GUIDE TO SECURITY & SAFETY SERVICES AT UMHHC

Awarded the 2008 Lindberg Bell Award by the International Association for Healthcare Security and Safety

A publication of Security and Entrance Services University of Michigan Hospitals and Health Centers

www.med.umich.edu/security/
Security.Administration@med.umich.edu

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Greetings!!!

The mission of the University of Michigan Hospitals and Health Centers Security & Entrance Services is to achieve an optimal degree of personal safety, promote positive customer relations and protect the physical property and assets of the patients, staff, visitors and the health system. Everyone is our Customer!!!

All of our Public Safety (Security) Officers, Screeners and Entrance Services Staff are trained Healthcare Security Professionals, who are equipped to serve the diverse UMHHHC community. We are committed, with our community as partners, to maintain optimal safety and security by utilizing a Community Oriented Patrolling philosophy. We realize that only through cooperation, communication, and partnership can we successfully fulfill our mission.

UMHHHC is a safe campus, but it is a continuing challenge to maintain that level of safety and doing so requires the efforts of all staff. Safety is everyone’s business. This pamphlet has been compiled to provide our customers with a better understanding of the wide variety of services we provide and how to utilize them.

Please feel free to contact our office if you ever need assistance or have questions or information that might be helpful to us in achieving our mission. Customer Comment Cards are available at various entrances and locations. Please let us know how we are doing.

We hope this pamphlet will educate and increase the awareness level of all who read it, concerning Security and Entrance Services. We hope you find it to be a valuable resource.

Sincerely,
Marilyn W. Hollier, CPP, CHPA
Director, Security & Entrance Services
Associate Director, Public Safety and Security

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IN ANY EMERGENCY, DIAL 911
Security Services provides emergency response 24 hours a day, 7 days a week.

<table>
<thead>
<tr>
<th>Emergencies include:</th>
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<tbody>
<tr>
<td>* Fire</td>
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<tr>
<td>* Crimes in progress</td>
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<td>* Cardiac Arrest</td>
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<td>* Dangerous behavior</td>
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ACTIVATE AN EMERGENCY RESPONSE

<table>
<thead>
<tr>
<th>What To Do</th>
<th>How To Do It</th>
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<tbody>
<tr>
<td>Activate an emergency response</td>
<td>Dial 911</td>
</tr>
<tr>
<td>from Security Services.</td>
<td></td>
</tr>
</tbody>
</table>

Take appropriate safety precautions. Ensure the safety of the victim, yourself and bystanders. Be alert to possible dangers at the scene.

Communicate effectively. Provide necessary information to responding emergency personnel.

People often hesitate to dial 911, even in extreme circumstances. Resolve not to hesitate: if you need help, dial immediately. After dialing 911 and when help is on the way, don’t hang up until the officer says it’s OK. Stay on the line, or keep the line open, if at all possible.

YELLOW CARD CODE
There are times when Security is needed very urgently and discreetly, for that we have “The Yellow Card” distress signal. The Yellow Card is a code that alerts Security that there is an emergent event happening such as physically/verbally violent person(s), weapons, or property destruction. If you witness any of these events, you can reach Security at 6-7890 or 911. State, “I need a Yellow Card” at a specific location. If possible remain on the line and answer any questions the dispatcher may have. This is very important as it can be dangerous to send Security into an unknown situation. It also allows them to make a preliminary decision whether to call for a U of M Police Officer. If you can not make the call because you fear it may escalate the situation, tell someone else to make the call. Say to them, “I need a Yellow Card”. That should be their cue to discreetly call Security. They should then make the call and offer information as needed. Remember “The Yellow Card” is a distress signal. When you ask for one, all officers not at a stationary post will come running to the call. It alarms our visitors so please use it wisely.
REPORTING EMERGENCIES, CRIMES AND OTHER INCIDENTS

EMERGENCIES
In any emergency, dial 911

CRIME IN PROGRESS
If you see a crime in progress:
• Remember: the safety of everyone involved is the most important consideration. If you can call safely, do so. If not, have a colleague call.
• Dial 911.
• Tell us what’s happening, and where. Officers will be dispatched at that point.
• After help is on the way, the dispatcher will ask you more questions. Please stay on the line if at all possible. Key questions you may be asked include:
  ✓ Whether there are any injuries.
  ✓ Whether the suspect is still there.
  ✓ A description of the suspect.
  ✓ The suspect’s last known direction of travel.
  ✓ Whether the suspect has a weapon.
  ✓ The exact location of the incident, e.g., the building and room number.
  ✓ The exact nature of the incident.
  ✓ Your name, department, and callback number.
• If you must leave the telephone, don’t hang up. Leave the phone off the hook.

REPORTING NON-EMERGENCY INCIDENTS
Security Services is a division of the University of Michigan Department of Public Safety. Security Services should be contacted to investigate all crimes and other serious incidents, such as Potentially Violent Persons, fire alarms, escalating or out-of-control patient behavior, injuries, vehicle accidents, safety hazards, lost property, and so on. To report a non-emergency incident, call 6-7890. Incident reports requiring further action or investigation are assigned to a Loss Prevention Unit Security Officer, a COP (Community Oriented Patrolling) Officer, an Investigator or a DPS Police Detective.

COMMUNITY ORIENTED PATROLLING
Community Oriented Patrolling is an organization-wide philosophy and management approach that creates partnerships among the hospital community, administration, and Security. COP officers work with individual departments to solve problems proactively and follow up on security issues and incidents. The building blocks of these COP partnerships are trust, contact, cooperation, communication and problem-solving.

EMERGENCIES
The occurrence of emergencies in any large workplace is normal. It’s all the more normal when that workplace is a hospital, where more emergencies occur than in virtually any other setting.

EMERGENCY INDICATORS
Our medical staff is extremely well prepared to deal with medical emergencies which occur in inpatient and clinic settings, but other emergencies can happen anywhere, at any time, to anyone. Recognizing the early signs of a developing emergency is the first step in activating the response. Common indicators of an emergency include unusual noises, sights, odors, and appearance or behavior.

Noises are often the first thing that may call our attention to an emergency. They include noises that indicate someone is in distress such as screaming, yelling, moaning, crying, and calling for help. Some noises, such as breaking glass, crashing metal, or screeching tires, are immediately recognizable. Other abrupt or loud noises may not be readily identifiable.

Unusual sights include smoke, personal property in an unusual location, a person loitering around a closed building, in a parking structure or lot, or peering into cars, or a person, who appears to be out of place, walking down staff corridors looking into offices.

Many odors are part of our everyday lives. However, when they are stronger than usual, are not easily identifiable, or otherwise seem inappropriate, they may indicate an emergency. You should always put your own safety first if you are in a situation in which there is an unusual or very strong odor.

Behavior or appearance may indicate an emergency. These include acting strangely, a fearful or angry expression, shouting or swearing, rambling speech, pacing, pounding, making fists, a piercing stare, a clenched jaw, narrowed glaring eyes, hostile or belligerent behavior, breathing difficulty, clutching the chest or throat, slurred, confused or hesitant speech, confused behavior, sweating for no apparent reason, and uncharacteristic skin color—pale, flushed, or bluish skin.

IN ANY EMERGENCY DIAL 911
SAFEGUARDING PROPERTY

EQUIPMENT IDENTIFICATION
Equipment identification is an important element of a unit’s overall security. In this process, the institution’s initials are indelibly branded or engraved on equipment, together with our 800 number, through which ownership can be verified 24 hours a day. This engraving is covered with a brushed aluminum tag containing the same information. The resale of indelibly marked equipment is risky and difficult, and this deters theft. Security Services indelibly engraves both University and personal property. Call 6-7890 for this service. Keep a record of the serial numbers of the equipment you use. With this record, lost or stolen equipment which is recovered will be returned to you.

THEFT OF PURSES, WALLETS AND MONEY
The theft of purses, wallets and money is the most frequently occurring crime at UMHH, and the most preventable. Leave unneeded personal property at home, or out of sight in your locked car. Keep your personal possessions on your person or out of sight and locked up. A mini waist pack has sufficient capacity for a wallet, keys, checkbook, and other belongings. Hiding a purse in or under a desk or in a closet doesn’t prevent theft, even in rooms which are usually occupied. Consider the consequences of the theft of your home or car keys, and credit card or check fraud.

Keep a record of all your credit card numbers in a safe place, as well as your telephone calling card, ATM card and other important information. Know what phone numbers to call if your cards are stolen, and report this immediately if it occurs. If your keys are stolen consider whether to have your home and automobile re-keyed. If your checkbook is lost or stolen consider whether to close your account. Notify your bank immediately.

LOST AND FOUND PROPERTY
Security’s Service Center is located in room 1A201 in University Hospital, and serves as the principal repository for all lost or recovered property at UMHH. Call 7-8448 M-F 7 a.m. to 7 p.m., or 6-7890 at other times, to inquire about lost or missing property. Found unidentified property is stored for 30 days and then either given to charity or destroyed.

The Service Center is also the repository of personal property belonging to hospital inpatients. Safeguarding patients’ property is everyone’s responsibility. The sooner a patient’s belongings are checked into the Service Center the less likely they are to be lost.
Please see the University of Michigan Medical Center map for all new buildings as well as parking and entrances to buildings.

**Emergency Telephones:** There are outdoor emergency telephones located throughout the grounds of UMHHC. These include Blue Light Emergency Telephones, which are lit with a distinctive blue light at night, and red telephones located at major building entrances. Take note of them on the path you customarily walk to and from work or the parking structures. Most people have never dialed an emergency number and may hesitate to do so, even in extreme circumstances. Resolve not to hesitate. If you need help, call immediately!
SAFETY AFTER HOURS

WORKING ALONE AFTER HOURS
When using your ID to enter a locked building after hours, don’t let anyone enter behind you. When working alone, keep your area locked, if possible. If you have your own office, lock the door if you’re uncomfortable working alone. Know your routes of retreat off the floor and out of the building in case of a fire or other emergency. Identify a safe room in your area in which you can lock yourself, if necessary, and make sure there’s a telephone in that room. If, when you’re ready to go home, you’re uneasy about walking alone in a deserted building or parking lot, call Security at 6-7890 any time, day or night, for an escort. Let your family or a friend know when you expect to be home. Give them Security’s telephone number, 734-936-7890, and make sure they understand that they’re welcome to call Security if they have a concern about you.

THE WELLBEING CHECK
If you’re uneasy working alone, call Security at 6-7890. Tell us who you are, where you are working, and when you’re leaving. If you wish, we’ll stop by to make sure you’re OK. If we can’t stop by, we’ll call or page you.

ELEVATORS AND STAIRWELLS
If you’re about to enter an elevator and don’t feel comfortable with a person inside, don’t get in. If you’re already in an elevator and don’t feel comfortable with a person entering, get off. Inside an elevator, stand near the buttons. If a problem occurs in the elevator, push all the floor buttons. Don’t push the red emergency button, which will stop the elevator.

Stairwells, like elevators, can be very private places. Fire stairwell doors close automatically, and they’re very well insulated. As they insulate against fire, they insulate against sound. If you have a problem in a stairwell, you may not be able to attract help. Avoid remote, isolated stairwells.

PEOPLE WHO SEEM OUT OF PLACE
People who appear not to belong in an area are a particular concern after hours. If something doesn’t seem right, call 6-7890. Provide a description and direction of travel, if possible.

PARKING STRUCTURE SAFETY
In parking structures, be aware of the locations of emergency telephones and exits. All parking structures at UMHHHC have at least one emergency telephone on every level. Become familiar with their locations in the areas where you park. Park in well-lit areas, and remember where you parked.

ACCESS

FACILITY ACCESS
Most hospital facilities are open to patients, visitors and community members during normal business hours. After 8 p.m. on weekdays, and all day on weekends and holidays, entry to most facilities is controlled by an electronic access system, and an Mcard identification card is required to gain entry. Card readers are located at major hospital entrances. After hours visitors may request entry at the Security desk at the MHC Entrance, and are required to display visitor badges. If you need access to a building or room and the access control system doesn’t meet your needs, call 6-7890 at any time of the day or night. A Security Officer will be dispatched to assist you.

Please familiarize yourself with the designated employee entrances. Policy number 05-03-055 which you can view on-line at:
http://www.med.umich.edu/i/policies/umh/05-03-055.html

MCARD IDENTIFICATION BADGES
Hospital policy and the Joint Commission requires all employees to wear an identification badge. It also creates a more friendly and customer-oriented environment when all employees wear their badges. In addition to identification, your Mcard provides building access within the UMHHHC electronic security system, and access to your department. The Mcard is used all over campus for access to a wide variety of services and discounts, and can be used as a debit, ATM or calling card. Note the expiration date on your Mcard, printed just above your name. For more information, access the Mcard web page at www.mcard.umich.edu.

ID KEY OFFICE
UMHHC employees and affiliates can obtain an Mcard at the ID Key Office, room C158 in the Med Inn Building, 7 a.m. to 4 p.m. Monday through Friday. Office staff will show new employees how to use the card, and will test each card’s electronic access. In addition, employees can obtain keys for all UMHHC rooms at the Key ID Office. For assistance with key or ID questions, call 3-6376.

ENTRANCE SERVICES
Entrance Attendants are stationed at the entrances to University and Mott Hospitals, the Cancer Center, Cardio Vascular Center and Kellogg Building. They provide patient oriented services, including greeting patients and their families, providing information upon arrival and departure, valet parking services, and assisting with wheelchair transportation.
ANGRY ESCALATING PEOPLE

OUR POPULATION
The Hospitals, with a population of over 10,000 people at any given moment during normal business hours, is like a small city. Our population, however, is very different than that of a typical small city. Many of our patients and visitors experience a high degree of uncertainty and apprehension, related to their medical condition, and function under prolonged tension and strain. Stresses like these may result in anger. Changes in appearance, speech, movements and behavior may signal an escalating crisis.

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<thead>
<tr>
<th>Appearance</th>
<th>Speech</th>
<th>Body Movements</th>
<th>Behavior</th>
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<tbody>
<tr>
<td>Clenching jaw</td>
<td>Tremulous</td>
<td>Exaggerated</td>
<td>Irritable</td>
</tr>
<tr>
<td>Narrowed eyes</td>
<td>Loud</td>
<td>Nervous energy</td>
<td>Crying</td>
</tr>
<tr>
<td>Frowning</td>
<td>Swearing</td>
<td>Gesturing</td>
<td>Hostile</td>
</tr>
<tr>
<td>Clenched hands</td>
<td>Muttering</td>
<td>Pacing</td>
<td>Demanding</td>
</tr>
<tr>
<td>Angry and upset</td>
<td>Sarcastic</td>
<td>Wringing hands</td>
<td>Strange</td>
</tr>
<tr>
<td>Reddened face</td>
<td>Perspiring</td>
<td></td>
<td>Obnoxious</td>
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DEESCALATION
When dealing with an angry, escalating person, use appropriate communication methods:

- Keep an appropriate distance from the person, about 6-8 feet. Angry people need more personal space.
- Establish a safe position relative to the person. Stand at an angle, and maintain good balance. Get behind a barrier, like a desk, if possible.
- In your posture and stance, be firm and ready to move.
- Use relatively few hand gestures and body movements.
- Keep your voice low in pitch, slow in cadence, and moderate in tone.
- Listen to the person, and acknowledge that the message has been received.
- Use appropriate verbal communication methods, including reflecting, clarifying, informing, summarizing, focusing, and the use of straightforward statements or questions.
- If an angry person is escalating out of control, back out and call 911.

VIOLENCE IN THE WORK PLACE
All employees should take some time to review the health systems guidelines for dealing with violence in the work place. You can view it online at:

http://www.med.umich.edu/i/policies/umh/Violence%20in%20the%20Workplace.html

PRISONER PATIENTS
Prisoners from a wide variety of institutions are treated at UMHHC, both as outpatients and inpatients. Some common sense precautions will help ensure the safety of everyone who interacts with them.

DO...

1. Orient prison staff to your unit.
2. Explain Code F and Tornado Warning procedures to prison staff.
3. Be aware that prisoners may be handcuffed to the bed. Flex cuffs should be considered if the use of a defibrillator may become necessary. This will eliminate the risk of electrocution present when metal handcuffs are used to secure patients to the bed frame.
4. Call Security Services (6-7890 or 911) to report corrections staff sleeping or acting in an inappropriate or unprofessional manner. Security will report the behavior to corrections management.
5. Ensure that the patient’s room is safe, and clear of edged or pointed objects like scalpels and scissors.
6. Be aware that Security Services does not give breaks to prison staff.
7. Consider placing the patient under an alias so that persons inquiring under their given name will be unable to locate them.
8. Notify Security Services if a prisoner is admitted to your inpatient unit. Let us know the alias too, if applicable.
9. Prisoners waiting for clinic appointments should wait in the prisoner waiting room in the Med Inn, room C145. Call (93)6-9123 when you are ready for the prisoner to be brought to your clinic.

DON’T...

1. Tell the prisoner the date of his or her next scheduled appointment or tell the prison staff the scheduled date in front of the prisoner.
2. Let the prisoner use the telephone.
3. Do them favors, which could lead to you being stalked.
4. Give them sharp objects, such as metal forks or pens.
5. Give out information over the telephone regarding the prisoner’s location...
DOMESTIC VIOLENCE

According to the Domestic Violence Project, Inc., domestic violence is a pattern of coercive controls that one person exercises over another. Abusers use physical and sexual violence, threats, emotional and psychological abuse, and economic deprivation to control their partners and get their way. People who are living together, having sex, or dating can be in violent relationships, not just married people.

DOMESTIC ASSAULT
Domestic assault refers to the types of abuse which are crimes. Hitting, choking, shoving, slapping, biting, burning, and kicking someone is a crime, as is forcing someone to have sex. Domestic assault is against the law.

Safety Tips:
- Call 911. When the police arrive, ask them to arrest your significant other. You may ask to speak with one of the officers alone.
- Get support from family and friends. Tell them what happened.
- Move out, move away. Sometimes it’s the only way you’ll be safe.
- Get a Personal Protection Order.
- Get medical help. Medical records can be important evidence.
- Make a safety plan. Determine what to do before or when the next attack occurs.
- For assistance, call SAFE House at 995-5444.

ACQUAINTANCE RAPE
In over one-third of reported sexual assaults, victims know their attacker. In acquaintance rape, the attacker can be a friend, relative, spouse, lover, neighbor, co-worker, employer, employee, etc. It’s not unusual for acquaintance rape to include physical force, with or without a weapon.

STALKING
Stalking is a crime. In Michigan a person can be charged with stalking for willfully and repeatedly contacting another individual, without permission, causing that person to feel terrorized, frightened, intimidated, threatened, harassed or molested. Some stalking behaviors include following a person, repeated and unwanted phone calls or email messages, and leaving “gifts” for the victim.

Anyone can be a stalker. It may be someone you know well, a casual acquaintance or a total stranger. Sometimes stalkers are former romantic partners of their victims.

Anyone can be a victim of stalking, as it’s not a rare or unusual activity. If you’re a woman, your chances of being stalked in your lifetime are high. If you’re being stalked, the following suggestions can help you decide what to do:
- Report that you’re a victim of stalking to your local police department, whether or not you plan to file formal charges. Explain how you were frightened, terrorized, distressed, or threatened.
- Build your case against the stalker. Tape record threatening telephone calls.
- Write down identifying information on the stalker such as type of vehicle, license plate number, personal description, etc.
- Take out an anti-stalking order at your local circuit court. Sue the stalker for damages resulting from his or her behavior.
- Contact the police if the stalker violates the anti-stalking order.

OBSCENE PHONE CALLS
Obscene phone calls, a form of sexual exploitation, can be frustrating, frightening, and victimizing, especially because the assailant is anonymous and difficult, if not impossible, to effectively confront. If you receive an obscene phone call, don’t let the caller know that you’re upset or angry. Hang up as soon as you hear an obscenity, improper question, or no response to your hello.

Safety Tips:
- Report the crime. Tracers can be put on your phone after a police report has been made.
- Tell the caller that the police have been notified and that a tracer is on your phone.

ASSAULT PREVENTION
To prevent assault:
- Look assertive, confident, and aware of your surroundings.
- Plan ahead.
- Know where you are going, don’t look lost.
- Act immediately, while time is on your side.
- Use your legs to flee or kick.
- Trust your intuition. If a particular situation makes you feel uncomfortable or unsafe, choose an alternative. Don’t be afraid to ask for help.
- Keep your keys accessible and wear comfortable clothing.
# SECURITY & ENTRANCE SERVICES

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<tr>
<th>Office</th>
<th>Building</th>
<th>Room</th>
<th>Telephone</th>
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<tbody>
<tr>
<td>All Emergencies</td>
<td>UH</td>
<td>1A201A</td>
<td>911</td>
</tr>
<tr>
<td>General Service Requests</td>
<td>UH</td>
<td>1A203A</td>
<td>734-936-7890</td>
</tr>
<tr>
<td>Lost &amp; Found Property</td>
<td>UH</td>
<td>1A201</td>
<td>734-647-8448</td>
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<td>M-F, 7 a.m. to 7 p.m.</td>
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<tr>
<td>At other times, call 936-7890</td>
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<tr>
<td>Anonymous Tip Line</td>
<td></td>
<td></td>
<td>800-863-1355</td>
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<tr>
<td>Director</td>
<td>MIB</td>
<td>C150</td>
<td>734-763-5511</td>
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<tr>
<td>Administrative Office</td>
<td>MIB</td>
<td>C150</td>
<td>734-763-5511</td>
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<tr>
<td>Administrative Fax</td>
<td>MIB</td>
<td>C150</td>
<td>734-763-5394</td>
</tr>
<tr>
<td>Access Control Coordinator</td>
<td>MIB</td>
<td>C159</td>
<td>734-936-9112</td>
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<tr>
<td>Entrance Services Manager</td>
<td>TC</td>
<td>1201</td>
<td>734-936-6641</td>
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<tr>
<td>ID/Key Office</td>
<td>MIB</td>
<td>C158</td>
<td>734-763-6376</td>
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<tr>
<td>Recruiting and Training</td>
<td>MIB</td>
<td>C148</td>
<td>734-936-6832</td>
</tr>
<tr>
<td>Security Screeners</td>
<td>Mott</td>
<td>F2119</td>
<td>734-647-9008</td>
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</tbody>
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Satellite offices (limited hours) are located at:
- Emergency Department Entrance - 5East Mott
- Cancer Center Entrance - NCAC Entrance
- East Ann Arbor Medical Campus

# PLEASE SUPPORT OUR SMOKEFREE CAMPUS

A publication of Security and Entrance Services University of Michigan Hospitals and Health Centers
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