

08. Emergency Management

03. Civil Disturbance

STATEMENT:

Healthcare Facilities (HCF) should establish a process to prepare for, respond to, and mitigate the potential impact of civil unrest during situations like protests, riots, violent incidents and other disruptions, prioritizing the continuous delivery of high-quality care and safeguarding the well-being of everyone within the facility and surrounding campus during a civil disturbance.

INTENT:

- a. HCF should have a standard operating procedure that addresses response to civil disturbance prevention, mitigation, and recovery. The procedure should address:
 1. Protecting People and Property
 - a) HCF should assess and evaluate facility security with controlled access points, ID credential requirements, and security personnel to minimize harm to patients, staff, and visitors.
 - b) Consider implementing visitor screening at entry building points.
 - c) Consider implementing lockdown procedures.
 - d) Coordinate with local law enforcement for information sharing and rapid response capabilities.
 - e) Deploy trained security personnel to strategic facility locations during elevated risk periods.
 2. Maintain Healthcare Services – ensure essential medical care continues without major disruptions
 - a) Develop and implement procedures to validate essential staff and vendors have access to and from the facility during controlled access operations.
 - b) Validate availability of adequate supplies of medication and emergency equipment.
 - c) Secure supplies, medical records, and sensitive patient information.
 - d) Relocate at-risk patients from high-risk areas as necessary.
 - e) Assign responsibilities to staff members for patient care continuity, communication, and security coordination.
 3. Establish Response Protocols
 - a) Conduct incident specific risk assessments to identify potential threats (e.g., protests, riots, workplace violence).
 - b) Develop scalable emergency response plans tailored to various levels of disturbances.
 - c) Establish an Incident Command System (ICS) to coordinate operations and resource allocation.
 - d) Define and document staff roles, responsibilities and authority levels for disturbance response.
 - e) Train staff on emergency procedures, including evacuation, lockdown, and shelter-in-place protocols.

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4. Coordinate with Authorities
 - a) Develop memoranda of understanding (MOU) agreements with local law enforcement for controlled emergency response support.
 - b) Validate compliance with patient privacy laws when sharing patient information with law enforcement.
 - c) Comply with local laws governing use of force, detention, and trespassing enforcement within healthcare settings.
 5. Communication Plan
 - a) Designate a public information officer (PIO) to coordinate messaging with media.
 - b) Designate law enforcement liaison to maintain clear lines of communication.
 - c) Implement clear communication procedures, including mass notification, to coordinate staff and deliver routine updates to staff and patients.
 - d) Communicate with community members to align response and continuity plan to mitigate or resolve the disturbance.
 6. De-escalation Strategies
 - a) Comply with regulatory requirements to ensure a safe work environment.
 - b) Establish and communicate clear rules of engagement to include processes for de-escalation, physical intervention, and use of force.
 - c) Follow local laws regarding self-defense, security officer conduct, and law enforcement intervention on HCF property.
 7. Post-Event Recovery / Resume to Normal Operations
 - a) Conduct debriefing and psychological support for effected staff and patients.
 - b) Assess facility infrastructure, security systems, and IT networks for damage or compromise.
 - c) Revise plans and procedures based on after-action findings.
 - d) Maintain documentation for legal, insurance, and compliance purposes.
- b. HCF should develop a written civil disturbance procedure defining scope, threat levels, response triggers, and recovery. The procedure should assign clear authority for activation of incident command, lockdowns, and evacuations.
 - c. HCF should consider providing awareness level training for staff on civil disturbance awareness, reporting, and personal safety. The training should deliver role-specific education for clinical, security, and incident command personnel.
 - d. HCF should consider conducting drills and exercises with after-action reviews to identify gaps.

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- e. HCF should maintain training records, and competency assessments per regulatory retention requirements.
 - 1. Civil disturbance incidents should be documented with detailed timelines, actions, and outcomes.
 - 2. HCF should file after-action reports with corrective action plans and track follow-up completion.

SEE ALSO:

IAHSS Glossary of Terms

IAHSS Healthcare Security Industry Guideline 01.02.01 Security Officer Roles and Responsibilities

IAHSS Healthcare Security Industry Guideline 01.03.01 Security Training

IAHSS Healthcare Security Industry Guideline 01.03.02 Emergency Response Training

IAHSS Healthcare Security Industry Guideline 01.04.01 Mutual Aid Agreements

IAHSS Healthcare Security Industry Guideline 01.05.01 Security Incident Reporting

IAHSS Healthcare Security Industry Guideline 01.05.02 Security Metrics

IAHSS Healthcare Security Industry Guideline 02.01.01 Security in Emergency Management

IAHSS Healthcare Security Industry Guideline 02.02.01 Security in Disaster Response

IAHSS Healthcare Security Industry Guideline 02.03.01 Lockdown and Controlled Access

IAHSS Healthcare Security Industry Guideline 02.04.01 Workplace Violence Prevention

IAHSS Healthcare Security Industry Guideline 02.04.02 Aggressive and Disruptive Behavior

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