
Building Security/Visitor Escort

301.1 PURPOSE:

To establish guidelines for personnel escort of all individuals entering a facility that have not established a security clearance allowing unescorted access.

301.2 DEFINITIONS:

Visitor: Client, guest, outside vendor, or other San Bernardino County Employee, etc., that have not completed Criminal Justice Information System (CJIS) Security Awareness Training, Live Scan, nor have received authorization from the Professional Standards Unit or the Volunteer Coordinator.

301.3 GUIDELINES:

- A. Probation Department employees/volunteers with security clearance will be allowed to move about Probation Department facilities unescorted.
- B. It is the responsibility of all Probation Department personnel to identify themselves to reception by Department issued identification or uniform.
- C. It is not the responsibility of the receptionist to identify personnel through presumed personal recognition.
- D. In no case should a client or visitor be allowed to wait more than 10 minutes without personal contact by a Probation Officer, Supervisor, or Director.
- E. Reception areas will be professional in appearance and business-like as well as provide safety and security for county personnel, clients, visitors, and the public.

301.4 RESPONSIBILITIES:

- I. Reception Shall:
 - A. Obtain, at the very least, visitor's name, agency/department, date, time in/out as well as other information specific to the area and type of business (e.g. Training, Day Reporting Center, Detention) and title it "Probation Department Visitor Log" and retain the log in a binder located at the front desk for a period of one (1) year.
 - B. Inform the respective employee that the visitor is present or waiting in the lobby.
 1. Contact the employee again if the visitor is waiting in the lobby ten (10) or more minutes.
 - C. Provide each visitor with a "Visitor Badge" at the time of escort, to be retrieved prior to the visitor's departure.
 - D. Ensure visitors are escorted and supervised by designated Department personnel before allowing access to secure areas.
 - E. Contact the Officer of the Day (OD), Probation Officer III, a Supervising Probation Officer (SPO), Watch Commander, or Division Director I/II (DD I/II) if:

San Bernardino County Probation Department

Procedures Manual

Building Security/Visitor Escort

1. Visitor authorization is undetermined or unknown.
 2. There is a disturbance, imminent threat, or concern for the safety of self or others at which time you may:
 - (a) Immediately withdraw to a place of safety.
 - (b) Summon assistance from the nearest/most readily available, Probation Officer (PO), Supervising Probation Officer (SPO), Division Director I/II (DDI/II), etc.
 - (c) Utilize the intercom system/emergency notification system to request assistance, if available.
 - (d) Notify outside law enforcement when necessary.
- II. Probation Employee Shall:
- A. Notify reception in advance of all expected visitors and appointments for the day.
 - B. Designate and arrange an escort for all visitors by providing the escort's contact information to reception.
 - C. Inform the designated escort to supervise and accompany the visitor for the duration of the visit, including restroom visits, when applicable, by remaining outside the restroom.
 - D. Escort all on-site mobile document shredding service vendors to their truck (in addition to the protocol put forth in this procedure) and wait until all confidential documents are shredded.
 - E. Escort visitors to the lobby upon completion of the visit.
 - F. Respond immediately in the event of a perceived imminent threat or emergency:
 1. Make an effort to remove all non-involved clients, visitors, and staff to a safe area.
 2. Make an effort to isolate all involved persons and diffuse the situation.
 3. Notify outside law enforcement when necessary.
- III. Supervisors/Division Directors Shall:
- A. Review all visitor discrepancies and resolve conflicts as necessary.
 - B. Respond immediately in the event of a perceived imminent threat/emergency:
 1. Summon assistance of sworn employees.
 2. Secure nearby work sites.
 3. Secure medical assistance when necessary.
 4. Direct unneeded personnel to leave the area.
 5. Notify outside law enforcement when necessary.