

YOUTH GUIDANCE CENTER FRONT GATE SECURITY



AUTHORITY: Administrative Directive

RESCINDS: Procedure Manual Item 3-3-030, dated 08/28/17 (Recertified)



FORMS: None

PURPOSE: To describe a standardized procedure for monitoring the Front Gate and Visitor Entrance Security.

I. GENERAL INFORMATION

- A. 
- Communication to the visitor at the gate is via telephone through the speaker box located at the gate. When the visitor presses the call button, the system calls 836-2700 (Front Office). The personnel in the front office answer the phone and speak to the visitor. They monitor the gate Monday through Friday  when the Front Office personnel leave for the day, extension 836-2700 is forwarded to the scheduled monitoring unit. The monitoring unit is rotated on a 2-week basis between all the living units.
- B. Problems with the gate are to be called in to Orange County Public Works Facilities Operations during their regular work hours from 7:30 a.m. to 4:30 p.m. Monday through Friday. They will contact the current contractor. After hours and weekend malfunctions should be handled as emergency requests.

II. PROCEDURE

- A. To answer the gate as an incoming call:
1. Pick up the telephone receiver.
 2. You have approximately 30 seconds to talk with the visitor/caller.
 3. To open the gate,  It will then automatically close.
- Note: If you hang up or receive another call during this operation, you will be disconnected from the visitor/caller and will not be able to regain verbal contact at the gate. If you are disconnected, the visitor/caller will need to press the button to initiate contact again.
- B. Remote Control Operation
1. Use remote control to open gate.
 2. .

- C. After you receive all appropriate information regarding the youth to be picked up, VIPs visiting, parents visiting, etc., you must do the following:
1. Contact the Duty Officer/appropriate unit (via Pak-Set) for verification of the visitor.
 2. After verification, direct the visitor to check in at the Front Office.
 3. If a person or auto enters through the gate without first being verified, immediately contact the Duty Officer.
 4. If the gate access security code is compromised, immediately notify the Duty Officer. A compromise of the code involves non-authorized personnel having knowledge of the code.

REFERENCES:

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APPROVED BY: