active shooter, robbery, or arson
- Don't have now but are working on
- Have a policy, but it has not been reviewed in years
- Policy states these kinds of behavior will not be tolerated, but there is no information about managing the situation
- Nothing is written but practice discusses it a couple of times per year
- Practice has a policy but thinks it needs to be updated after reading this question

Question 7: Does your practice have a written policy or procedure for managing an active shooter situation?

Most practices do not have such a policy, but some are working on developing one currently. "Other" answers include:

- We have panic buttons
- Policy not written but have reviewed at multiple staff meetings
- Are working with the local police department to develop a policy
- Have a very simple policy that needs updating
- The practice team completed active shooter training with the local sheriff's department



Notable Facts and Figures (cont'd.)

Question 8: Does your current staff training program include facility safety or awareness training?

"Other" answers include:

- Facility safety and client theft
- OSHA safety only
- Practice doesn't have active training, but it is part of their written policy to report any suspicious activity to a manager immediately
- Fire safety and evacuation plan
- Practice discusses this each year at their OSHA meeting
- Provide both in-house training and third-party training
- Have local law enforcement come to staff meetings and give presentations
- Do very little of this training and need to do better

Question 9: Have you ever engaged a security firm to audit your practice facility, policies, and procedures?

All of the "other" answers said their practices had local law enforcement agencies come and review their security.

As noted last month, prevention is the best protection, and practices must be more cautious than ever. Stay safe!