



Wharton County Junior College

SECURITY MANUAL

STANDARD OPERATING PROCEDURES

RIVISED FALL 2005

SECURITY SOP

This manual is a supplement to, and not a replacement for, College regulations, Board policies, and other rules and procedures.

The manual is maintained by the Security Supervisor, who is responsible for its currency and for distributing all revisions and replacements pages to the persons designated below.

DISTRIBUTION LIST

The President

Members of President's Cabinet

Senior Vice President of Instruction

Vice President of Financial Services

Vice President of Technology and Institutional Research

Vice President of Workforce Development, Continuing Education, and Distance

Learning

Dean of Admissions and Registration

Dean of Student Services/Director of Dual-Credit Enrollment

Dean of Financial and Business Services

TABLE OF CONTENTS

1.0 ORGANIZATION: STRUCTURE AND FUNCTION

1.1 Nomenclature	6
1.1.1. Department	6
1.1.2 Personnel	6
1.2 Reporting Structure	6
1.2.1 Chain-of-Command	6
1.2.2 Structural Status	6
1.3 Mission	7
1.3.1 Basic Responsibilities	7
1.3.2 Basic Duties	7
1.3.3 Basic Authority and Limits	8
1.3.3.1 Citations	8
1.3.3.2 Identification	8
1.3.3.3 Emergency Authority	8
1.3.3.4 Complaints	8
1.3.3.5 Restrictions	8

2.0 CODE OF CONDUCT

2.1 Respect for Chain of Command	8
2.1.1 Unity of purpose	8
2.1.2 Representation	9
2.1.3 Disciplinary Action	9
2.2 Public Contact	9
2.2.1 Demeanor	9
2.2.2 Request and Complaints	9
2.2.3 Conformance to Law and Regulations	9
2.2.4 Public Statements and Appearances	10
2.2.5 Neglect of Duty	10
2.2.6 Leaving Duty Post	10
2.2.7 Sleeping on Duty	10
2.2.8 Use of Tobacco	10
2.2.9 Use of Alcohol	10
2.2.10 Possession and Use of Drugs	10
2.2.11 Political Activity	11
2.2.12 Personal Correspondence	11
2.2.13 Use of Position to Grant Privileges	11
2.2.14 Reward for Services	11
2.2.15 Respect for Notices	11
2.2.16 Radio Discipline	11
2.2.17 Visibility	11
2.2.18 Gambling	12
2.2.19 Locked Cars	12
2.2.20 Dead Batteries	12
2.3 Use of Defensive Weapons	12

2.3.1	Use of Oleoresin Capsicum (pepper spray)	12
2.3.2	Identified Stages of Intervention	13
2.3.3	Intervention Justification	13
3.0	DUTIES AND RESPONSIBILITIES	
3.1	Equipment and Dress	13
3.1.1	Responsibility for College Issue	13
3.1.2	Notification of Damage	13
3.1.3	Surrender of Property	13
3.1.4	Uniforms and Personal Equipment	13
3.1.5	Personal Grooming	14
3.2	Patrol Vehicle	14
3.2.1	Equipment	14
3.2.2	Inspection of Patrol Vehicle	15
3.2.3	Operation of Vehicles	15
3.3	Other Departmental Equipment	15
3.3.1	Care of Batteries	15
3.4	Duty Schedule and Fitness for Duty	15
3.4.1	Reporting for Duty	15
3.4.2	Fitness and Unsatisfactory Performance	15
3.4.3	Notification of Illness and Injury	15
3.4.4	Familiarization with current orders	16
3.4.5	Meals	16
3.4.6	Holidays	16
3.4.7	Vacation	16
3.4.8	Leaves	16
3.4.9	Overtime	16
3.4.10	Work Hours	16
3.4.11	Staffing During Shifts	17
3.5	Reports	17
3.5.1	Timeliness and Completion of Reports	17
3.5.2	Reporting Internal Violations	17
3.5.3	Investigation of Alleged Misconduct	18
3.5.4	Accident Investigation	18
3.5.5	Internal Accidents involving Patrol Vehicles	18
3.5.6	Incident Investigation and Reports	18
3.5.6.1	Interviewing	18
3.5.6.2	Filing Reports	19
3.5.6.3	Suspicious Incidents and Infractions	19
3.5.6.4	Hazardous Conditions	19
3.6	Security of Buildings	19
3.6.1	Studio/Laboratory Passes for Students	19
3.7	Issuance and Control of Keys	19
3.8	Permit Parking	20
3.8.1	Decals	21
3.8.2	Handicapped Decals	21

3.8.3 Temporary Parking Permits	21
3.9 Traffic Suspension	22
3.9.1 Traffic Control	22
3.9.2 Vehicle Stops	22
3.10 Emergency Procedures	22
4.0 QUALIFICATIONS AND TRAINING	
4.1 Qualifications	22
4.1.1 Required Qualifications	22
4.1.2 Preferred Qualifications	23
4.2 Training	23
4.2.1 Entry-Level Training	23

1. ORGANIZATION: STRUCTURE AND FUNCTION

1.1 NOMENCLATURE

1.1.1 Department

The operational unit of the College directly charged with providing campus security services is formally designated as the SECURITY DEPARTMENT.

1.1.2 Personnel

Personnel assigned to this department are known as security officers. (See section 5.0 for job descriptions.) The department shall have a complement of five full-time security officers and five part-time security officers and a security/activity clerk.

1.2 REPORTING STRUCTURE

1.2.1 Chain-of-command

Departmental personnel report to the Security Supervisor, who reports to the Director of Facilities Management, who, in turn, reports to the President

Use of chain-of-command is mandatory. Security officers receive both standing orders and ad hoc directives from direct-line supervisory personnel in this chain-of-command and from no one else. The only exception is in the case of emergency (1.3.3.3).

Given the nature of the task performed by the Security Department, especially the enforcement of parking regulations, some College employees may feel they have the prerogative of directing a security officer to take specific action (such as ticketing a motor vehicle). Security officers should treat these unauthorized directives as requests, similar to other non-emergency requests for departmental services, receive them politely, and then exercise judgment in fulfilling the request and taking action. If a security officer is unsure of what action to take, he or she should consult with a direct line supervisor.

1.2.2 Structural Status

The Security Department is a distinct subdivision of the Office of the President.

1.3 MISSION

1.3.1 Basic Responsibilities

The Security Department is charged with first line responsibility to:

- a. Assure the safety of persons, including College employees and students, guests of and visitors to the campus;
- b. Assure the safety, security, and protection of College property, including buildings, grounds, equipment, and other assets of the College, as well as non-college property located temporarily or permanently on College grounds;
- c. Respond to emergency situations or conditions and provide assistance or take actions appropriate to the crisis situation within legal limits of the department's authority.

1.3.2 Basic Duties

In fulfilling these three primary responsibilities (protection of persons, protection of property, and emergency-response services), the duties of security officers include, but are not limited to, the following:

- a. Patrolling campus grounds, either on foot or in an authorized College vehicle;
- b. Conducting regular checks and inspections to insure building safety and security;
- c. Reporting damage, malfunctions, faulty equipment or utilities, or any unusual or questionable or dangerous or suspicious conditions or activities anywhere on campus, indoors or outdoors;
- d. Assisting all persons to comply with College regulations and rules of conduct on Campus, including issuing traffic and parking citations when appropriate;
- e. Providing security coverage for special College functions as assigned by a direct-line supervisor;
- f. Providing crowd control when necessary and as assigned by a direct-line supervisor;
- g. Responding to requests for routine departmental services (e.g., unlocking a classroom for a person authorized to enter).
- h. Enters each dormitory on an hourly basis to confirm his presence to dormitory residents.

1.3.3 Basic Authority and Limits

1.3.3.1 Citations

Security officers are authorized by the college to issue written citations for parking violations and moving violations. Such citations may be issued to any person, employee or non-employee, student or non-student, who violates traffic or parking regulation on college property; and violators receiving such citations are subject to fines or other disciplinary actions by the College as specified in College regulations.

Vehicle without WCJC parking decals that are parked in no-parking areas (in handicapped slots, in loading zones, beside fire hydrants, on grass, on sidewalks, in reserved parking areas, etc.) shall normally have a parking citation issued and be subject to being towed at the owner's expense.

1.3.3.2 Identification Requests

Security officers are authorized to request to see the identification of any person on campus property, whether that person is an employee or non-employee, student or non-student. Any College employee or student who refuses to comply with a security officer's request for identification is subject to disciplinary action by the College.

1.3.3.3 Emergency Authority

In case of emergency, when no direct-line supervisor is immediately available, any senior College official on the scene shall assume responsibility for the situation and shall function in place of a direct-line supervisor until the latter arrives to take charge. (For present purposes, "senior College officer" refers to any College administrator.) In the absence of a direct-line supervisor or a senior College officer, the security officer on the scene shall assume responsibility for the situation; and all other persons on the scene, employees and non-employees, students and non-students, are expected to comply with the security officers directives. Any College employee or student who refuses to comply is subject to disciplinary action by the College.

1.3.3.4 Complaints

Since security officers do not create College regulations but merely help to insure compliance with them, they should not enter into heated debates, arguments, or any other un congenial exchanges with persons who have been issued citations or have been otherwise reminded by a security officer of the obligations to comply with regulations. Those who wish to complain about or contest an action of a security officer should be politely referred to the appropriate administrator (see section 2.2.2). Security officers must at all times be aware that they are representatives of the College and must treat all persons with courtesy and consideration, regardless of provocation. At no time shall a security officer behave in an unseemly manner or use harsh or foul language. As an uninformed representative of the college, the security officer must be a model of correct behavior.

1.3.3.5 Restrictions

WCJC security officers on the Wharton campus are not commissioned officers and may not carry firearms. Defensive weapons such as pepper-spray may be carried provided the security officer is duly certified by the authorized weapons agency and/or police-training officer administering the certification. Only those officers who are certified to carry this defensive weapon and have been trained in the "Applications of Pressure Points, Take Downs and Handcuffing" have the power to detain individuals. The use of force in any

situation except for self-defense or the defense of others is discouraged. The part-time security officers on the **Richmond, Wharton**, Sugar Land and Fort Bend Technical Center campuses are contract employees who are commissioned peace officers. Both categories of officers are expected to enact their duties in accordance with local, state, and federal laws.

2.0 CODE OF CONDUCT

2.1 RESPECT FOR CHAIN OF COMMAND

2.1.1 Unity of Purpose

The administration and operation of the Security Department shall not be subject to division or to expressions of contempt. Officers, therefore, shall not dispute or disagree publicly with the directives and decisions of supervisory personnel or the policies and regulations of the College.

Super ordinate shall sustain and support subordinates when the latter act in good faith in performing their duties; and super ordinate shall not belittle or refuse assistance to subordinates when a request is made in good faith concerning efficiency or improvement of services or performance of the Security Department or its personnel.

2.1.2 Representation

The Supervisor serves as representative of and advocate for the Security Department in interactions with the Director of Facilities Management and the Director of Facilities Management serves in a similar capacity in interactions with the President.

2.1.3 Disciplinary Action

No supervisor shall impose disciplinary action or make disciplinary assignments unless such action or assignment is part of a disciplinary decision made by proper authority in compliance with the College's disciplinary measures and procedures.

2.2 PUBLIC CONTACT

2.2.1 Demeanor

Security officers shall be visible but not obtrusive.

Officers shall be courteous in the performance of their duties, shall exercise patience and discretion, and shall not engage in argumentative discussions regardless of provocation. Officers shall not use coarse, violent, profane, insolent, or sarcastic language or gestures and shall not express or by word or deed indicate prejudice concerning race, religion, politics, national origin, age, lifestyle, or other personal or group characteristics.

Security officers must realize that their highly visible public position carries special responsibilities and that the uniforms they wear grant them no privilege to be abusive or vindictive in executing their duties. Security officers shall be firm but courteous with all persons, respectful toward superordinates, and diligent but fair in the performance of their duties.

2.2.2 Requests and Complaints

When someone asks for assistance, registers a complaint, or makes a report either by telephone or in person, officers shall obtain all pertinent information in an efficient, courteous manner and shall act upon these matters promptly, judiciously, and in accordance with College and departmental procedures.

Officers shall not attempt to dissuade anyone from lodging a complaint against any officer, the department, the College, or any employee of the College. Complaints shall be recorded and forwarded to the coordinator.

2.2.3 Conformance to Laws and Regulations

Security officers shall obey all laws of the United States and of any state or local jurisdiction in which the officer is present. Conviction of violation of any law shall constitute prima facie evidence of a violation of the College's rules of conduct for security officers.

Officers shall not commit any act or omit any act that constitutes a violation of law, a violation of any rules or regulations of the College, or a violation of any legitimate directives or orders issued through proper chain of command.

2.2.4 Public Statements and Appearances

Officers shall not address public gatherings, publish written materials, act as correspondents to news media, release or divulge information about the College or the department, or in any way represent himself or herself as spokesperson for the College or department without prior permission from proper authority.

2.2.5 Neglect of Duty

Officers shall not engage in any activity or personal business that interferes with the performance of their duties or causes them to neglect or be unattentative to their duties.

2.2.6 Leaving Duty Post

During the fall and spring semester, officers shall not leave the College grounds during their duty shifts for food for their meals. Food must be brought and consumed on campus unless so directed by a supervisor. During the summer sessions, officers may leave the college grounds for food but it must be brought back and consumed on campus.

2.2.7 Sleeping on Duty

Officers shall remain awake and alert on duty. Officers who are unable to do so shall report to their supervisor, who shall determine the proper courses of action. Officers found to be sleeping on duty shall be subject to disciplinary action by the College.

2.2.8 Use of Tobacco

Officers may smoke tobacco when in uniform provided they are not engaged in traffic direction or control or are not engaged in direct contact with the public (except during meal breaks) and provided they adhere to College smoking regulations Use of chewing tobacco or dipping snuff while on duty is prohibited.

2.2.9 Use of Alcohol

Officers shall not possess or use alcoholic beverages while on duty or when in uniform. The odor of an alcoholic beverage on a security officer's breath or clothing shall be prima facie evidence that the officer is unfit for duty and subject to disciplinary action.

2.2.10 Possession and use of Drugs

Officers shall not possess or use any controlled substances, drugs, narcotics, or hallucinogens except those prescribed by a physician. When such substances are prescribed, officers shall notify their coordinator prior to beginning their tour of duty. Should the coordinator determine an officer to be incapacitated, unfit to operate a motor vehicle, or otherwise unable to perform security duties, the supervisor shall place the officer on sick leave until a further determination of action can be made by the coordinator, who shall do so by consulting the officer's attending physician.

2.2.11 Political Activity

Security officers when on duty or in uniform shall not engage in political activity on behalf of or against any candidate or political issues.

2.2.12 Personal Correspondence

Departmental personnel shall not use departmental or College letterhead or other stationary for private correspondence.

2.2.13 Use of Position to Gain Privileges

Departmental personnel shall not use their official positions or employment with the College to secure unwarranted privileges or exemptions for themselves or others, nor shall they give the appearance of doing so.

2.2.14 Reward for Services

Departmental personnel shall not seek or accept any money, gift, gratuity, reward, or additional compensation for any service rendered or for injury, damage, or expense incurred in the line of duty except by filing a formal requisition through normal College channels.

2.2.15 Respect for Notices

Departmental personnel shall not deface or alter in any way any notice posted by the department. No notice of a derogatory nature shall be posted at any time.

2.2.16 Radio Discipline

Departmental personnel operating radio equipment shall limit communications to official business and shall observe proper radio etiquette, as well as any applicable local, state, and federal policies and regulations for proper radio conduct.

2.2.17 Visibility

Patrol officers while on duty shall not sequester themselves, nor shall they conceal themselves except when assigned to do so, for security purposes. Security officers shall be immediately and readily available to the public during duty hours.

2.2.18 Gambling

Security officers shall not engage in any games of chance or other gambling activities, legal or otherwise, while on duty or in uniform.

2.2.19 Locked Cars

Security officers shall not use or lend the use of a Lock-Jok, Slim Jim, or other manufactured or makeshift device (such as a coat hanger) to unlock a car door. Students, staff, or visitors who have locked their keys in their cars shall be assisted by directing or escorting them to a public or College phone to allow them to call a friend, relative, or road service for help. In the event of inclement weather or other adverse conditions, security officers shall attempt to find safe shelter for such persons to use as a waiting area until help arrives.

2.2.20 Dead Batteries

Security officers shall not use or lend the use of jumper cables to students, staff, or visitors to start their vehicles. Such persons shall be assisted by directing or escorting them to a public or College phone to allow them to call a relative, friend, or road service for help. In the event of inclement weather or other adverse conditions, security officers

shall attempt to find safe shelter for such persons to use as a waiting area until help arrives.

2.3 USE OF DEFENSIVE WEAPONS

2.3.1

Security officers are encouraged to undergo formal training in the use of Oleoresin Capsicum (pepper spray) so that they can be formally certified to carry this instrument. The O.C. shall be placed in the standard belt holder and shall be drawn only as a last resort in self-defense or in defense of a third party under threat of immediate physical harm, and the instrument shall only be used defensively. The Security Officer may be certified as being “exposed” or “non-exposed” to pepper spray.

2.3.2.

In general, four stages of intervention may be identified, with use of pepper spray restricted to the fourth and final stages. These stages are:

- a. Presence: many times an officer's mere arrival at a scene is sufficient to neutralize the situation.
- b. Oral Communication: a security officer may be able to bring an unruly situation under control through calm, authoritative conversation with the principals.
- c. Unarmed Physical Contact: in some cases, the security officer may need to separate principals involved in an altercation or to restrain a party physically.
- d. Pepper Spray: if all else fails, the pepper spray may be drawn by the security officer to defend himself or someone else from immediate physical harm by a violent aggressor. The use of this weapon shall be restricted to defense only and may not be employed offensively. The degree of defensive resistance shall be limited to the minimum amount of force necessary to counter the attack.

2.3.3 anytime a security officer draws the pepper spray, whether or not it is actually used, he or she shall file a report explaining and justifying the action. This report shall be submitted to the immediate supervisor and shall be reviewed by both the Director of Facilities Management and the President; and if, in their judgment, the security officer is found to have drawn the weapon without sufficient justification, the officer shall be subject to disciplinary action by the College.

3.0 DUTIES AND RESPONSIBILITIES

3.1 EQUIPMENT AND DRESS

3.1.1 Responsibility for College Issue

Equipment, uniforms, and accessories furnished by the College to security officers are the responsibility of each individual officer. Damage or wear incurred in the line of duty shall be corrected at the expense of the College. Damage resulting from an individual

officer's improper use, negligence, or abuse shall be repaired at the expense of the individual officer.

3.1.2 Notification of Damage

All officers shall, without delay, bring the need for replacement or repair of equipment, uniforms, and other College property to the attention of the Supervisor. Such notification shall be in writing, using the Security Department Incident Form, stating clearly the reason that replacement or repair is needed.

3.1.3 Surrender of Property

Departmental personnel shall surrender all departmental or College property in their possession upon separation from the department or upon order of the coordinator. Failure to return nonexpendable items may obligate the person to reimburse the College for the fair market value of such items.

3.1.4 Uniforms and Personal Equipment

Regulation uniforms for security officers consist of the following standard issues:

- a. Headgear: none, except in inclement weather (black or navy blue with no logos)
 - b. Shirts: white, long sleeve or short sleeve
 - c. Trousers: ankle length, blue
 - d. Belt: black, non-departmental issue
 - e. Security badge
 - f. Security windbreaker/jacket
- Winter jacket: departmental issue, blue

Shoes shall be plain and black, either low-quarter, ankle length, or boot length. Socks shall be either black or dark blue. (Shoes and socks are purchased by the individual officers; they are not issued by the college.) Shoes shall be in good repair and polished when officers report to duty.

Tee shirts are optional; but if worn, they must be plain white.

Personal equipment, considered as part of the uniform, consists of the following standard issue:

- a. Flashlight: Stream light rechargeable flashlights mounted in patrol vehicles; officers may, at their option and their own expense, carry mini-lights.
- b. Handcuffs and case: handcuffs may only be used as a last resort for detainment when all other means to control a dangerous or violent person have been exhausted.
- c. Badge: departmental issue only.
- d. ID card: a WCJC employee identification card or badge.
- e. Defensive Weapons: Only pepper spray or other weapons authorized by the Director of Facilities Management and the President may be carried on duty.

3.1.5 Personal Grooming

All officers, male and female, will report for duty properly groomed, with particular attention to the following:

- a. Neat Haircut: The College has no restriction on length of hair as long as the officer appears neat and presentable.
- b. Facial Hair: The College allows beards and mustaches provided they are neat and well trimmed. Partial growth (i.e. stubble) is not acceptable; officers without neat, well-trimmed facial hair must report for duty freshly shaven
- c. Jewelry: Bracelets, earrings, and necklaces are not worn while on duty; medical bracelets, a watch, a wedding band, and one other ring may be worn while on duty.

3.2 PATROL VEHICLE

The College shall maintain in good repair one patrol vehicle for the Security Department.

3.2.1 Equipment

Legal equipment in and on WCJC Security Department vehicles may include:

- a. Two-way radios,
- b. Stream light flashlight
- c. Any other equipment that may be authorized by the Security Supervisor and approved by the Director of Facilities Management.

3.2.2 Inspection of Patrol Vehicles

Each officer shall inspect the patrol vehicle, both interior and exterior, prior to placing the vehicle in operation. Any damage or uncleanliness shall be orally reported immediately to the supervisor.

3.2.3 Operation of Vehicles

Officers shall operate patrol vehicles in a careful, prudent manner and shall obey all laws and College or departmental orders regarding their operation. Loss or suspension of a driver's license shall be immediately reported to the director. No officer who does not possess a valid driver's license may operate a College vehicle, either on campus or off campus.

College vehicles are not official emergency vehicles, and operators of WCJC vehicles are not granted the privileges accorded to drivers of emergency vehicles.

3.3 OTHER DEPARTMENTAL EQUIPMENT

3.3.1 Care of Batteries

Nicade batteries tend to acquire a memory for reduced life cycle if not properly charged. For example, a battery in use for one hour and then replaced in the charger, will

eventually, after repeated one-hour uses and recharges, have an operational life of only one hour. Therefore, batteries must be used to the fullest (usually a complete eight-hour shift) before being placed in the charger to assure maximum capacity at all times.

3.4 DUTY SCHEDULE AND FITNESS FOR DUTY

3.4.1 Reporting for Duty

Officers shall report for duty at the assigned time and place and shall be physically and mentally fit to perform duties. They shall be in complete and proper uniform, shall be properly equipped, and shall be fully aware of all information required for performance of duty so that they may immediately assume their assignments.

3.4.2 Fitness and Unsatisfactory Performance

Officers shall maintain physical and mental competency to perform their duties properly and execute the responsibilities of their positions. Unsatisfactory performance shall include, but shall not be limited to, lack of knowledge of the application of laws, rules, and regulations; unwillingness or inability to perform assigned tasks; failure to conform to work standards; failure to take appropriate action within their realm of responsibility; absence without leave; disorderly behavior or misconduct on duty; or repeated infractions of rules, regulations, or directives.

3.4.3 Notification of Illness or Injury

Officers unable to report for work due to illness or injury and officers injured on duty shall comply with standard College procedures for reporting such problems.

3.4.4 Familiarization with Current Orders

Before beginning a tour of duty, departmental personnel shall acquaint themselves with all matters affecting the execution of their duties. Each day, all departmental personnel - including the supervisor, the security/activities clerk, and all security officers - shall read the security log, the incident reports, the work-request forms, and all other posted notices in the departmental office; and all departmental personnel will indicate having reviewed these materials by initialing each one. Each posted notice shall leave space at the conclusion of its text for initialing.

3.4.5 Meals

Officers shall be permitted to suspend patrol or other routine activities for meals, subject to immediate call at all times. Officers may take their meals in the departmental office, the College cafeteria, or in any facility serving food within the confines of the campus grounds.

3.4.6 Holidays

Security coverage on holidays is scheduled by the Security Supervisor. Any conflicts not resolvable by the Supervisor are referred to the Director. Pay for working holidays is governed by College Regulation.

3.4.7 Vacation

Vacations are scheduled by the Security Supervisor. Any conflicts not resolvable by the Supervisor are referred to the Director.

3.4.8. Leaves

Sick leave, personal days, and other absences are governed by the College regulations.

3.4.9 Overtime

Overtime assignments are scheduled by the Security Supervisor. Any conflicts not resolvable by the Supervisor are referred to the Director. Overtime pay is governed by College Regulation.

3.4.10 Work Hours - Wharton Main Campus

The normal work month for pay purposes begins at 0001 hours on the first day of each month and extends to 2400 hours on the last day of the month.

Shifts: Normal Monday through Friday shifts are as follows:

- Shift A, Standard Day Shift: 7:30 AM - 3:30 PM
- Shift B, Standard Swing Shift: 3:30 PM - 11:30 PM
- Shift C, Standard Night Shift: 11:30 PM - 7:30 AM

Normal weekend shifts are as follows:

- Shift D, Weekend Day Shift: 7:30 AM - 3:30 PM
- Shift E, Weekend Swing Shift: 3:30 PM - 11:30 PM
- Shift F, Weekend Night Shift: 11:30 PM - 7:30 AM

3.4.10.1 Sugar Land and Fort Bend Technical Campuses

Shifts: Normal Monday through Friday shifts are as follows:

- Shift A, Standard Day Shift: 8:00 AM – 4 PM
- Shift B, Standard Night Shift 4:00 PM - 10:00 PM

Normal weekend shifts are as follows:

Shift C, Weekend Day Shift 8:00 AM – 5 PM

3.4.10.2 Richmond Campus

Shifts: Normal Monday through Friday shifts are as follows:

- Shift A, Standard Night Shift 4:00 AM – 10:00 PM

Normal weekend shifts are as follows:

- Shift B, Weekend Day Shift 8:00 AM – 5 PM

3.4.11 Staffing during Shifts (Wharton Campus only)

The following personnel represent the normal staffing for each shift:

Weekdays When College is Open (3 full time Officers)

- Shift A: 1 Officer on patrol; 1 Security/Activity Clerk at security HQ from 8:00 AM to 5:00 PM, Monday through Friday
- Shift B: 1 Officer on patrol.
- Shift C: 1 Officer on patrol.

Weekends and when college is closed (3 PT Officers)

- Shift D: 1 officer on patrol.
- Shift E: 1 officer on patrol.
- Shift F: 1 officer on patrol.

3.5 REPORTS

3.5.1 Timeliness and Completeness of Reports

Officers shall submit all reports on time and in accordance with established procedures. Reports shall be truthful and complete. No officer shall knowingly enter any inaccurate, false, or improper information in any report, oral or written.

3.5.2 Reporting Internal Violations

Security officers shall report to their coordinator any and all information that comes to their attention indicating or suggesting that any member of the department has violated or intends to violate any law, rule, regulation, or directive. The supervisor may direct the reporting officer to submit a written report or to keep the matter confidential to allow the supervisor to consult with super ordinates.

3.5.3 Investigation of Alleged Misconduct

Internal investigations, under the supervision of the Director of Facilities Management, shall be conducted whenever criticisms or complaints are made against the department or its personnel regarding alleged misconduct, harassment, intimidation, discourtesy, or any other behavior potentially in violation of law or College regulations or procedures. Investigations of cases that might result in criminal prosecution shall honor those rights accorded all citizens of the State of Texas in such circumstances. If evidence supporting

a criminal complaint is found, the investigation shall be directed to the Police department that has jurisdiction over the campus.

3.5.4 Accident Investigations

Any on-campus vehicle accident shall be investigated by the Police department that has jurisdiction over the campus. Any on-campus auto accident involving a WCJC employee and a non-employee (including students) shall be investigated by the same agency. (See also Section 3.5.5)

3.5.5 Internal Accidents Involving Patrol Vehicles

Officers involved in patrol-vehicle accidents with other WCJC owned vehicles or with vehicles owned or operated by a WCJC employee shall immediately notify their supervisor and file a written report. The supervisor shall arrange for an investigation. Accidents involving the supervisor shall be investigated by the Director of Facilities Management or, at his discretion, by the Police. (See also Section 3.5.4)

3.5.6 Incident Investigations and Reports

All unusual incidents, irregularities, or suspicious incidents shall be reported and a log entry made. Examples include, but are not limited to, injuries, damage to College property, suspicious persons or vehicles, and faculty or other College employees on campus or in buildings after hours who have not registered with the Security Department.

While the Security Department is prohibited from conducting criminal investigations, it shall be responsible for securing information on incidents of loss, vandalism, injury, and potential or actual hazards on campus property.

3.5.6.1 Interviewing.

Upon report or discovery of theft, injury, vandalism, etc., the Security officer receiving the report or making the initial discovery shall be responsible for interviewing staff and others concerning the incident, unless otherwise directed by the coordinator.

3.5.6.2 Filing Reports.

The officer making inquiries regarding on-campus incidents shall be responsible for submitting a written Incident Report containing the names of individuals interviewed; dates, times, and locations of interviews; information acquired; and the relationship, if any, to other similar incidents.

3.5.6.3 Suspicious Incidents and Infractions.

Security officers shall prepare Incident Reports on all matters commonly accepted as "suspicious" or infractions of regulations and procedures. Examples include, but are not limited to, unauthorized persons found on campus after normal closing; vehicles left unattended on College property for extended periods of time; employees or students

discovered in classrooms, restricted areas (such as labs), or other facilities without authorization or without having logged in with the Security Department; facilities found unsecured that previously had been secured; and unattended equipment left in a hazardous state (such as electrical equipment not switched off).

3.5.6.4 Hazardous Conditions.

Security officers shall be responsible for reporting any condition or hazard to the general health, safety, and welfare of the College community. Verbal notification of such conditions shall not normally be sufficient of itself and shall be followed by a written report. Examples of such conditions include, but, are not limited to, trees or shrubbery blocking vision or signage; spills, debris, or other conditions (such as icy walkways) that might cause falls or other injuries; water leakage or accumulation that might jeopardize electrical systems or cause damage to College property; broken or low-hanging limbs that might impede vehicle or pedestrian traffic or might fall and injure individuals or damage property.

3.6 SECURITY OF BUILDINGS

To maintain proper security and allow custodial staff to maintain cleaning schedules, all buildings shall be cleared and external doors locked after dismissal of last class and following periods of scheduled activity in individual buildings on weekends and holidays.

All College personnel must leave buildings by designated closing times unless they have received permission from a senior College officer (i.e., a College administrator above the level of Director) to remain on the premises or are able to demonstrate to the security officer that they are engaged in legitimate College related activity. In any case, the patrol officer shall note in the Security Log the name and location of any College employee who remains in a building after the scheduled time.

When special events such as registration, theater rehearsals or productions, meetings, social activities, or other events necessitates the use of College facilities after designated closing times, the College employee responsible for the event shall notify the Security Department of the nature of the event, the facilities to be used, and special services or personnel needed.

3.6.1 Studio/Laboratory Passes for Students

Students not under direct, on-site supervision by appropriate College personnel are not permitted in academic areas unless they have in their possession a duly executed studio/laboratory pass signed by authorized College personnel and a valid WCJC ID card, both of which must be shown to security officers upon request.

A studio/laboratory pass may only be used by the authorized student and is not assignable to any other student, and the pass does not extend to others who might accompany the authorized student. Passes are not valid beyond normal closing hours for College buildings. Exceptions to these stipulations must be noted in a division's written

procedures, a copy of which shall be provided to the Security Department by the issuing division.

Violations of the above shall be recorded on the Incident Report form, a copy of which shall also be sent to the appropriate division office.

3.7 ISSUANCE AND CONTROL OF KEYS

Requests for keys will be made in writing to the Security Department by the department supervisor on behalf of full-and part-time personnel within that department.

Request for keys will be approved or disapproved by the Director of Facilities Management within three days of their receipt by the Security Department. The Director's approval is indicated by signature on the form, which is sent to maintenance. Maintenance will cut the key and forward it to the Security Department within three days of receipt of the authorization to proceed.

The Security Department will notify the department supervisor within three days of receipt of the key that it is ready for pick up. If the key is not picked up, either by the supervisor or the employee, within ten working days of this notification, it will be returned to Maintenance.

If the Director denies a request for a key, he/she will notify the person making the request within three working days of this decision. Notification, which will include a reason for the denial, will be in writing on the original request form.

The secretary/dispatcher will keep a key log (either electronically or by hand) indicating the following: name of the department supervisor to whom the key was issued, date of issue, department supervisor's position, name of the department, and physical facilities to which key allows access. When the key is returned, the date of the return will also be noted in the log. For un-returned keys, the date of return will remain blank in the key log.

Department supervisors may request that several keys be issued in their names to their divisions or units for dispersal at their discretion to their subordinates. In such cases, the key log in the Security Department will note the number of keys issued; and the department supervisor will be responsible for maintaining control of those keys. Department supervisors with multiple keys will be responsible for maintaining their individual key logs containing the same information for their individual operations that is included in the Security Department's central key log.

Persons terminating employment at the College, taking sabbatical or other long-term leave, etc., will return their keys to the point of issuance (either the Security Department or the department supervisor).

Lost keys will be reported in writing to the Security Department and, if applicable, the Department supervisor. Replacement of lost keys shall be made at the discretion of the Supervisor and at a fee determined by the Director of Facilities Management.

Accountability for keys shall remain the responsibility of the person whose name appears in the Security Department's central key log as the person to whom it was issued. Individual key holders may not transfer or lend their keys to students, family members or acquaintances.

3.8 PERMIT PARKING

3.8.1 Decals (Stickers)

Automobile decals for parking in staff or student lots are issued by the Security Department, which maintains two parking-decal logs, one for students and one for staff, each containing the following information: decal number; name and social security number to the person whom the decal was issued; make; model; year; and license number of vehicle.

An initial maximum of one parking decal shall be issued to each person. Lost decals shall be reported in writing to the Security Department and shall be replaced at the discretion of the Supervisor and at a fee determined by the Director of Facilities Management. When a motor vehicle bearing a College parking decal is sold or traded, the decal shall first be removed and notification shall be made to the Security Department that the vehicle is no longer entitled to park on campus. If the decal cannot be entirely removed or if the decal number is not clear on the portion that has been removed, the person to whom the decal was originally issued shall notify the Security Department of the number so that it may be deleted from the authorized list in the parking-decal log. When a staff member acquires a new vehicle, a parking decal for that vehicle will be issued by the Security Department at no charge.

When a student acquires a new vehicle, he/she will advise the Security Department so the license number and make of the vehicle can be registered in the log.

3.8.2 Handicapped Decals

Permanently disabled students and staff may obtain decals that permit them to park in zones restricted to handicapped individuals. These decals are obtained by prescription from a medical doctor and purchased at the County Courthouse.

3.8.3 Temporary Parking Permits

Students and College employees, full- and part-time, who need to may apply for a temporary parking permit by making a request to the Security Department. Temporary permits shall note the beginning and ending dates for which they are valid. The Security Department need not maintain a log of these permits.

Temporary permits shall be displayed on the dashboard of the vehicle and shall be clearly visible through the windshield.

3.9 TRAFFIC SUPERVISION

3.9.1 Traffic Control

The Security Department is responsible for monitoring all roadways and parking facilities on WCJC property or under College supervision.

When traffic congestion develops on campus, security officers shall be responsible for directing traffic until the congestion is cleared.

3.9.2 Vehicle Stops

On-campus drivers who violate posted speed or traffic-control signs may be stopped, on College property only, for the purpose of identification or to issue a citation. Security personnel shall drive in a safe and prudent manner, observing posted speed limits, and maintain control of the security vehicle at all times. Security personnel shall follow the vehicle in question and make contact with the driver after he or she has parked. When the security vehicle is directly behind the vehicle, the security officer shall use his or her horn to signal the driver. An attempt to perform a vehicle stop shall be discontinued when any vehicle is exceeding the speed limit or when the stop cannot be completed on College property. In such cases, the security officer shall note the license-plate number of the vehicle. This information shall be forwarded to the security/activity clerk, who shall send a letter to the owner advising him or her of the violation and asking the owner to appear at the Security Office for further investigation.

3.10 EMERGENCY PROCEDURES

Security officers shall be thoroughly familiar with the College's emergency procedures and shall be versed in their roles during emergencies or crises.

The Director of Facilities Management is responsible for the development and maintenance of a campus evacuation plan, and the Security Supervisor is responsible for training security officers to execute their defined responsibilities under this plan.

4.0 QUALIFICATIONS AND TRAINING

4.1 QUALIFICATIONS

4.1.1 Required Qualifications

To be employed as a WCJC Security Supervisor, a person must meet the following qualifications:

- a. Licensed peace officer (preferred)referred licensed peace officer
- b. Four years of experience in a security at a college or University
- c. High school graduate with two years of college education or related work experience
- d. Familiar with methods and techniques of maintaining security
- e. Possess a valid Texas drivers license
- f. Criminal background check required

To be employed as a WCJC full-time/part-time security officer, a person must:

- a. Possess a high-school diploma or equivalent (such as a GED)
- b. Possess a valid Texas driver's license
- c. Be at least 21 years of age
- d. No prior felony criminal conviction
- e. Prior security experience preferred
- f. Criminal background check required

4.1.2 Preferred Qualifications

Persons entering WCJC employment as security officers are to have the following qualifications or be provided the opportunity to acquire the following:

- a. Oleoresin Capsicum (pepper spray) certification
- b. Any other WCJC certifications required in the future.

4.2 TRAINING

4.2.1 Entry-Level Training

All security officers are to be provided with a thorough orientation to the College, including programs, services, property, and grounds; the role and functions of the Security Department; and introductions to key personnel outside the Security Department.