

**BY ORDER OF THE COMMANDER
59TH MEDICAL WING**

**59TH MEDICAL WING INSTRUCTION
31-101**



12 MAY 2020

Security

**MEDICAL FACILITY PHYSICAL
SECURITY PROGRAM**

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This instruction implements Air Force Policy Directive 31-1, *Integrated Defense*. This medical wing instruction (MDWI) establishes the policy, procedures, and standards for protecting the 59th Medical Wing's (MDW) facilities, resources, and personnel. Included are the standards for protecting people, property and facilities. This instruction applies to all personnel working at all 59 MDW medical buildings at Joint Base San Antonio installations. The security program places responsibility on everyone to protect and safeguard Air Force resources. This instruction does not require the collection of information protected by the Privacy Act of 1974; however, it does require the creation of records in support of the Physical Security Program. Privacy Act System of Record F031 AF SPO, *Documentation for Identification and Entry Authority* applies. Collected information is "For Official Use Only." This instruction does not apply to the Air National Guard or Air Force Reserve. Refer recommended changes and questions about this publication to the Office of Primary Responsibility using the AF Form 847, *Recommendation for Change of Publication*. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with (IAW) Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of IAW Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS). The use of the name or mark of any specific manufacturer, commercial product, commodity, or service in this publication does not imply endorsement by the Air Force.

SUMMARY OF CHANGES

This publication has been substantially revised. This rewrite of 59 MDWI 31-101 updates access requirements and procedures for commercial vendors visiting 59 MDW facilities. This publication contains minor updates regarding the ID Badge Program. The update specifically requires Flight Commanders of controlled and sensitive areas to request and conduct a semi-annual access control review of their areas and all others to conduct an annual review. In addition, Flight Commanders of all clinical areas that have staff assistance and duress alarms are required to provide initial and annual recurring training to staff members on the location and purpose of staff assistance and duress alarms.

1. Responsibilities.

1.1. The 59 MDW/Commander (CC) develops a medical facility resources protection program according to Air Force directives, manages and allocates resources to support the medical facility resource protection program.

1.2. The 59 MDW/Administrator (SGA) implements and directly supervises 59 MDW's Resource Protection Program. The SGA:

1.2.1. Must be actively involved to surface problems, medical facility protection issues, and to enlist the aid of other base agencies in solving these problems and issues.

1.2.2. Manages proposed changes to the 59 MDW Resource Protection Program by pre-coordinating changes with the 802nd Security Forces Squadron (SFS)/Defense Forces Commander (802 SFS/DFC).

1.2.3. The 59 MDW staff and group and squadron commanders play a key role in the Resource Protection Program. Unit commanders must assume resource protection responsibilities as established in AFI 31-101, *Integrated Defense (FOUO)*.

1.2.4. Sections with controlled area designation shall ensure their Quality Assurance and Self Inspection programs include resource protection inspections IAW AFI 31-101.

2. Identification (ID) Badge Program.

2.1. General.

2.1.1. Some 59 MDW facilities operate (24) hours per day with minimum restrictions on access. An identification badge facilitates positive identification of staff personnel and provides a basis for challenging suspicious or questionable persons. In the event of an emergency, an identification badge expedites identification of 59 MDW personnel and grants them re-entry into medical wing facilities.

2.2. Responsibilities.

2.2.1. The Facilities Management is responsible for the ID Badge Program. They will recommend changes and ensure the program is being managed effectively.

2.2.2. All personnel issued a badge must safeguard it to prevent theft, loss, destruction, or unauthorized use, and immediately report these incidents to their flight commander and facility management. All badges must be turned in to the issuing facility management prior to permanent change of station, separation, retirement, or employment termination. All 59 MDW personnel must challenge suspicious or questionable

personnel in their work area, and never allow others to use their badge to gain access to the facility.

2.3. Procedures.

2.3.1. All personnel permanently assigned to the 59 MDW are issued an ID badge during in-processing. Additionally, students, volunteers, and others may be issued an ID badge with the authorization from designated authorities. Personnel will report to the facility management office with a digitally signed Badge Authorization Letter from their Flight Commander, Flight Chief or equivalent. The authorization letter will only grant them access to all common access areas within the building and their designated section. Any request for access to other areas outside of their section must have the approval of that individual Flight Commander or Flight Chief.

2.3.2. ID Badges will only be worn by all 59 MDW personnel while on duty except those assigned to the 959th Medical Group. Members assigned to the 959 MDG while working at Brooke Army Medical Center (BAMC) will follow BAMC badge policies. Badges will be removed by personnel when they exit a campus facility. Military personnel will wear the ID badge, in plain view, facing outward, on the upper left portion of the attire attached to the collar or pocket of the shirt. Non-military personnel will wear the ID badge, in plain view, on the upper portion of the attire, or attached to a lanyard worn around the neck.

2.3.3. Any lost or stolen badges will be reported immediately to the flight commander and facility management. Reissue of lost, stolen, destroyed, or deteriorated badges will be processed with a new 59 MDW Form 11, *Wilford Hall Ambulatory Surgical Center Badge/Key(s) Initial/Replacement Request* endorsed by the flight commander/flight chief or their equivalent.

2.3.4. If badge is damaged, a new badge is issued without a replacement letter, as long as the old badge is turned in. If the individual does not have the damaged badge, then it is considered lost.

2.3.5. Badge reader doors are the most used function by the 59 MDW. Access is determined by information programmed through the access control system.

2.3.6. Once the badge is scanned, the reader will then display one of three indications. A green light will allow access to the door. Personnel entering are responsible for ensuring no unauthorized individuals enter. A red light or no light will not grant access to the door. Contact the issuing Keys and Badge Issue Office for correction.

2.3.7. Flight Commanders for controlled and sensitive areas will request and conduct a semi-annual access control review of their areas to ensure only authorized personnel have access. All other areas will conduct an annual review.

3. Control of Firearms, Dangerous Weapons and Materials.

3.1. Procedures.

3.1.1. The possession of firearms, ammunition, weapons, explosives, explosive devices, and incendiary devices are strictly prohibited on military installations and in military treatment facilities (MTF) by unauthorized personnel.

3.1.2. All 59 MDW staff have the continuing responsibility to make reasonable efforts to ensure patients and visitors are not in possession of weapons or dangerous items, and to call Healthcare Automated Resource Protection System (HARPS) and or Security Forces if any such items are found.

3.1.3. Each department has a continuing responsibility to report any suspicious persons, packages, etc., which may be in their area.

3.1.4. Contact Security Forces via 911 if explosives, explosive devices or incendiary devices are discovered. Any items of this nature will not be moved and the immediate area evacuated.

3.2. Security Forces and Office of Special Investigation (OSI) personnel will adhere to the following guidance regarding being armed while at 59 MDW facilities:

3.2.1. They will remain armed when on official duty and responding to emergencies or during routine patrol or investigative operations.

3.2.1.1. Security Forces and OSI personnel who are on duty and have routine medical appointments must check in their weapon at the designated SF armory prior to reporting for routine medical appointments.

3.2.2. Not on official duty:

3.2.2.1. No weapons will be allowed to be carried by Security Forces or OSI personnel who are not on duty.

3.2.3. Civilian law enforcement personnel on OFFICIAL law enforcement business will be permitted to retain their firearms. Civilian law enforcement officials that are also authorized care through the 59 MDW will not be allowed to be armed while receiving medical care. Security Forces will be contacted in all instances when a civilian law enforcement official is armed and requesting routine medical care.

4. Normal Security Operations.

4.1. Protecting Property of Staff and Visitors.

4.1.1. 59 MDW staff, patients and visitors are solely responsible for the security of their personal property. Personnel must make a conscious effort to secure their property, even if unattended for only a short period of time.

4.2. Protecting Government Property.

4.2.1. All personnel assigned to the 59 MDW are prohibited from removing any item of supply or equipment from any facility without the written consent of the 59 MDW/CC or designated representative.

4.2.1.1. 59 MDW/CV/SGH/SGN/SGA, group and squadron commanders are the designated representatives of the 59 MDW/CC. They are authorized to issue written consent on behalf of the 59 MDW/CC for the removal of 59 MDW equipment and supplies from the facility within their jurisdiction. No one else has this authority.

4.3. Internal Facility Protection.

4.3.1. To be successful, the responsibility for internal facility protection must be accepted by everyone. The 802 Security Forces cannot bear the entire responsibility. All 59 MDW staff member must ensure their work area and the property under their control is secured when unattended.

4.4. External Facility Protection.

4.4.1. Protection of a MTF begins at its outer boundary.

4.4.1.1. Area lighting for parking lots, isolated pedestrian routes, building entrances and remote facilities is the responsibility of Facilities Management (59 MLRS/SFSKF).

4.5. Healthcare Automated Resource Protection System.

4.5.1. HARPS is operated under a non-personal services contract to allow personnel to monitor the HARPS security equipment. This includes observing the closed circuit television system; monitoring the status of the electromagnetic door locks, door contact switches, duress, intrusion, and motion detector alarms; answering the telephones; and immediately notifying Security Forces of all alarms or other situations in order to protect 59 MDW patients, visitors, staff, and resources.

4.6. Controlling Vehicle Traffic and Parking.

4.6.1. The traffic around 59 MDW facilities is regulated by AFMAN31-201V3, *Flight Operations* and AFMAN 31-116, *Air Force Motor Vehicle Traffic Supervision*.

4.6.1.1. The speed limit in all Joint Base San Antonio (JBSA) base parking lots, including medical facilities, is ten miles per hour (10 mph); with the exception of the Wilford Hall Ambulatory Surgical Center garage which is five miles per hour (5 mph).

4.6.1.2. Pedestrians will cross streets only at intersections and crosswalks. Pedestrians in crosswalks will have the right-of-way. However, vehicle operators should be willing to give the right-of-way to pedestrians, even those not using crosswalks.

4.6.1.3. Easy unobstructed access by people with disabilities must be maintained.

4.6.1.3.1. Vehicles bearing authorized handicap placards or license plates including vehicles displaying a Disabled Veterans license plate, are permitted in handicapped spaces.

4.6.1.3.2. Handicap decals should not be used unless the disabled person issued the placard or license plate is an occupant of the vehicle.

4.6.2. The 59 MDW defines a parking space as the area allocated in or around any facility, designated by two vertical, horizontal, or diagonal white lines for the temporary parking of a passenger-carrying motor vehicle.

4.6.2.1. Patient parking. The steady flow of patients in and out of 59 MDW facilities requires designated patient parking areas in order to facilitate an orderly movement and exchange of patients ending appointments and those arriving for appointments.

59 MDW staff must understand that designated Patient Parking Only areas are designed to maintain the integrity of the 59 MDW appointment system.

4.7. Controlling Criminal Activity.

4.7.1. The 59 MDW and its external facilities are lucrative targets for theft and crime. This is primarily due to a healthcare intensive environment and the large volume of drugs, expensive supplies and equipment, and funds used in everyday functions.

4.7.1.1. Wilford Hall Ambulatory Surgical center operates 24 hours a day, seven days a week with minimum restrictions, thereby increasing its vulnerability. Pharmacies and dental clinics face the very real threat of increasing drug abuse in the community. The Clinical Research Division animal research programs present special targets for animal welfare activists and anti-research groups.

4.7.1.2. Success in countering these threats relies on the integrated efforts of all 59 MDW staff, HARPS and Security Forces.

4.7.1.3. Such crime hazards can include anything from reporting inadequate security devices (e.g., locks and lighting) to reporting personnel intentionally violating proper security precautions. Personnel are encouraged to report all crime hazards they observe by contacting Facility Management 292-7171 on JBSA Lackland and 652-2521 at JBSA Randolph. Any life threatening situations should be reported via 911. All military personnel and Department of the Air Force civilians are duty bound to report criminal acts and cooperate in any criminal investigation.

4.8. Controlling Disturbances.

4.8.1. Providers, nurses, and technicians are responsible for managing the conduct of patients, visitors, and staff under their charge. Most minor disturbances can, and should be handled by medical personnel. Such minor disturbances usually involve argumentative patients unhappy with their treatment. When patient's behavior escalates to the point of being disruptive, medical staff will implement a code Green and follow the procedures outlined in the 59 MDW Emergency Action Guide.

5. Alarm Systems Operations.

5.1. All Intrusion Detection Systems and operation of these systems must meet the requirements of AFI 31-101. Controlled areas located within the 59 MDW, are marked with the appropriate warning signs. 59 MDW alarm systems protecting Protection Level IV (Controlled Areas) resources on JBSA Lackland use the Vindicator Alarm System and compatible equipment. Joint Base Randolph uses the Advantor Alarm System. These alarms are monitored by the Security Forces Emergency Control Center (ECC) and their activation results in a response by Security Forces. Their use, administration, and maintenance are regulated. Vindicator alarms are installed at all 59 MDW pharmacies, Mental Health clinics, and Logistics Vaults.

5.1.1. User agencies are responsible for the proper use, administration, and maintenance of their alarm systems.

5.1.2. Vindicator Alarms (Controlled Areas). These alarms terminate at JBSA Lackland's Security Forces ECC and their activation results in a response by Security

Forces. Advantor alarms at JBSA Randolph terminate at Randolph Security Forces control center and will result in a response and termination by them.

5.1.3. Clinical areas within Wilford Hall Ambulatory Surgical Center are equipped with staff assistance alarms that are designed to notify the HARPS control desk when a situation has occurred requiring additional staff assistance. During normal duty hours (0730-1630) facility management staff will respond to these alarms. After normal duty hours a security forces response can be requested. No person will intentionally activate a duress alarm or staff assistance alarm without cause or in jest. If the duress alarm is activated by accident, that individual must call the HARPS Control Center (292-6070) as soon as possible. Flight Commanders are responsible for conducting an initial training and an annual refresher training for all personnel on the location and purpose of staff assistance and duress alarms.

5.1.4. Card reader doors are the most used function by the 59 MDW. Access is determined by information programmed through the access control system. The reader will then display one of three indications:

5.1.5. A green light will allow access to the door. Personnel entering are responsible for ensuring no unauthorized individuals enter.

5.1.6. A red light or no light will not grant access to the door. Contact Facility Management at 292-7171 on JBSA Lackland and 652-2521 at JBSA Randolph for corrective actions.

6. Anti-Robbery/Anti-Terrorist.

6.1. General Information. Employee actions during a robbery are crucial to a proper Security Forces response. The required tasks are numerous and must be done simultaneously in order to be effective. The procedures outlined below apply to all personnel in facilities under the jurisdiction of 59 MDW.

6.1.1. During a robbery:

6.1.1.1. Comply with all demands of the robber(s). Avoid actions that increase the danger to yourself and others. Do not offer any resistance or interfere with the robbery in any way.

6.1.1.2. If a duress alarm is installed activate it as soon as it is safe to do so.

6.1.1.3. Note the robber's physical features, voice, accents, mannerisms, dress, kind of weapon, and any other characteristics that could be useful for identification purposes.

6.1.1.4. Once the robber (s) depart, immediately call 911 and notify co-workers that a robbery has occurred.

6.1.1.5. Designate another staff member to attempt to determine the direction of departure and mode of travel. This is not to suggest the robber should be followed, but information can be obtained by simply looking out a door or window, safety permitting. .

6.1.1.6. Complete an AF Form 439, *Robbery Checklist*, as soon as possible after the robbery and provide to arriving Law Enforcement personnel.

6.1.1.7. Lock exterior doors and windows and stand by for the arrival of Law Enforcement personnel. Follow all of their instructions once they arrive on scene.

7. Vendor Access and Credentialing.

7.1. The movement of industry vendors must be monitored to preclude any impact on patient care, minimize disruption to clinics, and ensure security. All 59 MDW personnel are responsible for reporting any unauthorized representative or vendor movement within medical buildings, contact with patients, and behavior which compromises or could compromise patient care or reflects negatively on Air Force medicine or this institution. Any and all such activity must be reported to facility management.

7.1.1. Vendors visiting 59 MDW facilities must have a current Symplr® membership which allows access to their nationwide community of facilities. Symplr® will conduct annual background checks and Government Watch List checks on all vendor reps and their company. Symplr® utilizes a Credential Matrix that will dictate the level of vendor access and the corresponding documents required to support the access. JBSA Randolph vendors will sign in at Medical Logistics.

7.2. The main terminal for vendor check in will be maintained at Wilford Hall Ambulatory Surgical Center. Representatives and vendors must present a valid Symplr® badge and check in through Wilford Hall Ambulatory Surgical Center. In addition, they must have a scheduled appointment in order to gain access into a facility. 59 MDW outlying facilities that have vendors requesting to visit their facility must contact the main Wilford Hall Information Desk at 292-4277 and have the individuals credentials verified prior to allowing access.

7.2.1. The following steps will be followed to facilitate appropriate vendor check in and check out at Wilford Hall Ambulatory Surgical Center. Representatives and vendors will report to the Main Information Desk located between Concourse doors B & C and present their credentials. Information Desk personnel will swipe the credential and evaluate the credential status utilizing the Symplr® Traffic Light System. A green light will indicate the individual is in full compliance. A yellow light indicates the individual is in compliance but has a requirement set to expire within 45 days. A red light indicates the individual is not in compliance and access will be denied.

7.2.2. Once it has been determined that the individual is in compliance, Information Desk personnel will print a Day Badge and attach it to the vendor badge and contact the section point of contact to verify the vendor's appointment. If the vendor has a verified appointment they will be allowed to proceed and advised that they must return to the Information Desk at the conclusion of their visit to check out. To check out, the vendor will present their credential which will be swiped again. The Symplr® screen will indicate that the vendor was "logged out successfully". Information Desk personnel will retrieve the printed Day Sticker and discard it. This will conclude the check-in /out process.

7.2.3. All other 59 MDW facilities on JBSA Lackland that have vendors requesting to visit their facility must contact the main Wilford Hall Information Desk at 292-4277 and have the individuals credentials verified and receive verbal approval prior to allowing

access. At the conclusion of the visit the vendors sponsor will contact the Main Information Desk to have the vendor signed out.

7.2.4. Representatives and vendors will acknowledge their understanding of the 59 MDW policies as a condition of entry. This will be accomplished during the credentialing process through Symplr®.

7.3. Vendors will also comply with the 59 MDW policy relating to providing gifts to the 59 MDW personnel. All gifts must be processed in accordance with AFI 51-506, *Gifts to the Department of the Air Force from Domestic and Foreign Sources*. The term “gift” includes all conditional or unconditional gifts of tangible or intangible property, such as cash, printed materials, and honoraria for guest speakers, supplies, and equipment. Offers of travel and related travel expenses (including travel for continuing medical education and for Principal Investigator meetings) are processed under different legal authority. It must be coordinated as gifted or granted travel by a non-federal entity and must be approved by 502 ISG/JA and the 59 MDW/SGA prior to initiating travel. Further guidance is provided on the SharePoint site. Regardless, both regular gift offers and offers of travel are processed through the Business Operations Office, Budget Branch (SGSRB), and reported semi-annually to Congress. Air Force personnel are prohibited from soliciting gifts to the Air Force or to themselves individually.

7.3.1. Any unsolicited offers to loan 59 MDW any equipment must be treated as a gift for the use of the equipment. Gifts of use are to be distinguished from product evaluations, which are performed when evaluating an item for purchase; a separate procedure exists for product evaluations under 59 MDWI 41-205, *User Tests of Supplies and Equipment*. Offers of use must be processed using the Offer of Gift of the Use of Equipment or Supplies form, and routed for coordination and approval as specified on the form. Coordination and approval must be obtained prior to the item being brought into 59 MDW. It is 59 MDW’s policy to minimize acceptance of offers of the use of equipment to what is medically necessary to further the mission. Personal physician preference will often not rise to the level of medical necessity, and will most likely not outweigh the significant risk to the Air Force. As with all other gifts, Air Force personnel are prohibited from soliciting gifts of the use of equipment.

7.3.2. Unsolicited items offered to the 59 MDW personnel individually from a prohibited source (defined as anyone doing or seeking to do business with the federal government) may be accepted by the member if the value is \$20 or less per source, per occasion. Within a calendar year, the total value of the gifts from a single source (company) cannot exceed \$50. The gift cannot be cash or investment interests such as stocks, bonds, or certificates of deposit. If in doubt, the best action is to decline, or consult 502 ISG/JA for guidance.

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Administrator, 59th Medical Wing

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFPD 31-1, *Integrated Defense*, 30 June 2018

AFI 31-101, *Integrated Defense (FOUO)*, 5 July 2017

AFMAN 31-116, *Motor Vehicle Traffic Supervision*, 18 December 2015

AFMAN 31-201V3, *Flight Operations*, 24 August 2009

AFI 36-2903, *Dress and Personal Appearance of Air Force Personnel*, 7 February 2020

AFI 51-506, *Gifts to the Department of the Air Force from Domestic and Foreign Sources*, 16 April 2019

DOD Manual 5500.7-R, *Joint Ethics Regulation (JER)*, 17 November 2011

59 MDWI 41-205, *User Tests of Supplies and Equipment*, 19 June 2019

Adopted Forms

AF Form 847, *Recommendation for Change of Publication*

AF Form 439, *Robbery Checklist*

59 MDW Form 11, *Wilford Hall Ambulatory Surgical Center Badge/Key(s) Initial/Replacement Request*

Abbreviations and Acronyms

BAMC—Brooke Army Medical Center

DOD—Department of Defense

ECC—Emergency Control Center

HARPS—Healthcare Automated Resource Protection System

IAW—In Accordance With

ID—Identification

JBSA—Joint Base San Antonio

JER—Joint Ethics Regulation

MDW—Medical Wing

MDWI—Medical Wing Instruction

MTF—Military Treatment Facilities

OSI—Office of Special Investigation

SFS—Security Forces Squadron