PHARMACY TECHNICIAN

Resource Protection



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INTRODUCTION

- 1. This Qualification Training Package (QTP) was developed to enhance and standardize on-the-job training for 4P0X1 personnel. As a trainer, the QTPs provide teachable elements of task breakdowns. The teachable elements will assist in guiding the trainee towards **independent** task performance, **proficiency**, and serve as an **evaluation** tool for trainers/certifiers.
- 2. Review the volume(s) of the Career Development Course(s) (CDCs) and identify which module(s) of the QTP is needed for the trainee's job position or upgrade skill-level training. The QTP training for each module should be accomplished in the order which most closely mirrors the area in which the trainee is working. Items in column 2 of the Pharmacy Job Qualification Standard (JQS)/Specialty Training Standard (STS) marked with a 5 or 7 are core tasks for the 4P career field. Additional proficiency training may be required for these tasks at the supervisor's discretion.
- 3. Ensure the trainee reviews the training references in each module prior to attempting any task or QTP evaluation. Review the performance checklist and training objective with the trainee. If the trainee has questions about the objective, clarify the desired outcome/results of performance, demonstration or completion of the task. Remember the objective of each QTP is to standardize training and allow sufficient time for the trainee to learn each task thoroughly to be able to perform the task **independently**.
- 4. When the trainee has received sufficient training and is ready to be evaluated on the objective, follow the evaluation instructions. The performance checklist must be used as you evaluate each task objective. When the trainee successfully demonstrates and accomplishes the objective, document the task completion appropriately in the member's Air Force Training Record (AFTR).
- 5. The QTP task completion is to be annotated as a 623A comment in the trainee's AFTR. **NOTE**: The individual checklists and final evaluations are **not** filed in each member's user files.
- 6. If the trainee does not accomplish the objective, review the areas needing further instruction. Conduct feedback for each module with the trainee, and document appropriately in the member's AFTR. The trainee will be re-evaluated until the objective is met.
- 7. If a task being trained requires third party certification by a certifier/certifying official, the trainer ensures trainee is qualified to perform the task **independently**. The trainee will then be evaluated by certifier/certifying official. Tasks requiring certification are identified in column 2 of JQS with a number sign (#). The certifier/certifying official will ensure that a trainer has signed off the task in the trainer column prior to signing off the task in the certifier column in AFTR.
- 8. Tasks associated with a QTP are identified in column 4D of the STS. The QTPs are a necessary tool for standardizing task qualifications for upgrade training or job position training. Such

standardization benefits the JQS training concept throughout a member's career. These documents may also be used in assessing/certifying pharmacy technicians upon arrival at a new duty station.

9. Feedback is a vital and important part of improving our educational process for pharmacy technicians. Your first hand expertise is valued and your feedback is highly encouraged to ensure we have the most up-to-date information and training possible. Trainees should direct all inquiries to their immediate supervisor.

SUBJECT AREA: Pharmacy Support

TASK NAME(S): Security and Alarm Requirements

CFETP/STS REFERENCE(S): 8.1.2; 8.1.4

EQUIPMENT REQUIRED:

- 1. Keys
- 2. ID/Badge
- 3. Duress Alarm
- 4. SF Form 700
- 5. SF Form 701
- 6. SF Form 702
- 7. AF IMT 2530
- 8. AF IMT 1109
- 9. AF IMT 439
- 10. AF IMT 440
- 11. Resource Protection Binder

TRAINING REFERENCES: MDG Operating Instruction, CDC 4P051A, Volume 1, Introduction to Pharmacy Services, Module 3, AFI 31-101, and AFI 44-201.

REMARKS/NOTES:

1. Policies and Procedures:

- 1.1. All pharmacy dispensing areas are designated as controlled areas IAW AFI 31-101. It is the responsibility of all assigned pharmacy personnel to ensure the security of the pharmacy is maintained at all times.
- 1.2. Persons asking for access to the pharmacy are to be properly identified and must have a valid need for entrance; identification should be verified by Medical Group ID Badge or Military ID card. When an individual's identity or right to access cannot be determined, contact the Pharmacy Flight/Element Commander or Superintendent/NCOIC who will either make the determination or contact higher authority. Once verification is satisfied, person(s) requesting entry will sign in on AF IMT 1109, Visitor Register Log. All visitors will be escorted while in the pharmacy.
- 1.3 Staff members must immediately notify the Pharmacy Flight/Element Commander or Superintendent/NCOIC and Hospital Security of the loss or theft of their Medical Group ID Badge. Hospital Security must be contacted as to cancel the former ID, and for the member to receive a replacement. All reasonable attempts to locate the ID must be exhausted. ID badges will be turned in to Hospital Security upon recovery, PCS, or employment termination.
- 1.4. The Controlled Area Monitor will prepare an Entry Authorization List indicating the name and rank of all personnel who will be allowed unescorted entry to the pharmacies. These individuals will normally include all personnel assigned pharmacy duties. This unescorted access list is signed by the

unit/Squadron Commander and is posted at the entry to each pharmacy. It should be updated immediately upon gain or loss of personnel.

- 1.5. The vault door will be locked and SF Form 702, Security Container Check Sheet, will be annotated each time the vault/safe is opened or closed. The vault day gate (if applicable) will remain secured at all times except when in use. Current copies of SF Form 700, Security Container Information, listing individuals responsible in case of an emergency will be posted in each vault/safe.
- 1.6 All bulk controlled substances will be secured in the pharmacy vault. Working stock of controlled substances will be maintained in the PYXIS or day-storage cabinet with appropriate controlled access.
- 1.7 Filled prescriptions for controlled substances will follow local Operating Instructions (OIs), policies, and procedures for placement/storage during and after duty hours.
- 1.8. The last person departing is responsible for securing the pharmacy. Accomplish and annotate tasks listed on SF Form 701, Activity Security Checklist.
- 1.9. Combinations and access codes will be memorized, never recorded beyond the original documents which are stored according to local OIs, policies, and procedures. Vault/safe combinations will be changed anytime there is: (1) a change of personnel who had access privileges, (2) the combination is compromised, or (3) at the discretion of the Pharmacy Flight/Element Commander, but at least every 6 months. Combination changes are annotated in the Resource Protection binder (hardcopy or electronic) and on SF Form 700, Security Container Information. Electronic entry devices will have the codes of departing personnel invalidated for entry.
- 1.10. Always shield the combination panel from view of unauthorized personnel. If at any time you feel the combination has been compromised, notify a supervisor immediately.
- 1.11. Keys and security codes will be restricted to the minimum number of personnel needed to operate the pharmacy. Furthermore, the vault combination and access will be restricted to the vault custodian, supply custodian, and select personnel. A key control roster for all pharmacy keys issued will be maintained in accordance with local policies. Loss of a key compromises security and must be reported to the Pharmacy Flight/Element Commander or Superintendent/NCOIC immediately.
- 1.12. Controlled area access sign/counter-sign code numbers for the pharmacy are changed semi-annually. An authorized member must physically go to Security Forces (SF's), Resource Protection Section, to obtain the authentication code for the pharmacy. The code is then distributed to those individuals listed on SF Form 700 and the Vault Access List. The code is "For Official Use Only" and should be given appropriate security by the individual. If a suspected compromise does occur, contact the Controlled Area Monitor or his alternate. He/she will then contact Resource Protection to obtain a new code.
- 1.13. Alarm System Deactivation: Per established local guidelines.
- 1.14. Pharmacy Entry Procedures: Per established local guidelines.
- 1.14. Secure Pharmacy and Activate Alarm System: Per established local guidelines.

OBJECTIVE:

- 1. Explain security and controlled area procedures for handling and safeguarding controlled substances IAW AFI 31-209, Air Force Resource Protection.
- 2. Demonstrate ability to perform security and control area procedures IAW AFI 31-209, Air Force Resource Protection.

EVALUATION INSTRUCTIONS:

- 1. After the trainee has received instructions, allow sufficient practice on each part of the task.
- 2. Use the performance checklist to ensure all steps of the task are accomplished without assistance and without error.
- 3. Document task competency upon completion of the evaluation in the trainee's electronic training record.

STEPS IN TASK PERFORMANCE:

1. Procedures:

- 1.1. Activating, deactivating, and testing the alarms:
 - 1.1.1. When opening the pharmacy, input individual alarm code to deactivate alarm or contact Security Forces personnel to authenticate and then access the pharmacy.
 - 1.1.2. When securing the pharmacy, check to ensure the Activity Security Checklist is complete.
 - 1.1.3. Input individual alarm code to activate alarm or contact Security Forces personnel to authenticate and secure the pharmacy.
- 1.2. When testing the alarms, wait until the desk sergeant tells you to test the first component. You must inform the desk sergeant when the last component is being tested.
 - 1.2.1. Duress alarms and motion detectors will be tested quarterly. Annotate test on AF IMT 2530, Alarm System Test Record, maintained in the Resource Protection binder.
 - 1.2.2. Entry and internal circulation control procedures during normal operations:
 - 1.2.3. A current entry authority list signed by the group commander should be visibly posted near the main pharmacy entrance.
 - 1.2.4. Only those individuals identified on the entry authority list will be authorized unescorted entry and circulation. All others will sign the AF IMT 1109, Visitor Register Log upon entry and remain in the company of a pharmacy staff escort.

1.2.5. Emergency entry and circulation:

1.2.5.1. During an emergency, such as a fire or injury to persons who cannot be removed, fire-fighting, medical, and other emergency response personnel will be permitted entry without having to sign the AF IMT 1109, Visitor Register Log. They will, however, be escorted by pharmacy personnel and restricted from free movement throughout controlled area.

1.3. Key/combination controls:

- 1.3.1. Pharmacy keys are limited to all active duty pharmacy personnel permanently assigned who pull "call" on a rotating basis and will be restricted to the minimum number of personnel needed to operate the pharmacy.
- 1.3.2. Lost / theft of pharmacy keys will be immediately reported to the OIC / NCOIC, Resource Protection Officer, and Facility Manager. Pharmacy entry locks must be replaced /recorded immediately if keys are not able to be located.
- 1.3.3. The combination to the vault is given only to personnel who might require it in the performance of their duties. The combination is changed semi-annually or when personnel with the combination leave at a minimum.
- 1.3.4. A sealed envelope is maintained in the Medical Logistics, Readiness, or RMO vault with the combination inside for emergency entry into the vault only.

1.4. Anti-Robbery Procedures:

- 1.4.1. Do not resist: Remain calm and cooperative. Do nothing that could endanger your life or the lives of others. Obey the commands of the robber explicitly.
- 1.4.2. Release property demanded: Release ONLY what the robber wants. If simulated robbery occurs, <u>DO NOT</u> give money/drugs to a simulated robber.
- 1.4.3. Activate duress alarm: Activate only when it is safe to do so or as soon as the robber has left the area.
- 1.4.4. Call Security Forces: Dial appropriate number. A telephone call must be made immediately after the robber departs. As much information as possible should be given over the telephone, such as: who is calling, what happened, basic description, mode and route of travel, and is the robber armed.
- 1.4.5. Form a mental picture of the robber: Using the anti-robbery checklist (AF IMT 439) obtain as many details as possible.
- 1.4.6. Observe weapon used: Make note of which hand was used to hold the weapon and whether it was steady and confident or shaky and nervous.

- 1.4.7. Alert all personnel in the area: Notify all personnel in the area to remain there until SF's can question witnesses.
- 1.4.8. Protect any evidence: Do not touch or allow anyone to touch anything that may have been left at the scene by the robber. Secure the area until Security Forces arrive and take control of the scene.
- 1.4.9. Do not discuss the incident: Refrain from discussing the incident with anyone except the SF's or other investigators.***See attached (sample) anti-robbery checklist***
- 1.5. Bomb Threat / Threatening Phone Calls:
 - 1.5.1. Keep Calm. Keep the caller on the phone line and signal someone to call Security Forces. Do not indicate to the caller you have notified Security Forces of the call. Complete AF IMT 440. Bomb Threat Aid.
 - 1.5.2. Record time called and do not hang up the phone.
- 1.6. Actions to take during increased threats:
 - 1.6.1. 100% ID check for all requests / services provided.
 - 1.6.2. Complete AF IMT 440 Bomb Threat Card.
 - 1.6.3. Report any terrorist activity / acts to Security Forces and or MTF security immediately.
- 1.7. End of duty security: The last person leaving the pharmacy at the end of normal duty hours, weekends, etc. will ensure:
 - 1.7.1. All controlled drugs are properly stored in the vault, the gate (if applicable) in the vault is secured, and the external vault door is secured and locked. The "safe security record" on the front of the vault will be annotated and initialed signifying the items have been completed.
 - 1.7.2. The dispensing windows and all access doors are secure.
 - 1.7.3. The alarms have been activated IAW with local procedures.
 - 1.7.4. All closing tasks are annotated on SF 701, Security Checklist.

2. Duties of the Controlled Area Monitor:

- 2.1. Self-inspection of resource protection process: Ensure a self-inspection of resource protection is conducted annually using the pharmacy checklist and a copy maintained in the resource protection binder.
- 2.2. Training: Ensure personnel who work in the pharmacy receive initial and annual Resource Protection training as well as Controlled Area training. Typically, documentation is placed in the member's Air Force training record, in the electronic AF Form 1098 section.

- 2.3. Ensure survey / inspection conducted: Ensure a properly documented annual survey on the Resource Protection capabilities of the pharmacy has been conducted.
- 2.4. Maintain Resource Protection binder: Binder must contain a minimum of:
 - 2.4.1. Letter designating the Controlled Area.
 - 2.4.2. Letter appointing Controlled Area Monitors.
 - 2.4.3. Copy of the last security police survey report.
 - 2.4.4. Copy of any open work orders for area security.
 - 2.4.5. Copy of the last self-inspections.

ATTACHMENT(S): SF 702 (Security Container Check List), SF 701 (Activity Security Checklist) SF 700, (Security Container Information), AF IMT 2530 (Alarm Test Record), AF IMT 1109 (Visitor Register Log). Checklist for anti-robbery and opening and closing procedures.

PERFORMANCE CHECKLIST:

SECURITY AND ALARM REQUIREMENTS

PERFORMANCE ITEMS	SAT	UNSAT
OPEN PHARMACY	SAI	UNSAI
Contact Security Forces		
2. Authenticate		
3. Deactivate Alarm		
4. Perform opening checklist tasks/sign off as complete on Activity		
Security Checklist		
CLOSE PHARMACY		
1. Perform closing checklist tasks (secure controlled meds, vault,		
windows, access doors etc.)		
2. Sign off completion on Activity Security Checklist		
3. Contact SF		
4. Authenticate		
5. Activate Alarm		
6. Secure Door(s)		
TEST ALARMS		
1. Contact SF		
2. Request checks/tests		
3. Push duress alarms		
4. Record completion on AF IMT 2530		
5. File in Resource Protection binder		
VISITOR PROCEDURES		
1. Check EAL		
2. Have visitor sign AF IMT 1109		
3. Escort		
ANTI-ROBBERY PROCEDURES		
1. Obey demands of robbers		
2. Activate duress alarm		
3. Call SF		
4. Make notes on AF IMT 439		
5. Secure Area (witnesses/evidence)		
BOMB THREAT PROCEDURES		
1. Complete AF IMT 440		
2. Do Not Hang Up		
FINAL RESULTS:		
Trainee:		
Trainer:		
Certifier:		
Date:		

FEEDBACK: Using the performance checklist as a review reference, discuss the trainee's performance, indicating strengths, weaknesses, suggested improvement, etc. If trainee performed all task steps satisfactorily, document appropriately in trainee's 6-part training/competency folder.

SECURITY CONTAINER CHECK SHEET					1	SECURITY CONTAINER CHECK SHEET						Т						
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			CER	TIFICA	TION				11	CERTIFICATION								
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701-101 NSN 7540-01-213-7899 Security alarm(s) and equipment have been activated (where appropriate). Typewriter ribbons and ADP devices (e.g., disks, tapes) containing classified material have been removed and properly stored. Windows and doors have been locked (where appropriate). Desks, westebaskets and other surfaces and receptacles are free of classified Irregularities discovered will be promptly reported to the designated Security Office for corrective action. Security containers have been locked and checked. TO (If required) material. INITIAL FOR DAILY REPORT ACTIVITY SECURITY CHECKLIST TIME ITEM ω 4 5 FROM (If required) 0 7 DIVISION/BRANCH/OFFICE œ 9 10 I have conducted a security inspection of this work area and checked all the items listed below. 12 13 14 5 16 17 THROUGH (If required) 18 Statement 19 20 21 ROOM NUMBER 22 23 24 25 26 MONTH AND YEAR 27 28 29 , 30 31

		2		EMPLOYEE NAME	10. Immediately notify one of the following persons, if this container is found open and unattended	4. DETACH PART 2A AND INSERT IN ENVELOPE. 5. SEE PRIVACY ACT STATEMENT ON REVERSE.	3. MARK PARTS 2 AND 2A WITH THE HIGHEST CLASSIFICATION STORED IN THIS CONTAINER.	OF FLAP). 2. DETACH PART 1 AND ATTACH TO INSIDE OF	SECURITY CONTAINER INFORMATION INSTRUCTIONS 1. COMPLETE PART 1 AND PART 2A (ON END
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