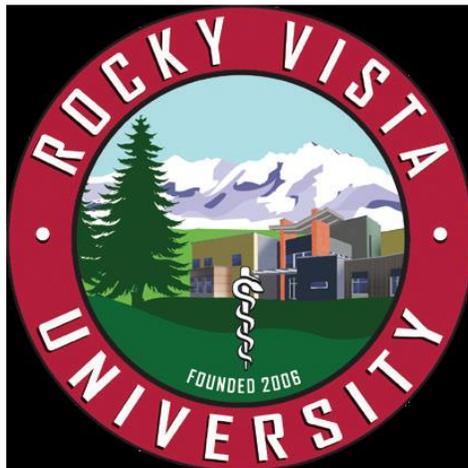


Rocky Vista University – Montana College of Osteopathic Medicine

Security & Safety Standard Operating Procedures



January 2021

RVU - MCOM

Campus Security Policies and Procedures

The cooperation and involvement of all members of the College community are necessary for a successful safety and security program. These RVU - MCOM security policies and procedures are to help you learn to perform your assignments well. The following instructions are included to provide you with the most up to date learning procedures and assignments that will enable you to perform at an outstanding level of integrity while providing the highest level of service to our students, faculty, and staff. The following objectives will assist you in accomplishing important aspects associated with this post:

1. To guide you in learning and solidifying your knowledge of the post duties with Rocky Vista University.
2. To provide you with reference material pertinent to your job, and enable you to study from.
3. To provide as much information specific to your assignment in a single, site-specific book.

The following instructions are divided into sections to assist you in quickly finding information specific to this University and the security department. To order to for you to gain the most from these procedures, follow these steps:

1. Utilize these instructions during training to speed your learning process and furthermore, on a regular basis to sharpen your abilities.
2. Review these procedures on a monthly basis.
3. If you are ever uncertain or have questions about these policies and procedures, contact the Security Supervisor or the Manager of Security regarding information in this book or if any questions arise that are not included in this material.
4. The information included is intended to provide you with the best knowledge and skills possible for you to perform at the highest level possible.

This Standard Operating Procedure (SOP) is intended to give you as much information as we can, however it cannot possibly include every possible scenario or piece of information that you will come across on a daily basis. It is designed solely to give you the information needed to succeed, while serving as a general reference book.

RVU - MCOM
Campus Security Policies and Procedures
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Section 1- General Information

SITE INFORMATION

Rocky Vista University – Montana College of Osteopathic Medicine is a private, postgraduate institution of higher education.

Address

Street Address TBD
Billings, MT

Business Hours

Monday through Friday 7:00 AM to 5:00 PM
Closed weekends and Holidays to visitors

Students and Faculty have building access 24 hours, 7 days a week, as programmed to their individually issued access control identification badges. Staff members have modified access hours, dependent on their position within RVU; however usually range from 6:00 AM until midnight. All entrances remain locked at all times with the exception of the main North entrance, which unlocks at 7:00 AM until 6:00 PM Monday through Friday (excluding Holidays).

Room Access

The Seminar rooms, Symposium rooms, OMM Lab, Multi-purpose Lab, and study rooms are accessible for student use 24 hours, 7 days a week. The Anatomy Theater is accessible for student use from 7:00 AM until midnight Monday through Friday. The Auditoriums are accessible for student use from 7:00 AM until 6:00 PM Monday through Friday. The Library is available for student use from 6:00 AM until midnight Monday through Friday, and 10:00 AM until midnight Saturday and Sunday, however times are subject to change. Student access to the Simulation Center area is generally restricted, and access is at the discretion of the Coordinator and the Testing center staff.

Automated External Defibrillators (AED)

RVU – MCOM has two AED's available in the event of a cardiac emergency, one on each floor located by the main stairs. All Security personnel should be proficient in AED operation. All new Officers will have six months from their date of hire to achieve AED (and CPR) certification which we provide.

Important Contact Information

Contact	Company	Phone Number
Police	Billings Police Department	
Fire	Billings Fire Rescue	
Poison Control		
Alarm System		
Weather/Road Conditions		
Animal Control		
Elevator		
Snow Removal *		
Utilities (Gas)		
Utilities (Electrical)		
Janitorial*		

* Subject to change

Children and young kids

RVU welcomes children of student doctors, faculty, and staff. Students can view lecture based courses in study rooms. RVU – MCOM also offers a lactation room. Babies however, are not permitted in the Labs or the Library.

Locker rooms/Restrooms/Nursing rooms

At any time, prior to entering locker rooms, restrooms, or nursing rooms, Security must knock loudly and announce your presence. Male Officers attempting to enter the female locker room, should always recruit a female student to go in and announce/forewarn of the Officers presence and entrance.

Pets

Animals are not permitted inside the building with the exception of service animals. If you come across an alleged service animal on the property you can ask the handler for supporting documentation, however the handler is not required to provide it under ADA guidelines.

1). Under ADA, all service animals can access any common area of any college (i.e. medical offices), with the exception of controlled and sterile environments that pose health and safety hazards.

2). Therapy or comfort animals are animals that provide a therapeutic service. These animals are not considered service animals and are not covered by ADA. RVU currently has two comfort animals that are utilized on a scheduled basis.

3). Any animal or handler that is in violation of the University regulations must be reported to Security. This includes:

- Barking
- Growling

- Aggressive behavior
- Handler hits the animal, is loud, or exhibits any unruly behavior

4). Officers may inquire as to what service the animal provides. Such as “is the animal required because of a disability?” or “what work or task has the animal been trained to perform?”

5). As an institution of higher education, we do have the right to inquire as to the service animals’ proof of state required vaccinations. Given a service animals’ job, they run a high risk of germs and infections.

Lost and Found

The Security department will receive and collect lost and found items and store them in the property room until claimed by the owner. Property must be logged into the collection book, and assigned a property tag. When an item is claimed, a release of property waiver must be completed and signed before any item is returned to the owner. The waiver is to be filed in the appropriate folder.

Items turned in will be held for a period of 180 days, after which Security will produce an email notice to the current student body providing a period of one (1) week for students to claim lost items. After the one-week period, all remaining unclaimed items will be donated to charity. The 180 day holding period will conform to the current semester terms, which will expire at the end of the spring term in June, and fall term in December of each year.

Food and Drink

Food and drink are allowed in the building, however are not permitted in the any of the labs (OMM, GA, SSC). Food is allowed in the Library with staff approval. There are no other exceptions to this policy, including approved events.

General Equipment

The Security department has been provided with the following equipment in order to facilitate your performance of Security duties. Please ensure that these items are maintained and cared for in the proper manner. Do not abuse the equipment or use it for personal reasons. If any items are in need of repair, please contact the Security Supervisor or the Director of Security immediately.

When beginning a shift, you must receive all equipment from the officer you are relieving. The equipment must be documented at the start and end of your shift.

Security equipment

- Motorola Radios (model # XPR3500) with chargers- 7
- Keysets- 4 (all of which include the master ‘A’ key)
- Apple iPhone- 1
- Stinger Flashlights- 2
- SABRE OC Pepper Gel Spray- 1 per Officer

Cell Phone

The Security cell phone is to be carried at all times by the on duty Security Officer used while away from the Security office outside of business hours (5 PM to 7 AM) to contact authorities and to receive incoming calls from the direct Security line. Prior to departing the Security office, you must forward the Security line to the cell phone by depressing the 'Call Forward ALL' button on the desk phone unit, then **XXXXXXXXXX**. All cell phone usage is monitored and disciplinary action will be taken if abuse occurs.

Keysets

The Department currently has four (4) keysets, each containing a Master "A" Key. These keysets are distributed to on-duty Officers at the start of each shift. Each Officer must return their issued keyset prior to departing at the conclusion of their respective shift. Keys taken home must be returned immediately.

Visitors

All visitors must check in at the front desk or with Security and will receive a visitor badge. All visitors must be accompanied by a Student, Faculty or Staff member while touring or visiting RVU. After hours' tours are permitted, however the visit must be pre-arranged and the party must be accompanied at all times by the corresponding Student, Faculty or Staff member.

Public service employees (Police, Fire personnel) are authorized to enter the building at any time without authorization. In the event public service employees enter the building, a detailed Incident report must be created and logged in the ARMS system by the on duty Officer at that time which will include but not limited to the individual's name, company, area visited, reason for visit, and the time of the visit. Security Manager or Supervisor are to be notified of the visit right away.

Gross Anatomy Lab

Students may not bring family members or visitors into the Anatomy Lab. Photographs and video footage of the Lab, its content, including the cadavers are strictly prohibited.

Smoking

RVU - MCOM is a smoke free campus. "No smoking on campus" signs are placed around the property to inform patrons. If anyone is seen or reported smoking on campus, Security will establish contact with the individual(s), advise them of the policy, and have them extinguish and dispose of it.

Process Servers

Process servers will be directed to the Manager of Security, or if not on duty, to the Dean's suite or Administration (Human Resources Department). If the office is closed, advise the server to return during normal business hours. Security will not accept service of documents. In the event a server leaves behind legal documents, contact the Security Supervisor or the Manager of Security for instructions and document it as an Incident report and log it in your CAD shift report.

Security will not give out information on employees being sought, such as their location, address, vehicle description, work schedule or physical presence on Campus. If the Security Supervisor or the Manager of Security instructs an officer to contact an employee by phone about a process server who is attempting to serve them, you must do so without the server overhearing the conversation.

Solicitors

Solicitors will not be granted access into the building without prior authorization. If you encounter a solicitor on the grounds, politely ask them to leave.

QUALITY OF SERVICE

A list of quality services is included to alert RVU Security Officers to some actions and behaviors that undermine our ability to provide the high level of quality service expected by the Students, Faculty, and Staff. The following actions may result in disciplinary action, up to and including termination of employment from RVU:

Negligence

- Resting with eyes closed or sleeping.
- Watching television or using the computer inappropriately.
- Playing the radio at inappropriate levels or dancing.
- Neglect or abuse of equipment.
- Misplacement or loss of equipment or records.
- Submitting incomplete, sloppy, illegible, or falsified reports.
- Refusing to comply with the RVU Security policies and procedures, or instructions.
- Not submitting reports to the Security Supervisor and the Director of Security prior to departing at the end of your shift.

Appearance

- Not keeping facial hair neat and clean.
- Poor hygiene.
- Males wearing earrings or facial jewelry
- Wearing incomplete uniform or wearing unapproved clothing.
- Uniform not clean and pressed or boots not polished.

Conduct

- Communicating or expressing negative feelings towards Students, Faculty, Staff, vendors, fellow Officers, the Security Supervisor or the Manager of Security while on duty.
- Being defensive when discussing areas of performance that need improvement.
- Using foul or offensive language.
- Telling inappropriate jokes or stories.
- Interacting with people in an unfriendly, unhelpful, or disinterested manner.
- Unwillingness to get along with fellow Officers.
- Propping feet up on the desk.
- Insubordination

Reliability

- Not following up with the Security Supervisor or the Director Manager of Security on a request for information, reports, or task assignments.
- Gossiping and discussing confidential or proprietary information with anyone outside of the security department.
- Failure to pass-on appropriate information at shift change.
- Abandoning your assigned shift, to include “No-Call/No-Shows”.
- Absenteeism and tardiness.

ESSENTIALS OF A SECURITY OFFICER

RVU Security Officers will perform these essential functions in order to protect property, people, and information from loss, damage, or unauthorized use:

- Use your senses (sight, hearing, smell, and touch) to detect undesirable events such as fires, mechanical failures, and unauthorized human conduct.
- Apply reasonable judgment to perform effective, appropriate actions which may involve:
 - Using the nearest telephone (or radio) to call for assistance.
 - Personally executing emergency actions such as using a fire extinguisher, closing a water valve, turning off a machine, or switching off power feeds or gas lines, and issuing RAVE or Alertus notifications.
 - Making subsequent written or oral reports.
- Patrol the property to check areas of high risk.
- Conduct at least one (1) patrol per hour.
- Far proximity patrols of the property exterior are not required between the hours of 11pm and 5am due to Officer safety. Officers are still required to conduct exterior building patrols however and monitor lots and activity from a safe distance or via the camera systems.
- Present a visible deterrent to unauthorized conduct.

- Control barriers (doors, stairs, alarm systems, and hardware such as locks and keys) that protect the property.
- Although emergencies are infrequent, a Security Officer is present to effectively handle an emergency.
- You are required to call the authorities as soon as possible when a situation arises. You will be required to give the 911 operator the following information:
 - Your name
 - Address of where the emergency is occurring
 - Specific location of the emergency
 - If a person is injured, whether or not their breathing, conscious, if their bleeding- where from, etc.
 - See section 5 for additional details.

Security Officers are not Police Officers; but we are the eyes and ears of the University. Observation and reporting are an essential aspect of this position. Your alertness and thoroughness can often help deter or prevent an accident or crime. Your professionalism and completed reports enables fellow Officers to quickly follow up and address security and safety issues, and provides important evidence for event reconstruction.

As a Security Officer you are not to place your hands on someone unless it is to protect yourself or others from harm. RVU Security uses Verbal Judo, if you cannot talk through the situation, call the local Police department. Be a good witness, document all pertinent information, and create a detailed report. Security Officers at no time may detain a person, call 911 if you believe the situation warrants it but you are a civilian and may not detain a person.

APPEARANCE

Appearance is one of the first things a person notices when they meet someone new. If your uniform is not neat and clean, you may be perceived as someone who is sloppy and does not care. However, if you have a polished appearance, people will consider you to be professional, competent, and someone they have confidence in. Always present a professional image to be effective as an RVU Security Officer.

All RVU Security Officers must adhere to certain appearance and grooming standards. Your standard issued uniform is the only approved apparel which consists of Tan colored tactical pants, Black colored long or short-sleeved polo shirt (to be determined by season) and can be worn at the Officers discretion with a Black, short-sleeved undershirt, black polishable boots, and black belt. This is the only approved uniform, officers caught not wearing the approved uniform in any manner will be subject to disciplinary action. The Manager and Supervisor have an altered dress code to differentiate position.

Hats and beanies are permitted only if they are Black in color and have the word "Security" embroidered on it. Department issued coats are the only approved coat to be worn by on-duty Security Officers. It is your responsibility to prepare for your shift, including considerations during severe weather and the

winter months. You are responsible for your own gloves and stalking cap (Black with "Security" embroidered on it) if desired.

For male Officers, hair should be above the collar and kept neat and combed. Female Officers should have their hair neat and combed. Males are not permitted to wear any visible piercings; females will be allowed to have one set of earrings (nothing that dangles) and no other piercing showing for the safety of the officer. Necklaces are not permitted.

Additionally, you are expected to abide by the following standards:

- Uniforms must be clean and pressed.
- An undershirt is required and must be Black in color.
- Boots must be shined at all times.
- Good, body hygiene.
- Facial hair is allowed, however it must be trimmed and should not be excessive.

Only uniforms in good state of repair are to be worn. If any of your clothing is damaged, please contact the Security Supervisor for a replacement.

Employee Benefits

RVU currently observes the holidays listed below. These holidays are automatically populated into your timesheets and do not require a time off request (with the exception of the 2 floating holidays**). Officers will only receive the holiday benefit however, if the recognized holiday falls on a day that you are regularly scheduled to work.

New Year's Day

Martin Luther King Day

President's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Friday after Thanksgiving

Christmas Eve ½ day

*Christmas Day through end of the Calendar Year (5 days)

**Floating Holiday (2 days)

The Security department operates differently from other departments as we are staffed 24 hours a day, 7 days a week, regardless of holidays. Because of this, the following explains in detail the holiday pay for full time Security Officers:

*Christmas break is the half day Christmas Eve, and Christmas day through the end of the Calendar year. Christmas break is different in terms of benefits and is subject to change, please see below.

If you work on a holiday- you will receive overtime rate for up to 8 hours worked. Anything worked over that 8 hours you will receive at your regular rate of pay.

If you do not work on a holiday (but are normally scheduled to work that day) - you will receive up to 8 hours' holiday pay. Example: if you were normally scheduled to work 12 hours that day, you would receive 8 hours of holiday pay. Officers wanting to receive the additional 4 hours on a holiday in which they were scheduled to work 12 hours will have to submit a time off request to use 4 hours of their accrued paid leave to equate 12 hours.

If you work during Christmas break- you will receive one and a half times your pay rate.

If you do not work during Christmas break (but are normally scheduled to work) – you will receive your regularly scheduled hours for this period. Example: If you are regularly scheduled to work 40 hours then you will get 40 hours. If you only work 12 hours during the period, holiday pay will be used to bring up hours to match your regular schedule. You cannot receive more hours than you are regularly scheduled between any combination of worked hours and holiday pay unless you physically worked over 12 hours in a day or 40 hours during this period.

Overtime

Any open shifts or coverage needed (events, vacation, etc.) will be offered to part time Security Officers first. In the event part time Officers are not available and a full time Officer is needed to fill in or stay over, overtime *may* be offered depending on the shift or occasion. Overtime *may* be offered by seniority; however, it is solely at the discretion of the Security Supervisor or Manager of Security. Meaning the Security Supervisor or Manager of Security will offer overtime on the basis of what is best for the department and can split the shift with more than one Officer, and additionally by the following:

- Regularly scheduled days off
- Day shift versus grave shift versus weekend shift
- Length of shift

Per State regulations, employees working over 12 hours in a day, or 40 hours in a week must be paid overtime. In the event you used paid leave during that particular week, those hours will not be counted towards total worked hours for that week.

Overtime will be paid for over 12 hours worked in a day, or 40 hours worked in a week. The standard work week at RVU is midnight Sunday (0000 hours) to midnight Saturday (2359 hours). An example when this would not occur is if you had a vacation day scheduled, but worked an extra shift in the same

week and working that vacation day *would have* resulted in you receiving over time. Over time only counts for hours physically worked, therefore payrolls' policy states that the vacation or accrued time off hours will be credited back to your account so that you equal a maximum of 40 hours for the week. Certain occasions will result in you receiving over time still, however if that is the case all of your time off hours will be credited back to your account.

Time off Requests

In order to take paid leave, you must submit a time off request online using the current time reporting system. Any time off request must be approved by the Security Supervisor or the Director of Security. Each Officer will be responsible for submitting a time off request at least two (2) weeks ahead of time. Officers will be required to find their own shift coverage, or meet with the Supervisor to discuss scheduling options prior to submitting a time off request. If part time Officers are present, you need to inquire about your replacement coverage through these Officers first. Floating Holiday and Personal time accrued can only be taken in 4 hour blocks, vacation and sick time can be used in any denomination. For more information on paid leave, please refer to the RVU Employee Handbook.

Assuming a Shift

If you sign up for a shift, whether it was an open shift or covering for an Officer on vacation, it is considered your shift. You will be held responsible for that shift in its entirety. This includes if you attempt to call off that shift. The same standards will be held as listed above in the time off requests, meaning you must find your own coverage for that shift and immediately notify the Supervisor or Manager of Security.

Calling in Sick

If you are ill and do not feel you can make it in for your assigned shift, you are asked to give the Supervisor as much notice as possible, at least 4 hours. Calling off sick a day in advance will not be accepted unless it results from a medical or dental emergency. In all cases, the University reserves the right to request a doctor's note.

Scheduling

Officers are typically hired for a specific schedule and will remain on that schedule for one (1) calendar year. In the event an Officer leaves RVU his/her schedule will be offered to current Officers by seniority. Aside from Holidays or special events, your shift(s) will remain the same for the duration of the calendar year unless extenuating circumstances arise. The Security Manager may however, change shifts based on coverage needs and what is best for the department and University. Any such permanent schedule

changes will be posted and advised at least six (6) weeks in advance. Schedules are posted up to six (6) weeks in advance, and are displayed in the Security Office. It is your responsibility to still double check the schedule as the abovementioned Holidays and special events occur throughout the year and may fall on your regularly assigned shift. If one of your shifts happens to be altered because of a Holiday or event, you will be notified at least two weeks in advance. During a Holiday and the Holiday break, Security staffing is reduced to a skeleton crew (one Officer per shift). During Holidays, the department offers shift picks on a seniority basis. This means the most senior officer will be asked first if he or she wants to work on the Holiday or have it off. We must have coverage for every shift; therefore, the Officer with the least amount of seniority who's regularly scheduled to work on said Holiday will work it if the most senior Officer(s) chooses to have it off.

Section 2- General Procedures

CODE OF CONDUCT

Policy

The RVU Security Department provides a high level of commitment to Students, Faculty, Staff, and visitors in an ethical, lawful, honest, and cooperative manner. To reinforce these concepts, a code of conduct guideline is provided to assist Officers.

All Security Officers must realize that their daily conduct reflects on the reputation of the Security Department. Misconduct or questionable activity by an Officer has a severe impact on the credibility of the Security Department and RVU. All Officers will conduct themselves in an ethical and lawful manner at all times. The following codes of conduct apply to all Security personnel:

- Officers will not lie or withhold any information required by the Security Supervisor or the Manager of Security.
- Officers will not make any verbal or written statements, any portions of which may be false or incomplete.
- Officers will not knowingly omit any information, which properly should be included in any required correspondence, memoranda, or report.
- Officers will not tolerate illegal or unauthorized behavior on the part of fellow Security Officers, nor will they fail to report such behavior to the Security Supervisor or the Manager of Security.
- Officers will not engage in bribery or enter into unlawful or illegal agreements or contracts, nor become involved in collusion with others in these matters.
- Officers will not use illegal drugs or controlled substances illegally.
- Officer will not reveal confidential business matters to anyone outside of the Department.
- Officers will dress in complete, approved uniform at all times when on duty.
- Officers will not exhibit rude or offensive behavior that normally would not be tolerated or encouraged while on duty or present at RVU.

- Officers will not falsify reports of any nature.
- Officers will not talk poorly about other co-workers to include the Supervisor or Manager. This includes judging their working capabilities, slandering, or leadership skills. If you have a problem with a coworker, bring it to the attention of the Security Supervisor or Manager of Security.

Failure to comply by the code of conduct will result in disciplinary action, up to and including termination of employment from RVU.

Standards of Conduct and Safety Rules

The following are job related offenses that can be considered grounds for termination of employment from RVU:

- Leaving your post unattended for any reason.
- Repeatedly being late for your shift.
- Any unexcused absence.
- Drinking alcohol or using illegal drugs on the job or showing up for work under the influence of either.
- Sleeping on the job.
- Not performing the requirements of the RVU Security policies and procedures.
- Not following RVU policies and procedures.
- Not wearing your complete uniform while on duty.
- Any conduct or behavior that may discredit the security department or RVU.
- Consistently not maintaining good personal hygiene.
- Willful or repeated violation of safety regulations.
- Insubordination or refusal to comply with instructions or failure to perform reasonably assigned duties.
- Mistreatment of Students, Faculty, Staff, Health Clinic Staff and patrons, Contractors, fellow Officers, and visitors of the University.

Chain of Command

Issues, concerns, inquiries or confidential matters, not limited just to operations, shall follow the chain of command. Currently the Security Supervisor shall field matters first, followed by the Manager of Security.

For any grievances, disputes, or questions, Officers will address any issues first with the Security Supervisor. If, after a meeting with the Supervisor does not satisfy an Officers inquiry or concern, the Officer may meet with the Manager to resolve any such conflict or concern.

SHIFT REQUIREMENTS

General

Officers will arrive for duty by the scheduled start time in order to allow the officer being relieved to update the incoming Officer as well as depart at the same approximate time. The Security Office serves as the focal point for communication and the control point for the exchange of keys, radios, and phones. When performing patrols, the officer will ensure the Security Office door and service window are locked and must carry the Security cell phone (if outside of business hours), a radio, and keyset at all times. In addition to the general information above, the officer is the public relations representative for the school. The Officer must always be well groomed and conduct oneself in an alert, helpful, courteous and professional manner.

Observation

The RVU Security Department is committed to providing a safe and secure environment for our Students, Faculty, and Staff. Any suspicious persons or behavior should be reported to the Security Supervisor or Director of Security immediately and logged into CAD and/or an Incident report depending on the severity of the occurrence.

PATROL PROCEDURES

Another primary function of a Security Officer is to conduct frequent and thorough internal and external patrols of RVU. During the course of your patrol, you should develop an awareness of Security and safety conditions and report them accordingly. Attention should also be placed on building maintenance issues (water leaks, lights out, etc.). High visibility is very important and is a natural deterrent. High visibility also makes you familiar with Students, Faculty, and Staff and creates a higher sense of awareness and calms the tenants. Officers will conduct a minimum of one (1) interior and one (1) exterior patrol every hour. These can be combined or separate, as long as at least one of each is conducted every hour.

While on patrol, pay close attention to the following areas:

- All doors to the facility, classrooms, labs, theaters, office pods, Health Clinic, and the dock.
- Common areas on all floors such as the hallways, lounges, elevators, and restrooms.
- Parking lots.
- The perimeter of the property.
- Mechanical and electrical rooms
- Stairwells and emergency exits.
- Janitor closets.
- Fire Command Center.
- Standardized Patient area.
- Building entrances.

Common Duties

- Provide assistance and information to Students, Faculty, Staff, visitors, contractors and vendors.
- Remain vigilant and watch for suspicious persons, objects, and activities.
- Answer telephone calls from the Security.
- Respond to emails from both the Security email and your personalized RVU email.
- When answering e-mails, all Officers are required to attach their signature.
- The Security Manager will be CC'd or Bcc'd on all emails generated.
- All Officers must adhere to the University email policy.
- Monitor all safety and security systems.
- Be familiar with the fire enunciator panel and public address system.
- Assist tenants and delivery persons as needed.
- Log and report all equipment malfunctions, safety hazards, etc., and make necessary notifications.
- Enforce the no-smoking policy.
- Conduct patrols of the building. Officers will patrol both the building interior and exterior, including the loading dock, machine and mechanical rooms, including boiler room and Fire Command room, parking areas, stairwells, common areas on all floors, library, and the roof top.
- Inspect and secure all doors after business hours.
- Monitor the parking lots during periods of high traffic and issue vehicle and parking violations as needed.
- Monitor the GeoVision camera system for potential threats, security breaches, and suspicious persons.

COMMON SHIFT DUTIES

Day shift:

- Monitor student and visitor activity while on patrol and on the camera system.
- Conduct interior and exterior patrols (look around, be alert, and listen for unusual noises, strange odors).
- Enforce building safety and security processes and procedures.
- Assist faculty/staff/students as needed.
- Check monitors and e-mails for requests and information.
- Monitor parking lots for violations, reckless driving, and suspicious persons.

Swing shift:

- Monitor student and visitor activity while out patrolling and on the camera system.
- Conduct interior and exterior patrols (look around, be alert, and listen for unusual noises, strange odors).
- Enforce building safety and security processes and procedures.

- Assist Faculty/Staff/Students as needed.
- Check monitors and e-mails for requests and information.
- Monitor parking lots for violations, reckless driving, and suspicious persons.
- Secure required rooms and unoccupied areas (room closures are subject to change).

Grave shift:

- Monitor afterhours access and other activity while out patrolling and on the camera system.
- Conduct interior and exterior patrols (look around, be alert, and listen for unusual noises, strange odors).
- Enforce building safety and security processes and procedures.
- Check monitors and e-mails for requests and information.
- Secure the Anatomy Theater and Library. Also turn off all interior building lighting if it has not turned off automatically. Check all other interior rooms (i.e. bathrooms, lockers) and turn off lights at 0000.
- Unlock the Anatomy Theater and turn on all interior building lighting if it has not turned on automatically at 0700.

Door lock and unlock times, as well as shift times are subject to change. In the case these times change, they will be updated within the Standard Operating Procedures, as well as in the pass on details. The mentioned is merely a list of standard procedures which will always occur during the stated shifts, and can in no way include in its entirety the duties you will come across or will be asked to perform on a daily basis.

Prohibited Activities

The Security office computers are for business and security related use only. Under no circumstances are the computers to be used for internet surfing, watching movies, or other activities not related to security or RVU business. The phones are specific to Security related matters and should only be used for RVU business.

SECURITY AWARENESS LIST

All Security Officers should develop an awareness of security breaches, violations, safety conditions, fire hazards and potential threats. The following items and potential hazards should be monitored and inspected while on patrol:

- 1) **Fires and Fire Alarms-** Report in detail all fires that occur during your shift. Be certain of exact time and the action sequence you took. You must report all false alarms and actual alarm events immediately to the Security Supervisor and the Director of Security.
- 2) **Fire Hazards-** Report accumulations of debris or improperly stored materials.

- 3) **Fire Doors, Exits, and Blocked Lanes-** Report all fire doors, exits, and lanes that are blocked or impede fire safety codes.
- 4) **Sprinkler Heads and Blocked Risers-** Report the location of all sprinkler heads that do not have the minimum 18 inches of clearance, and any risers that are blocked by materials.
- 5) **Fire Extinguisher Check-** Fire extinguishers are checked once a month on the safety audit, however you need to report all extinguishers that are blocked or may have been used or tampered with between audits.
- 6) **Smoking Violations-** As you know, RVU is a smoke and tobacco free campus. Officers will report any persons smoking or evidence of smoking (cigarette butts).
- 7) **Unusual Odors-** Report all odors that appear unusually strong or potentially dangerous.
- 8) **Chemical spills or leaks-** Report all such spills or leaks of chemicals, oils, fluids, and fuels. In the event you discover a chemical spill (Fuel, anti-freeze), immediately notify the Fire Department and wait for their arrival. Do not place dirt or any other medium over it. Notify the Security Supervisor or the Director of Security and complete a detailed Incident report.
- 9) **Thefts and Attempted Thefts-** Report all thefts you discover, observe, or are told about. If you find material hidden that looks like it may be picked up later, report the location, time, and material. If you find windows, doors, cabinets, desk drawers in which obvious attempts were made to force open, contact the Security Supervisor or the Director of Security and complete an Incident Report.
- 10) **Suspicious Activities-** Document all details of activity if you observe suspicious materials, individuals, or vehicles while on patrol.
- 11) **Doors and Offices-** Any unsecured interior or exterior doors/offices found that should be closed and secured and must be reported. Indicate the action you took (closed, locked). Any doors deliberately blocked open is important as this may indicate to Security the future plans of a suspect. Carefully examine locks for paper or plastic material in the strike to prevent the bolt from seating or a wedge of material to prevent a door from closing completely. If offices, doors, and drawers that should be locked are found unlocked, lock them if possible and record the location and time in CAD.
- 12) **Broken Locking Devices-** You must report all broken and malfunctioning locking devices.
- 13) **Maintenance issues-** Maintenance issues are reported on the monthly safety audit to the Director of Facilities and Grounds, however in order to compile that list issues must be reported by officers while observing problems on regular patrols as they become apparent. Report every light out by location. You must report any broken glass, mirrors, switches, walls, signs, leaky faucets or sprinklers, etc.
- 14) **Parking Lot Violations-** Report all improperly parked vehicles, unauthorized parking in reserved areas, speeding and aggressive driving. **See the parking designation map on the following page:**

PARKING MAP PENDING

- 15) **Other Security Hazards-** Report high winds, underbrush along barriers, junk or salvage accumulations, poorly stacked or stored items, icy or slick areas, etc.

- 16) Electrical Hazards-** Report all electrical hazards, including overloaded receptacles, extension cords, switch box covers, fuse and circuit breaker panels that are left open, electrical boxes used as shelves or have items hanging from them.
- 17) Hazardously Stacked Items-** Report material that is stacked in a manner that it is unsafe and may run a risk of toppling over.
- 18) Safety Hazards-** Broken steps, oil or water on floors, employees not wearing prescribed safety equipment, broken pavement/cracked walkways or any other situation that exists in which a person could be injured resulting from trips, slips, falls, etc.
- 19) Safety Complaints-** Report any complaints of unsafe conditions by Students, Faculty, and Staff.
- 20) RVU Rules and Policies-** Report any violations of RVU policy that Security is required to enforce.
- 21) Emergency Shutoff Utility Locations-** Included in the pass-on book are detailed locations of all major utility shutoffs and instructions in the event you must shutoff any of them. All officers must be aware of these locations and directions to shut them off in the event of emergency situations.

POLICIES

Firearms and Drug Policy

Possessing unauthorized firearms, ammunition, explosives, fireworks, and/or other dangerous weapons or instruments resembling them, which may cause fear/alarm in or harass another person within or upon the grounds, buildings, or other facilities of the College or at any College-sponsored or supervised function or event is prohibited.

Any person(s) in violation of this regulation shall be subject to University disciplinary action and/or criminal charges.

Alcohol and Drug Free Policy

RVU is an alcohol and drug free campus, with the exception (alcohol) of special events that are approved by the President, Dean or COO/CFO. As set forth in local, State and Federal laws, and the rules and regulations of the University, the unlawful possession, use or distribution of illicit drugs and alcohol by Students and Employees on campus-controlled property is strictly prohibited. All drug and alcohol laws are vigorously enforced.

Drug Free Policy

Rocky Vista University policy prohibits the sale, manufacture, distribution, use or possession of illegal drugs on the College campus. This policy applies to Faculty, Staff, Students and visitors.

Disciplinary Sanctions for Drug and Alcohol Violations

Through disciplinary procedures, the University will impose sanctions upon students and employees who unlawfully use, possess, sell or distribute drugs or unlawfully use or abuse alcohol on University property, or as part of any University employment or activity. Depending on the circumstances, these sanctions may range from a warning, to a maximum of expulsion or termination of employment.

Students and employees who violate the University's regulations are also subject to referral by the Security Department to the Parker Police for criminal prosecution.

Sexual Harassment Policy

Rocky Vista University will not tolerate sexual harassment, and such behavior will be dealt with swiftly. Consequences will vary depending on the circumstances, but disciplinary action up to and including dismissal may be taken. Normal, non-coercive interaction that is acceptable to both parties is not considered sexual harassment.

Sexual harassment includes, but is not limited to:

- Unwelcome or unwanted sexual advances, including verbal or physical conduct;

- Requests or demands for sexual favors, especially when it is accompanied by an implied or stated promise of preferential treatment or negative consequence;
- Verbal abuse that is sex-oriented or considered unacceptable by another individual, as well as sexually derogatory comments, including sexual remarks, jokes or gestures;
- Engaging in any type of sexually oriented conduct that would unreasonably interfere with another's work or academic program status or performance; and
- Creating a work or academic environment that is intimidating, hostile, or offensive because of unwelcome or unwanted sexually-oriented conversations, suggestions, requests, demands, physical contacts, or attentions.

Employees have the right to speak out against behavior that is inappropriate. Behavior of this nature should be reported to a supervisor or the Human Resources Department immediately. All reports of sexual harassment will be investigated by the Human Resources Department or the Title IX Coordinator.

Sexual Misconduct and Nondiscrimination Policy

Rocky Vista University is committed to the principles of academic and professional excellence and to fostering a positive learning and working environment for its students and employees. Accordingly, the University does not discriminate on the basis of sex in the administration of or in connection with its educational and admission policies, scholarship and loan programs, or employment practices, and it is required by Title IX of the Educational Amendments of 1972 to not discriminate in such a manner.

It is the intent of the University to provide its employees and students with an environment free of sexual discrimination, sexual harassment, and sexual violence, and to respond appropriately to reports of sexual misconduct. The civil and respectful treatment of one another is a foundation of our principles, and the University will not tolerate any form of sexual misconduct. Persons found responsible for sexual misconduct are subject to disciplinary measures, up to and including dismissal or termination, consistent with this Sexual Misconduct Policy and Investigation Procedures and any other applicable disciplinary procedures.

Compliance with this Policy is a term and condition of student enrollment and employment at the University. Questions about this Policy or Title IX can be directed to the Title IX Coordinator. Please refer to *RVU Sexual Misconduct Definitions and Investigation Procedures* for additional information.

Overnight Camping Policy

Overnight stays on University property are expressly prohibited due to personal safety and liability risks. Overnight stays include sleeping, camping, or living in vehicles or other spaces on University grounds (i.e., the parking lots). Individuals found in violation of this policy will be referred to Campus Safety and Security and may be subject to disciplinary action.

Alcohol Policy

It is the responsibility of the University to ensure the safety and wellbeing of all its students and employees. Therefore, it is the policy of Rocky Vista University that events providing alcohol are approved by at least one executive leadership member, and a licensed bartender is commissioned to serve alcoholic beverages during any approved event within the facility.

Events that plan to serve alcohol on University grounds must have the approved and signed forms submitted at least two (2) weeks prior to the planned event, and must provide proof of a certified bartender during the submission process. Failure to provide all of the abovementioned documentation, will result in the cancelation of alcohol being served, at the expense of the host/responsible party for the event.

Licensed bartender must provide a mechanism in place to ensure that no more than two (2) alcoholic beverages will be served per person per event.

Pepper Gel (Oleoresin Capsicum) Policy

This policy refers to the use of pepper gel, pepper spray, OC (Oleoresin Capsicum) by campus safety and security officers for the protection and defense of themselves or others from physical attacks.

Rocky Vista University employs men and women to perform duties as public safety and security officers. These officers are trained and instructed in nonaggressive crisis intervention skills that allow them to avoid or defuse most confrontational situations. Public safety officers are expected to patrol the campus property and respond to potentially unpredictable situations either with or without immediate backup. OC Gel when used properly and with the proper training may enable an officer to protect him/herself or other persons from physical attack. The purpose for utilizing OC Pepper Gel must be limited to the protection or defense for the officers or others who are under immediate physical attack (this includes vicious animals). The following outlines where and when public safety and security officers employed by the university may employ OC Pepper Gel in the performance of their duties.

- OC Pepper Gel may only be used by public safety and security officers who have been trained and certified by a recognized training agency with training arranged and sponsored by Rocky Vista University. Record of such training must be on file and a copy present in the officers' personnel file. Mandatory training must include the following elements:
 - Safety training that places emphasis on other means of self-defense such as verbal contact.
 - Personal safety training that emphasizes risk avoidance and non-violent means of defusing confrontational situations.
 - Instruction that the gel is to be used under limited situations.
 - How to safely deploy the gel.
 - Steps to take once the gel has been deployed.
 - A warning to employees regarding the possible consequences of administering the gel improperly to include disciplinary action, criminal charges or civil charges for liability.

Approval to carry pepper gel is subject to department review and assessment. This review may consider the continued need for this protection, an assessment of personal characteristics of the

employees including good judgement, history of discipline, and history of physical contact and altercations.

- The use of pepper gel is limited to campus property and caution will be taken where others are in attendance.
- OC Pepper Gel will be used only to protect the officer or others from imminent physical harm or foreseeably perceived harm.
- Any officer who is forced to use pepper gel after exhausting all other measures must file a written report of the incident and notify the manager of public safety and security as soon as it is prudent to do so. The manager of public safety and security will conduct a review and give a copy of the report to their administrative supervisor, other campus officials as needed, and to local law enforcement if appropriate.

Rocky Vista University will indemnify from liability the officers who are properly trained and certified, and use Pepper Gel within state guidelines. Questions about this policy should be directed to the Manager of Public Safety or the University's administration.

If you should accidentally take any equipment home with you, immediately return it. The OC Pepper Gel shall not ever be taken home, it is considered equipment and therefore property of the University.

ID Badge and Key Policy

It is the policy of Rocky Vista University to enforce the return of facility keys and replacement RVU issued ID badges. As such, failure to return an RVU issued facility key will result in a charge of \$100 per key. If said key issued is a Master key, the fee will be in the amount to cover re-keying the entire facility. Campus Safety and Security will replace one (1) issued ID badge, however subsequent requests to replace additional RVU ID badges will result in a fee of \$20 each. Individuals found in violation of failing to return a facility key will be referred to the Human Resources Department along with Campus Safety and Security. The unreturned key fee will be deducted from that individual's final paycheck. Replacement ID badges will be referred to the Campus Safety and Security Department and payment will be made through the Finance Department prior to creation of another new ID badge.

Disciplinary Actions

An employee may be subject to discipline for poor performance, whether or not conduct issues are involved. Non-compliance with any University policy or requirement may result in employee discipline. Supervisors are encouraged to informally point out and discuss the conduct that could result in employee discipline with the employees they supervise. However, employee discipline can be imposed without prior verbal warning. All University employees are subject to discipline. For employees who are covered by employment agreements, the provisions of the agreement regarding discipline shall govern.

Disciplinary Penalties

The University may impose various initiatives as employee discipline. Multiple disciplines can be imposed and need not be sequential or progressive. The following are examples of the types of employee discipline that can be imposed:

- Verbal Warning
- Written reprimand or warning
- Suspension from employment for a specific period of time, with or without pay
- Probation with specified conditions for a specific period of time
- Performance Improvement Plan (PIP)
- Involuntary Termination and/or dismissal for cause.

School Closure Policy

When a weather event such as snow, ice or other storm which would make it hard for Students or Staff to make it into RVU, the following policy will take place:

The Security Officer will call the Manager of Security by 0430 hours and inform him of the weather and road conditions near the school. If the Officer is not sure of the conditions near the school, the Officer should call the Department of Transportation or search the internet and listen to the news.

The Manager of Security will contact the RVU – MCOM Dean, and inform him of the weather conditions. The Provost and Security Manager will make a final decision if the school will be closed or if there will be any delays. The Provost will either notify the Security Department to send out a mass e-mail, or he will send out the e-mail himself. Once the Security Officer learns of the decision to delay or cancel school, they are to notify the Manager of Security so he can post it on the news stations.

If the school is closed for the day, the Officer will notify the Director of Facilities, and he will make the decision to call the snow removal company, and they will follow the snow removal policy agreement.

Snow Removal Policy

It is the policy of RVU to provide a safe environment for students, patients, visitors, and employees as they traverse the grounds of the University. It is the intent of this policy that RVU makes its best efforts to provide safe passage to all entrances of the building by clearing sidewalks and parking lots of snow. This policy will provide general guidelines that govern the administration of the snow removal crew when they are on the grounds and how equipment and supplies necessary to the process are administered.

Definitions

Onsite Personnel: The persons primarily responsible for chemical pre-treatment, ice melt placement, applicable snow removal duties. On days when inclement weather is probable:

- Mon-Fri, 5 AM – 6 PM: The Facilities Department will have primary responsibility.
- All other times: The Security Department will have primary responsibility.

Main Entrance Sidewalks: The sidewalks leading from the North and South Main Entrances to the closest available ADA parking spaces. The also includes the South stairs.

Drive Lanes: The lanes used by vehicles and pedestrians to navigate the parking lots, and gains access to the sidewalks.

ADA Parking Spaces: Handicapped spaces that must be kept clear and accessible while the building is open to occupants in accordance with the Americans with Disabilities Act.

Specific Guidelines

Chemical pre-treatment: Chemical pre-treatment of the walkways will be the responsibility of the onsite security personnel. Necessary pre-treatment chemicals will be stocked by RVU. Pre-treatment application will include the steps on the South side of the building, followed by the North and West parking lot sidewalks, then the steps leading to the loading dock. If a snowfall is anticipated the Security and/or Facilities Department in combination will monitor snow reports forecasted and shall pre-treat the specified areas one hour in advance of a forecasted snowfall.

Snow Removal

Depth Guidelines: Snow removal operations will be performed by the current snow removal contractor, in conjunction with guidelines set forth by RVU Facilities. RVU will not be responsible for contacting the snow removal contractor unless they feel that there is a special need. The snow removal contractor will be responsible for monitoring and assigning crews to RVU when snow depths have reached 1" on the walkways, and/or 2" in the parking areas. Onsite Personnel (as specified above), will spread ice melt and shovel when less than 1" of snow has accumulated on the walkway areas.

School Breaks and Closures: The snow removal contractor will be notified of all RVU breaks and closures, at which time all procedures will be performed as necessary. Onsite security personnel will clear the walkways that fit work flow priorities, as listed below.

Extreme Conditions: In the event of extreme weather conditions, necessary snow removal efforts will be determined by the snow removal contractor, and the Director of Facilities and Grounds.

Check-in Policy

Check-in is at the discretion of the Facilities Department.

Work Flow Priority

The order of priority for snow removal is as follows:

1. Sidewalks, walkways and stairs.
2. Employee, Health Clinic, and ADA Parking.
3. All other parking surfaces.

Product Availability and Ordering

RVU's Facilities and Grounds Department will be responsible for ordering and securing pre-treatment chemicals and ice melt and making them available for disbursement by the Facility and Security Departments. If any questions arise, call the Facilities Manager.

PASS-ON DETAILS

The Security Department relies on sharp observation, intuition, dedication, and communication. One of the most important aspects of your duty is communication. At the point of shift change, the Officer you're replacing will most likely have information pertinent to your incoming shift, or the following shift. This is the point when information pertinent to your, or the following shift(s) will be received and will be completed or accommodated in order to facilitate all aspects of RVU operations, events, requests, or requirements. It is your job to see that all requests are completed and or passed on to the relieving Officer in which the operation, event, request, or requirement will take place. Important pass-on information will be current and accessible in the Security pass-on book, which should be reviewed at the start of every shift. Failure to fully relay pass-on information during briefing may result in disciplinary action by the Security Supervisor and the Director of Security.

UNIVERSAL INFORMATION & INSTRUCTIONS

1) Clery Act

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (20 USC § 1092 (f)) is the landmark Federal law, originally known as the Campus Security Act that requires colleges and universities across the United States to disclose information about crime on and around their campuses.

The latest crime report from the Billings Police Department will be posted in the Security Office for access to student, faculty, or staff members who wish to review it.

2) Property Left Overnight in Bldg.

Security will recover any property (computers, clothing, etc.) that is found in the building overnight. Any property will be logged and placed in the property room accordingly.

3) Parking Violation Tickets

All Officers will enforce and issue parking violations. If you see a parking violation, you should issue a ticket and place it under the front driver-side windshield wiper. If the vehicle is a motorcycle or scooter, take the appropriate measures to ensure the ticket will remain on the vehicle, noticeable to the driver. All parking violations are \$25.00, and monies collected go to the Student Government Association (SGA). Student transcripts will be withheld until all fees are paid in full. A warning may replace the \$25.00 fine, however, is at the discretion of the Manager of Security.

4) High Winds

Officers will monitor weather reports for high wind warnings/watches. In the event high winds are present, Security will place signs at all affected entrances instructing patrols to use caution and to close doors behind them in order to reduce damage to the doors, door stops, and the glass.

5) Programming Door Unlocks After Hours

All exterior doors will remain locked at all times, aside from the North and Health Clinic entrances during normal business hours. The only exception is in emergency situations or when prior approval was granted from the Manager of Security. If events or functions are scheduled and no prior approval was granted, persons from the group orchestrating the function are responsible for standing at the doors to access patrons.

6) Fire Command/Public Address System Key

The key to access the fire command center and public access (P.A.) system is located on a chain in the Fire Command Center atop the main fire panel.

7) GeoVision Camera Settings

Officers should be familiar with the camera system and should utilize it and its multiple functions daily; however, no one is to adjust the saved sensitivity settings unless instructed to by the Security Supervisor or the Director of Security.

8) Staff meetings

The Security Department will conduct staff meetings which will take place on a day and time that best suits the department and staffing. Staff meetings will include Officer training on various systems, tactics, procedures, and situational preparedness. The location and times of meetings will be

announced ahead of time. Off duty and part time Officers will be paid for attending the meetings. Overtime will be paid if, by doing so, places the Officer over 12 hours worked that day, or over 40 hours for that week.

9) Security Badges

All Security personnel are issued one (1) individual ID badge, which will grant access into the facility at all doors at any time. Additionally, four (4) picture-less "RVU SECURITY" badges have been created for use for Officer's in training and in certain extenuating circumstances. These badges are not to be lent out or issued to anyone other than Security personnel. When the badges are not in use, they will be placed in the drawer labeled "keys" in the Security Office.

10) Emergency Personnel Dispatched to RVU

If any emergency personnel (ambulance, fire, and police) are dispatched to RVU, you must notify the Security Supervisor and the Manager of Security and complete a report in the ARMS system. The only exception is if Police Officers are in the parking lots conducting their paperwork or routine patrols.

11) Reports Completed by the End of Your Shift

If an incident or accident occurs during your shift, your report must be completed prior to departure of your shift. If completion of your report requires you to stay over your shift end-time, notify the Security Supervisor or the Manager of Security and it will be determined if overtime will be paid in order for you to complete your report. Supervisory sanctions will be administered unless extenuating circumstances apply.

14) Lighting

All interior building lighting is accessible and controllable via a master panel located in the Security Office. Officers will be able to turn building lights on/off throughout the building. Officers will ensure that all lighting is turned on in these designated areas during business hours (excluding Holidays and breaks).

15) Key Control

The Security key ring is to be carried by the on-duty Officer(s) at all times. The Officer must always keep a keyset in their possession and will not loan them out or leave them unattended. Broken or damaged keys will be reported to the Security Supervisor or the Manager of Security and will be logged in your CAD shift report.

The Security Supervisor or his designee is responsible for issuing all keys to employees once they have submitted a key request/approval form from their supervisor or department head. Once we receive a signed and approved form, the requested key(s) will be issued, logged into Key Wizard, and paperwork filed at the earliest convenience.

16) Access Control/Authorization

The purpose of this procedure is to properly control access into RVU after hours in order to maintain a safe and secure facility and provide protection for the building tenants, RVU property, and its assets. Building access is controlled by Security issued ID badges which are programmed to allow set hours of access. ID badges are issued to Students, Faculty, Staff, and certain contractors and allow these individuals to enter the building during specific hours by swiping their ID badge at magnetic card readers located at the exterior doors.

All RVU Students, Faculty, Staff, and Contractors are required to visibly have their RVU identification (ID badge) on their person at all times. In the event an individual loses their RVU ID badge, they must report to the Security Office where the current ID will be disabled and a new ID can be created.

If for any reason the card access system to the building is not working, you must immediately contact the Security Supervisor or the Director of Security and follow instructions.

17) Terminated Employees

No terminated employee may enter the building after business hours and without prior approval from the Human Resources Manager during normal business hours. In the event a former or terminated employee has approval to enter the building, the individual must sign in at the front desk or with Security and must be escorted for the duration of the visit.

18) New Students and Employees

New students will be processed during orientation week each year in late July. This is usually a week long process where all incoming students provide their vehicle, driver license, insurance, and registration information, and in return will receive their personal RVU ID access badge and parking passes. New student photos' will be provided by the Admissions Department during that week. An officer will upload the student photo and create a student profile and ID badge by following the procedures on the RVU – MCOM system. Additionally, an Officer will enter all correlating information into the ARMS system and issue up to two parking passes (stickers) for each registered student vehicle.

New employee processing is similar, however Security will take the new employee photograph using the computer web-camera and create the ID badge, following the same procedures. The Officer will then enter all vehicle, driver license, insurance, and registration information into the ARMS system and issue up to two parking passes (hangers) for each registered employee vehicle. If a new employee requires keys, the Human Resources Department will sign and authorize a key request form for which the Security Supervisor or his designee will issue the key(s).

19) Safety Audit

Security will conduct a thorough safety audit once a month which will be submitted to the Security Supervisor for approval and forwarded to the Director of Facilities. The monthly safety audit will include, but is not limited to building lighting, including normal and emergency lighting, exterior lighting

and exit signs, routine safety items and fire equipment. Each Officer will be assigned a section of the monthly safety audit for completion.

20) Housekeeping

Cleaning and housekeeping are currently performed by a contracted company. The company has several employees who perform various cleaning details at RVU - MCOM, most of which have specifically assigned building access on multiple days. Contracted cleaning personnel are currently not required to check in with security at the start and end of the work shift; however, the Supervisor does, in order to collect their master keyset which is issued in order to perform their duties. This keyset is held by Security, and will be issued and logged in the CAD shift report when checked in and out to the CFM Supervisor on every shift.

It is not Security's job to orchestrate or direct orders to CFM unless an issue becomes apparent or is requested, however, Security will monitor and report any unusual behavior or incidents that occur pertaining to the cleaning crew.

22) BOLO's

A BOLO is any individual whom Security wants to BE ON THE LOOKOUT for. A BOLO is placed on anyone, either affiliated with RVU, or is associated with someone affiliated with RVU in some context, and has committed a crime, violation, may have a mental condition, has made threats, or is suspected of possibly making threats to the University community and its Faculty, Staff and Students. Information included in a BOLO is confidential and will not be shared with anyone outside of Law Enforcement, the RVU President and Dean. All BOLO's created should always include as much information as possible, including physical description, vehicle(s) description, photograph (if available), address, phone numbers, person they're associated with, explanation of behavior/incident, and last place seen.

23) Security Office

Along from being the focal point of Security operations, the Security Office also serves as our break room and locker room. Each Officer will be assigned a locker; it'll be each officer's responsibility to ensure that their personal locker is secured and your belongings accounted for. Additionally, a refrigerator, break table, and supplies are available for your use. You will also be responsible for cleaning up after yourself when eating, as well as before the conclusion of your shift. If supplies are needed, contact the Security Supervisor. Breaks may be taken as needed as long as your primary duties are still being performed, however, as a Security Officer you are on the clock and will postpone your break or lunch if called upon.

SECURITY SYSTEMS & DATABASES

The Security Department operates off of multiple complex database systems that allow Officers to monitor, track records, and record all students, faculty, staff, and visitors 24/7 in order to facilitate Security operations and investigations. These systems require your complete knowledge and familiarity in order to fulfill your job duties.

General Security Database

The general computer used by officers, allows access to all Security files and forms. You will be able to access all important and pertinent information related to Security operations.

Security Email and Access

It is very important that officers log on and review all Security-related emails that have been sent and received since your last shift to update and review events and occurrences while off duty.

The Security email login is **XXXXXXX**, please refer to the active pass-on book for the current password. All Officers also have an individually assigned work email which you will be responsible for maintaining. All Officers are required to elect the "Out of Office" auto-reply function when you are not on duty. You will also be required to check the "Security" email account on a periodic basis throughout your shift, and respond to requests and emails accordingly.

- When answering e-mails all Officers are required to attach their signature.
- The Security Manager will be CC'd or Bcc'd on all emails sent by Security Staff.

Automated Records Management System (ARMS)

The ARMS program is what we use to track all shift reports, vehicle information, and crime reporting among others at RVU. There are two primary functions utilized in ARMS, first is the Computer Aided Dispatch (CAD). This feature logs all officer activity, location, and availability, as well as open calls and time on said calls. The second is Case Management (CM), this feature creates and records all incident reporting and is the primary record keeping software used for the security department and Clery Act reporting. You will be required to become fully proficient with ARMS in order to perform several of your primary functions as a Security Officer at RVU.

As a Security Officer, it is important that you keep an accurate and up to date shift report. We perform this function through the CAD system in ARMS as mentioned above. During business hours, the front desk Security Officer will dispatch you on patrols, calls and incidents and will track your activity. It will be your responsibility to communicate with the dispatcher and update this person with information about your status, location, and actions. You will be responsible for dispatching yourself on patrols, calls, and incidents when our Front Desk Dispatcher Officer is not present. In the event you have a

report issued in connection to a CAD entry, you must complete a full detailed report in CM, which is tied into CAD within the ARMS program. Any CM report assigned to you must be completed prior to the completion of your shift.

Security Camera System

The Security Camera system currently consists of separate, live-action cameras' that allow constant and clear recording at strategic locations. These cameras currently allow Security to monitor, record, and track suspicious or malicious activity. This system actively allows officers to review footage up to a maximum of 30 days from the current date. All Officers will be fully trained and familiar with this system, and will utilize it on a daily basis.

All cameras have an individual IP address and can be viewed at any computer within the RVU network. IP address information however, will not be released to anyone unless authorized by the Director of Security.

Door Access System

The Door Access System system allows Officers to record personal information regarding Students, Faculty, and Staff, and track all badge swipes at entry points, including time and date. This system also allows Officers to schedule door lock and unlock sequences, as well as monitor the status of entry points (magnetic doors). Each Officer will be assigned a personal login and password to this system, which is to be written down for reference by each Officer.

Lockdown

We use the lockdown function for two main scenarios- in the event a school closure and an emergency situation. The Officer on duty will lock down the building by the following:

- Go to the main screen on the Door Access system.
- Select LOCKDOWN in the upper right corner of the main screen.

You must notify the Director of Security any time the building is placed on LOCKDOWN. You must also pass-on this information to the Officer relieving you. The system is to be taken off of LOCKDOWN when the emergency situation has been alleviated, or when the school reopens (if weather related) through the same procedure. Your Security access badge will still work at entry points when the school is in LOCKDOWN.

Door Access System

ID Badge Creation:

- If ID is for an existing Student or Staff member, select FIND USER and select the appropriate person.

- Double check that all the information is correct, and if so select PRINT CARD.
- Click on the TOKENS tab, enter the 5-digit hot stamp number after the card has printed and click APPLY.
- The badge process is now complete, active and ready for use.
- **If ID is for a new Staff or Faculty member, select NEW USER**
- Fill in first and last name, department and access level.
- Select CAPTURE PICTURE.
- Adjust the Microsoft Webcam accordingly, and click CAPTURE.
- If the picture is desirable, click OK.
- The picture will automatically upload to the user profile, fill-in the remaining information and click APPLY.
- Double check that all the information is correct, if so select ACCESS LEVEL PERMISSIONS and assign the appropriate building access and select PRINT CARD.
- Click on the TOKENS tab, enter the 5-digit hot stamp number after the card has printed and click APPLY.
- The badge process is now complete, active and ready for use.

Key Control Program

The Key Control program is specifically for the control and distribution of RVU's complex key inventory. Key's will only be distributed after security receives a signed and approved key request form which can be accessed on the RVU shared drive. All forms must be signed and approved by the appropriate department head or supervisor. Once Security receives a completed, signed and approved form, the Security Supervisor or his designee will process the key request in the program and will issue the requested key from the master key box located in the Security Office. Security currently holds several hundred keys; all door and office keys are located in the locked key box. Security will keep one (1) key at a minimum for each location. In the event that a key is requested and only one key remains in the master key box, the Security Supervisor, Manager of Security, or Facilities personnel will cut an additional key. The abovementioned personnel are the only ones permitted to cut and create additional keys with the proper completed and signed key request.

AmCheck

The AmCheck website allows all Officers to track and view their paychecks, tax, and insurance information. Each officer will create their own individualized personal login and password through Human Resources upon hire.

Time Clock

All Officers are required to clock in and out on the time-clock system available on the main Security computer. Each Officer will be provided with a personalized login and password to access the system. It is your responsibility to clock yourself at the scheduled shift start and end times. Disciplinary action will be administered if:

- You are late more than 2 times a month without a valid approved excuse.
- If someone other than you clock in or out for you.
- If you are in anyway abusing the Time Clock system to include clocking in from a cellular phone.

Additionally, you can track your accrued vacation, personal, floating and sick time, and submit time off requests in this system.

Section 3- Safety Protocol

GENERAL

The RVU - MCOM Security Department is committed to providing all Students, Faculty, and Staff with a safe learning and working environment, and taking all necessary measures to prevent injuries. Almost all workplace injuries are preventable. As a RVU Security Officer, it is your responsibility to follow and enforce safety rules and guidelines, identify safety hazards, report unsafe acts, and assist in minimizing safety hazards. The following section will help provide you with critical information regarding injury prevention and safety tips.

RVU Security Safety Guidelines

- Follow the Standard Operating Procedures and “pass-on” requirements.
- Report any unsafe acts or conditions to the Security Supervisor and the Director of Security.
- No horseplay or unprofessional behavior.
- Maintain a clean and obstruction-free work area.
- Use the Security issued Stinger flashlights at all times, especially after dark in order to clearly see and investigate issues and objects.
- Avoid or use extreme caution when traversing dangerous areas or walking surfaces (wet, icy, snowy, construction areas, etc.).
- Be aware of your surroundings and potential hazards such as moving vehicles and landscape, maintenance, or housekeeping equipment.
- If you observe suspicious activity, notify other Security personnel on duty, the Security Supervisor, Director of Security, or the Police prior to further investigation.
- When confronting a suspicious party, do so from a safe distance after you have followed the previous step.
- Use caution when patrolling in poorly lit areas and approach corners from a wide angle and utilize your flashlight.

- Ensure that all communication devices are in proper operation (security cellular phone, radio) and carry them at all times as previously instructed.
- Do not perform tasks that are unrelated or not required as outlined in the Standard Operating Procedures (changing tires, operating heavy equipment, giving rides, handling chemicals, etc.).

Prohibited Items

The RVU Student Handbook disallows the following items within the facility due to existing RVU policy, fire safety laws, as well as federal, state and local laws. Possession of any of the following items may result in seizure and/or destruction of the items by an RVU representative and may result in student conduct action:

- Alcoholic beverages and containers- without approval from the Dean or designee.
- Narcotics, drugs and drug-related items.
- Firearms, weapons, ammunition and related paraphernalia, BB guns and air guns.
- Explosive materials.
- Realistic replicas of firearms or other weapons.
- Gasoline, kerosene and other fuels.
- Firecrackers and fireworks.
- Combustible decorations.
- Candles, lanterns, incense, etc. (No open flames).
- Chemicals of any kind.
- Additional furniture (without prior approval of the Director or Facilities).
- Cooking equipment (i.e., grills, toaster ovens, hot pots, hot plates, fry pans, etc.).
- Immersion heaters.
- Pets (including fish and reptiles).
- Items that may affect the safety or security of the University.

SAFETY HAZARDS

As a Security Officer, you should always be on the watch for any and all types of possible safety hazards. Reporting hazards is another important part of your job. Safety hazards include but are not limited to, stairwells and fire exits that could impede traffic; construction materials which may cause trips if not fastened securely or put away; spills of any sort including water, oils, or chemicals that may cause slips; burned out lights that may hinder vision; any other instance which you may deem hazardous and unsafe.

Elevator Safety

Never enter the elevator pit at the bottom of the elevator shaft. *Otis Elevator Services* maintains RVU's passenger and freight elevators. If the event an elevator technician should need to service an elevator, notify the Security Supervisor or the Director of Security and create a report in ARMS.

Construction Safety

All Security Officers are required to wear hard helmets in and around any RVU construction zones. Construction areas are notorious for safety hazards and require special attention. Be aware of scaffolding, power tools, electrical wiring, nails and other obstacles that may cause a slip, trip, or other accident.

Chemical Safety

If you observe a chemical spill or noxious fumes, immediately report the spill to the Security Supervisor or the Director of Security and notify South Metro Fire Rescue. As mentioned previously, do not attempt to cleanup, handle, or dispose of hazardous materials. If you do come into contact with or experience any ill effects associated with chemical hazards, follow the steps for Officer Injury. For more information on handling hazardous materials, see Emergency Procedures in section 5.

OFFICER INJURY

If you suffer an injury while on duty

Call 911 immediately if you believe there is a need, and notify the Security Supervisor and the Manager of Security. Otherwise, in the event you sustain an injury while at work, the University will provide all reasonable and necessary medical care related to the injury. You must notify your Supervisor and Human Resources within four days of the injury. Do not go to the doctor without a claim number from Human Resources.

Please keep in mind that RVU should be notified within 4 days of an accident if you are injured on the job. Regardless of the injury you must notify your Supervisor as soon as possible.

INJURY PREVENTION

Slips and falls can occur anytime of the year; wet and icy conditions of the winter season can create increased hazards in the workplace. According to the Occupational Safety and Health Administration (OSHA), there are an estimated 300,000 disabling slip and fall injuries each year in the American workplace, resulting in 1,400 worker deaths. The following policies and behaviors can significantly reduce the chances of injury to yourself or others.

Prevention

- Keep floors and working surfaces dry.
- Wear slip-resistant, well fitted footwear.

- Apply ice melt on wet or slick entrances/walkways to prevent ice build-up and potential for slips and falls.
- Insure proper placement of non-skid strips, floor mats, and “Caution Wet Floor” signs in slippery or wet areas.
- Keep floors and areas free from obstructions.
- Insure that there is proper lighting, especially in areas that go from light to dark or dark to light.

Behaviors

- Wear proper boots when needed.
- Clean boots thoroughly when entering the building.
- Do not run or change direction quickly.
- Traverse cleared shoveled walkways.
- When walking on ice and snow, take short and slow strides.
- Never stand on chairs, tables, desks, etc.
- Avoid carrying oversized objects that obstruct your vision.
- Do not wear sunglasses in low-light areas.
- Always use handrails.

Policies

- Identify potential slip and fall hazards. Give special attention to walking surfaces, lighting, ladders, stairways and exits. Notify the Security Supervisor, the Manager of Security, or Facilities Management of hazards and document deficiencies immediately.
- Report all slips, trips, and falls, with or without injury. Follow the instructions of ‘Officer Injury’ and implement corrective measures.
- If you observe or receive a report of a slip, trip, or fall immediately notify the Security Supervisor or the Director of Security and follow-up with an investigation and report in ARMS.
-

Heat and Cold Injuries

As stated, one of your primary duties is to perform patrols of RVU. These patrols can and will take place inside and outside the building, and throughout the hot summer days and cold winter nights. Heat and cold related injuries are serious and the following precautions should be taken:

Heat Related Injury Prevention

- Wear sunscreen and sunglasses when spending a portion of your shift outside during hours of peak solar radiation.
- Stay in the shade as much as possible to avoid receiving a sunburn or sun-stroke.

- Avoid surfaces with a high albedo (highly reflective surfaces) such as water, snow, light-colored materials.
- Keep the air conditioning on or the windows rolled down if you are driving.
- Drink plenty of water to remain hydrated.
- Do not overexert or overheat yourself.

Cold Related Injury Prevention

- Dress in layers covering exposed skin.
- Wear slip-resistant and insulated footwear.
- Wear sunscreen and sunglasses when spending a portion of your shift outside during hours of peak solar radiation.
- Use deicer on common walkways.
- Beware of icicles or snow buildup and avoid walking in those areas.
- Do not touch metal with your bare hands in freezing conditions.
- Use handrails at all times.

As mentioned under “Appearance,” only approved attire is to be worn while on duty. If you choose to wear hats or stalking caps, they must be approved by the Director of Security and have the word ‘SECURITY’ embroidered on it.

Injury Investigation

Slip, trip, and fall investigation and accident prevention are extremely important. Through the information obtained from your investigation and use of a checklist, we can set preventative procedures, and improve our approach to safety and increase safety awareness, all of which are important aspects of prevention.

The purpose of your investigation is not to place blame, but to determine both the cause of the accident or near accident, and any changes necessary to prevent a similar occurrence. Accident investigation also will assist security in determining the facts useful for RVU, serve to publicize hazards and comply with policies and regulatory requirements.

A thorough investigation should yield at least the following information:

- Part of the body injured and the type of injury sustained (fracture, bumps, or burn).
- Type of accident (slip, trip, or fall).
- Condition or act that caused the accident to occur (talking or texting, obstructed view, slippery surface).
- Additional factors that contributed to the accident (insufficient training, failed to use handrails).

Officers should be able to carry out the investigation in an impartial manner. The following guidelines are advised to aid you in your investigation and should result in a successful outcome of the investigation:

- Take photos of the victim and the scene.
- Initiate your investigation of the accident immediately after the injured person has been treated, before the scene can be altered and important evidence may be altered or destroyed.
- If possible, discuss the accident with the injured person after first aid or medical treatment has been administered.
- Talk with witnesses and those familiar with conditions immediately before and after the accident, preferably away from the distractions of the immediate area.
- Probe for small details that might yield clues as to what caused the accident. Allow witnesses to describe events in their own words.
- Reconstruct the events leading up to the accident from clues and eyewitnesses account.
- Determine the most probable cause of the accident.
- Write a detailed and accurate accident report.
- DO NOT accept responsibility for the accident on behalf of RVU.
- If an unsafe condition is discovered during the investigation, correct it if possible.

CPR and AED Certification

Each and every Officer must be certified in Cardiopulmonary Resuscitation (CPR) and automated external defibrillator (AED) operation within six (6) months of employment with RVU. RVU has two AED's available in the event of a cardiac emergency, one on each floor located by the main stairs. In the event an individual experiences a cardiac emergency or becomes unconscious, it is your responsibility to follow all emergency procedures specific to the event including assisting emergency personnel, up to and including performing CPR and or AED procedures.

First Aid Station

The Security Department has a first aid station, which is mounted on a wall within the Security Office. In addition, Security has additional first aid and safety items including CPR resuscitators and Latex gloves. These items are to be utilized, and distributed out, by Security upon an injury or emergency. The first aid station should remain stocked at all times. In the event first aid items in the cabinet are getting low, notify the Security Supervisor or the Director of Security. The building also has two emergency eye wash stations, and several blood borne pathogen kits located throughout the facility.

FIRE INFORMATION

The best way to fight a fire is through prevention. During patrols, be alert for fire hazards and create an information or incident report if you discover a hazard. Familiarize yourself with the emergency preparedness plan requirements in reacting to a fire; it's too late to learn this once a fire has already started. In order to protect RVU and the Students, Faculty, and Staff, you have to be able to recognize fire hazards. You have to know what conditions can start a fire and what to do about these conditions if you find them. You also need to know which steps to take if fire breaks out when you are duty.

Prevention

The best time to stop a fire is before it starts. It is much better to recognize a fire hazard and remove it, than it is to put the fire out after it has started. Before you can recognize fire hazards, all officers need to know something about fire and what conditions need to be present for a fire to start. Basically, three things are necessary:

1. There must be a fuel source.
2. The fuel source must be heated to its kindling point.
3. There must be sufficient Oxygen.

Classes of Fire

Fire Fighters separate fires into four distinct groups. These groups are called "classes" of fires. Materials are placed into different classes according to how they burn. It is very important that all officers know the classes of fires, so each of you will be able to select the proper method for extinguishing each type of fire.

- CLASS "A" FIRES- Class "A" fires are fires which you are most familiar with. These are fires which leave ash, and can usually consist of wood, cloth, paper, leaf matter, and rubbish. The best way to put out a Class "A" fire is to use water. Water helps to remove two of the three ingredients necessary for a Class "A" fire. Water cools the burning material down below the temperature where it will burn, and coats the material, which smothers the supply of Oxygen.
- CLASS "B" FIRES- These are fires involving highly flammable liquids, such as gasoline, oil, paint thinner, and naphtha. The starter fluid used on an outdoor barbecue is an example of a flammable liquid. These materials will usually burn at fairly low temperatures. The best way to put these fires out is to remove the oxygen supply. This is usually done with a fire extinguisher.
- CLASS "C" FIRES- These are fires involving electrical equipment. Electrical fires can be very dangerous because you can receive a serious electrical shock if you try to put the fire out in the wrong manner. You must use an extinguisher that does not conduct electricity in order to put these fires out unless the electricity to the burning material has been turned off. You might find

a CLASS “C” fire in a fuse box or an electric motor. These fires should be put out with a dry chemical, liquid gas, or carbon tetrachloride fire extinguisher. Which are available at all fire extinguisher locations at RVU, DO NOT use a water extinguisher. The electricity can follow the stream of water back to you, giving you a serious, if not fatal shock.

- CLASS “D” FIRES- These are fires involving flammable metals. These fires must be put out with dry chemical fire extinguishers, which have been filled with special chemicals. These extinguishers help to keep oxygen away from the burning materials. Many different kinds of metal will burn if they get hot enough.

Fire Alarm

RVU is equipped with a state of the art fire alarm system which includes the fire sprinklers, emergency strobes, fire doors, as well as an overhead public announcement that instructs patrons to evacuate the building. Additional fire alarm instructions can be found in section 5.

Section 4- Reports

REPORT WRITING

As mentioned, one of the most important duties of a Security Officer is your report writing. Aside from creating and maintaining your CAD shift reports, you will also be creating Information, Incident, Offense, and Accident reports.

Establishing a Permanent Record of the Event

When a major incident occurs, it usually involves damage or loss of property or injury to a person. A report aids in the investigation and becomes a very important tool in determining a settlement or resolution; hence it must be accurate, pertinent, clearly written, factual, and constructed in a timely manner.

Follow these four steps to writing any type of report

1. Gather and evaluate the facts. Review any notes you may have taken regarding time, place, names of witnesses or victims, and other basic facts. When appropriate Review descriptions of vehicles and individuals to ensure their accuracy. If you cannot answer the basic questions of who, what, where, when, why, and how, gather the facts necessary to do so.
2. Organize your thoughts. Draft a brief outline starting with the very first involvement and follow the events as they occurred. Use short sentences that will flow together. Review the outline to make sure no facts have been left out.
3. Write the report. By following the outline you created in step two, you will be able to keep your facts in order and ensure the details are accurate and spell-check your work. Remember your

report could be used to substantiate an insurance claim or as evidence in a trial. Use proper grammar and avoid slang or unfamiliar terms.

4. If you quote what someone said in your report, make sure you place quotation marks around it (Jack stated "I reached for Mr. Daniel's and he fell to the floor").
5. Review it. Read it carefully and have someone else look over it, whether it is a fellow officer or your supervisor.

Information Reports

An information report will be created to provide Facilities personnel with maintenance information pertinent to fix small problems which need attention before they become major. Information reports will also be submitted in the monthly safety audit to the appropriate personnel.

Incident Reports

Incident reports will be created for instances above minor maintenance issues and will include situations where events directly impact RVU personnel, property, or its assets, and will also include crimes, attempted crimes, arrests, alcohol and drug violations, including the Clery Act, or any situation in which public service personnel are dispatched to the property.

Offense Reports

Offense reports will be created for incidents where individuals are attacked, abused, or personally threatened. These reports are not limited to instances where any person associated with RVU may suspect their personal safety is in jeopardy from outside sources including spouses, friends, families, acquaintances, and or anyone else. Situations where events directly impact RVU personnel, property, or its assets, and pertain to crimes, attempted crimes, arrests, alcohol and drug violations, including the Clery Act, or any situation in which public service personnel are dispatched to the property can also be classified as an offense.

Accident Reports

An accident report will be created when any type of bodily injury occurs regardless if it results from an automotive incident or a slip and fall. Situations where accidental events directly impact RVU personnel, property, or its assets, and may also include crimes, attempted crimes, arrests, alcohol and drug violations, involve the Clery Act, or any situation in which public service personnel are dispatched to the property may also be classified as an accident and will include:

- Slips, trips, falls, and safety failures which cause injury
- Vehicular collisions or accidents
- Equipment malfunctions
- Chemical and toxic substance burns or injuries

Sexual Assault and Domestic Violence Reporting

Any report of sexual misconduct to a student or staff member should be reported to the Security Department, Office of Student Affairs, Human Resources or the Title IX Coordinator. All reports of sexual assault and domestic violence must be investigated by the University. If we receive a report of sexual assault or domestic violence, you are to ensure the following steps are taken:

- Take the victim to a neutral location; always have another Officer with you if available.
- If the victim requests a female be present and an officer is not applicable, contact a Human Resources representative or the Title IX Coordinator.
- Advise the victim of confidentiality rights- RVU will protect the identity of any victim of domestic violence, sexual assault and stalking.
- Be careful of what you ask and say, be extremely neutral, sensitive and do not judge the victim.
- Take an initial report- include the victim's name, offender's name (if known), clothing, race, physical description, approximate age, tattoos, direction they went, weapons, voice, anything that may aid law enforcement in apprehending a suspect or that will assist in the ensuing investigation. DO NOT ask for specific details of the assault unless the victim willingly releases that information.
- Assist the victim with contacting Police (if they desire) and stay with them until Police arrive. The police will provide a victim's advocate if requested.
- Provide the victim with a copy of victims' rights, available resources, and instructions for obtaining restraining orders.
- Encourage the victim to follow the University's applicable investigation procedure by submitting a request for investigation. The University's investigation process will be promptly completed, ordinarily within 30 days of the University's first receiving the notice of the request for investigation.
- Speak with responding law enforcement and or victim advocate officer to obtain steps to follow-up with the investigation (if applicable).
- If the victim refuses police contact, encourage them to seek medical attention for pregnancy/STD's/counseling services.
- Notify the Director of Security, Security Supervisor, and the Title IX coordinator as soon as possible.
- Create a thorough case report in ARMS.

Advise the victim to not wash, shower, change clothes, smoke or clean sheets in order to preserve evidence. If they do not want to seek forensic evidence collection, health care providers can still treat them for pregnancy or STD's. Instruct them to save other evidence such as emails, texts, social network feeds, pictures, logs or other copies of documents if they have any that would be useful to the RVU or police investigation. This is useful in case the victim doesn't initially want to press charges, but may change their mind at a later time. It is the victim's right to file a report or not and the victim has the right to decline Police involvement.

Security has the following resources on hand and will provide the following:

- On and off campus resources for treatment, counseling, assistance programs, Sheriff's Offices and County courts.
- Information on how to receive Emergency Protection Orders.
- Explanation of Victims, Complainants, and Confidentiality Rights.
- Request for investigation form for sexual harassment, sexual violence, and or discrimination.
- Assistance in procuring any additional documentation as required during said process.

All reports, regardless of title, will be created in ARMS Case Management feature. Using the directions stated above regarding the report writing strategy, Officers must complete all fields in both the FACE and NARRATIVE pages. Officers will include the WHAT, WHEN, WHERE, WHY, and HOW in every report, regardless of its magnitude along with the following information to include:

- Report title and status
- Related agency and number
- Times and dates the incident occurred from
- Initial detail and report synopsis
- Reporting officer
- Inclusion of items in report (to be checked)
- Classification
- Dollar value (if a theft occurred)
- Involved parties, including all available information
- Disposition and dispatch information
- Complete narrative, proof read and spell checked

Section 5- Emergency Procedures

PROTOCOLS

In the event an emergency situation occurs, **dial 911** immediately and give the dispatcher as much information regarding the emergency as possible. This should include:

- The name and address of the University.
- Your name and position.
- The type and extent of the emergency, this includes how many individuals are impacted if known.
- The state or condition the victim(s) is in (is the victim conscious).
- Existing medical conditions of the victim(s) if known.

- Instructions for emergency responders to most easily and swiftly enter the building and reach the victim(s).
- Any additional information the dispatcher may ask for.

Alertus Emergency Notification System/RAVE

The RVU Security Department utilizes two early emergency notification systems that send an electronic warning message to all RVU Students, Faculty, and Staff that are connected to the RVU network either while on site, or through SMS cell phone messaging.

Alertus notifications are sent through our desktop computer systems, and contain pre-programmed notifications. It is capable of alerting the RVU community of early warnings to anyone connected to the RVU network, including on the student monitors. RAVE alerts can be sent from our desktop computers, as well as any mobile device with the downloaded app and authorization. The RAVE system contains the same pre-programmed notifications, and is integrated through the Alertus system.

It is your responsibility to know the login and password information and to familiarize yourself with both the Alertus and RAVE emergency notification systems. The following are the current pre-programmed events:

- Active Shooter
- All-Clear
- Bomb Threat
- Evacuation
- Gas Leak
- General Alert
- Hazmat Alert
- Intruder Lockdown
- RVU Fire Drill
- Severe Weather
- System Test
- Tornado Watch and Warning
- Unsafe Drinking Water

In the event of severe weather in the area, it is your responsibility to monitor weather reports and to post an early notification warning if the weather service announces severe weather for this area. This includes severe thunderstorm warnings, tornado watches and warnings.

Alertus Beacons

We currently have multiple Alertus emergency beacons mounted on the walls throughout the building that activate any time Security initiates an emergency alert through Alertus. These beacons will

announce the alert as well as light up and sound to notify the building occupants of the specific emergency.

Panic Buttons

We also have panic buttons placed throughout the building in the event Faculty or Staff encounters an emergency situation. These panic buttons will activate all Security controlled desktop computers, and will specify the location of the activation as well as who activated it. Security should act and respond accordingly to the specific emergency listed within this section.

Individual panic button activation capabilities have been incorporated by IS Staff on all Faculty and Staff computers. If the button is hit an alert will pop up on the Security Computers at the front desk and in the Office. The name of the Person and location will be shown. These are to be investigated immediately. If the alert was hit by accident log it in to your daily active on ARMS. If it is a true alert, follow protocols for the issue and a report will be needed.

EMERGENCIES

The following numbers are not to be given out to anyone other than authorized representatives of RVU. All calls will be limited to the Security Supervisor and the Manager of Security unless absolutely necessary. Important notification numbers follow:

RVU - MCOM Manager of Security, TBD

RVU - MCOM Security Supervisor, TBD

RVU- MCOM Director of Facilities and Grounds, TBD

In the case of any emergency, a detailed incident report must be completed. Insure your report is thorough and includes all details and pertinent information. The Manager of Security must be notified whenever any of the following occur:

- Bomb threat
- Fire and fire alarm
- Explosion
- Theft, loss, and vandalism
- Severe injury to anyone in the building
- Riots, demonstrations, and civil disturbances
- Natural disasters
- Fights, assault, or battery directed against or between any persons located on the property
- Incidents involving media attention

- Elevator entrapment

The above list is by no means all-inclusive of every possible situation that would warrant a call to the Manager of Security or Security Supervisor. If you believe that circumstances will cause immediate danger or property damage, contact the Manager of Security immediately. If circumstances do not constitute immediate danger or property damage, complete a report in the ARMS system, record the event in your CAD report, and pass the information on to the relieving Officer.

The Director of Facilities and Grounds must be notified whenever any of the following occur:

- Building system failure (Power, HVAC, water loss, etc.)
- Elevator entrapment
- Major building maintenance problems (water leaks, open electrical wires, broken windows, etc.)

EMERGENCY INJECTIONS

While we do not experience a large amount of emergency situations at RVU, we must remain vigilant and well prepared in the event one arises. The following circumstances are deemed absolute emergency situations which present the greatest threat to loss of life. Included are the steps you should take in handling each situation. Remember, the steps provided are based on strategy meaning in a perfect situation, we would be able to perform each step one by one without distress. Each situation will almost always vary however, depending on the circumstances, resources available, building occupancy, and number of officers present to assist at the time. You must know the steps to take in each emergency situation, and do your absolute best to perform each and every step while taking your, and the buildings occupants safety, into consideration.

Active Shooter

In the event of an active shooter, take the following steps:

- **Call 911.**
- **Post an Alertus/RAVE Emergency Notification message (can be done on Security Cell phone).**
- **Place RVU on lockdown.**
- **If possible, meet responding law enforcement to establish communications and Intel.**
- **Provide law enforcement all available resources (keys, radios, camera access, floor plans, etc.).**
- **Follow all directions given by law enforcement.**
- **If unable to meet law enforcement, get out of their way and let them complete their objective.**
- **Do not approach officers, make sudden movements or hold/wave objects in your hands.**
- **If necessary, run, hide, and fight.**

- After threat is removed, follow all directions of law enforcement up to and including aiding the wounded.
- Contact the Manager of Security as early as possible during the incident.
- If able to at any time during the incident, make a P.A. announcement stating the suspect(s) description and location.
- Announce an 'All Clear' once given by law enforcement and continue to assist in any way.
- Complete a detailed incident report before the end of shift.

Fire

In the event of a fire, take the following steps:

- If alarm hasn't activated, call 911.
- Activate the pull station located in the FCC.
- Proceed to the fire control panel and locate the alarm and alarm type.
- Prop open the outer FCC door to allow access for fire crews.
- Contact the Manager of Security.
- Lock off both elevators
- Direct Fire Rescue to the FCC.
- Work with Safety Stewards (if applicable) to ensure everyone reaches the safe area, including handicapped or disabled persons.
- Cooperate and assist Fire Rescue personnel as directed.
- Give an 'All Clear' once cleared by Fire Rescue personnel.
- Obtain a report or "run" number from Fire Rescue personnel.
- Complete a detailed incident report.
- Do not silence or reset the fire alarm system unless directed to by Fire Rescue personnel.

Bomb Threat

A bomb can be constructed to look like almost anything and can be placed or delivered in any number of ways. Fortunately, the vast majority of bomb threats are just that, threats. Bomb threats can be received in a variety of ways. The majority of threats are received at the facility where the threat is directed. Occasionally, these calls are through a third party. Sometimes a threat is communicated in writing or by a recording.

At no time should any threat be regarded as a false report. Every effort must be made to obtain detailed information from a bomb threat caller. When you are the person receiving the call, remember these helpful hints and immediately refer to the Bomb Threat Checklist. Once you are notified of a bomb threat and the caller has ended the call, take the following actions:

- Post an Alertus Emergency Notification.

- If received via phone call, keep the caller on the line as long as possible.
- Acquire as much information from the caller as possible.
- Fill out the bomb threat checklist.
- Listen for indicators of gender, speech impediments, background noise.
- Once the call ends, do not use radio or cell phones. Use a land line to immediately call 911.
- Notify the Manager of Security and follow any additional directions.
- Meet law enforcement personnel and provide them with the completed bomb threat checklist.
- Assist and follow all directions from law enforcement personnel.
- Announce an 'All Clear' once given by law enforcement.
- Complete a detailed incident report prior to the end of your shift.

If the Manager of Security and or emergency personnel determine that it is necessary to evacuate the building, assist emergency personnel as needed. **NOTE:** If any unusual bags or boxes are found, do not attempt to handle them. Report these items to emergency and law enforcement personnel.

BOMB THREAT CHECKLIST

Time: _____ Date: _____ Caller's phone number: _____

Ask these questions:

1. When is the bomb going to detonate?
2. Where is the bomb right now?
3. What does the bomb look like?
4. What is the bomb made of?
5. What mechanism will detonate the bomb?
6. Did you place the bomb?
7. Why did you do this?
8. What is your name and address?

Exact wording of the threat: _____

Threat Language:

___ Well-spoken ___ Incoherent ___ Foul ___ Taped ___ Irrational

Caller's Voice:

___ Calm	___ Slurred	___ Ragged	___ Cracking Voice
___ Angry	___ Crying	___ Clearing Throat	___ Loud
___ Excited	___ Laughter	___ Deep breathing	___ Accent
___ Slow	___ Distinct	___ Stutter	___ Disguised
___ Rapid	___ Normal	___ Lisp	___ Deep
___ Soft	___ Familiar	___ Raspy	___ Nasal

Background Noises:

___ PA System	___ Cafe/bar	___ Local	___ Office Machinery
___ Street Noises	___ Static	___ Motor	___ Animal Noises
___ Clear	___ House Noises	___ Factory Machines	___ Booth
___ Music	___ Voices	___ Long Distance	___ Other _____

Time Call Ended _____ Length of Call _____

Remarks:

Tornado

Montana can experience several severe weather conditions annually which can be attributed our unique geographic phenomena, most notably, the positioning of the front range of the Rocky Mountains. In winter months, particular conditions often can force Southeasterly low pressure systems up and over the Front Range, causing storms to condense and deposit large amounts of snow if conditions persist. In the spring and summer months, daily warming radiates stored heat by convectional heating which can form severe and often unpredictable violent afternoon storms. These storms can and will often produce heavy rains, hail, and tornados.

Tornado alley, located along the vertical stretch of the mid-west, is where 75 % of the world's tornados occur in the spring months due to warm Gulf air colliding with cold Arctic air. Montana lies on the Northern boundary of this region and could be subjected to several tornados each season.

Watch

This is the first alerting message from the weather bureau to a potentially threatened area. Watches specify the areas and establish a period of time during which the tornado possibilities are expected to be generally high.

Warning

This is issued when a tornado has been sighted in the area or is indicated by Doppler radar. A warning gives the location of the tornado at the time of detection, the area it is expected to move into and the time period during which it will move through the warned area. When a tornado warning is issued, persons in the path of the tornado should take immediate safety precautions, such as those listed below.

If you become aware that there is a tornado watch or warning for our area, you must contact the Manager of Security or Security Supervisor as soon as time permits. If you personally spot a funnel cloud, you must see that as many of the safety precautions listed below are carried out as possible:

- **Post an Alertus Emergency message.**
- **Make a P.A. announcement.**
- **Direct all occupants to the safe area.**
- **Take shelter.**
- **Notify the Manager of Security.**

- Call 911 (if necessary- Tornado strikes bldg.).
- Shut off utilities (if necessary).
- Assist emergency responders and any injured.
- Follow directions of emergency personnel.
- Give an 'All Clear' once stated so by authorities.
- Obtain a run number.
- Create a detailed incident report prior to departing your shift.

Nuclear or Biological Airborne Release

In the event a nuclear or biological agent is suspected or known to have been released in the area, take the following steps:

- **Activate Alertus.**
- **Call 911.**
- **Shut off HVAC system.**
- **Make a P.A. announcement.**
- **Prevent patrons from leaving RVU if possible.**
- **Contact Directors of Security and Facilities.**
- **Assist or follow directions of Emergency responders/Manager of Security.**
- **Contact the City Emergency Management if necessary (pathogenic specifics). Check the building and its occupants.**
- **Give the 'All Clear' once stated so by proper authorities.**
- **Create a detailed report prior to departing your shift.**

Containment

If an agent is released, impacted or potentially impacted individuals should move from the immediate area to an adjacent control area. Minimize activities until appropriate response personnel arrive on site. If necessary, move any affected individuals into the nearest restroom on that floor. The Fire Department should provide you with a local control area or additional instructions.

Unaffected individuals should be evacuated to a safer location provided by the Fire Department. Isolate impacted areas by shutting doors during your exit. Do not allow any unprotected personnel into the impacted area.

Building Evacuation

- **Announce evacuation via P.A. System or Alertus.**
- **Call the proper authorities resulting from the evacuation (Police, Fire, Xcel, etc.).**
- **Notify the Manager of Security of the evacuation order.**

- Follow additional instructions from the Manager of Security and emergency response personnel.
- Provide a list of any handicapped or disabled persons and the location of their refuge.
- Monitor the evacuation of the building. Ensure that all occupants keep moving in a safe and orderly fashion through the lobby/exits and out of the building to the designated safe area.
- Prevent individuals or groups from congregating in the lobby area, entrances, or exits.
- Take positive action to prevent or stop individuals from running, pushing, shoving, or otherwise causing a problem or disturbance during the evacuation procedure.
- Reassure all personnel that everything is under control and to proceed to the designated safe area.
- Remain at your post until instructed by the Director of Security or emergency response personnel.
- Give an 'All Clear' once ordered by emergency response personnel.
- Complete a detailed incident report prior to the end of your shift.

Evacuation of Handicapped Persons

Mobility –impaired persons should be provided assistance. Whenever it is safe to do so, security will assist them out of the building. If it is not safe to get them out of the building, security will assist them into a stair well and have them wait there for the fire department crews to assist them out of the building.

Medical Emergency

In the event there is a medical emergency, take the following steps:

- Call 911.
- Check/clear the scene.
- Perform CPR (if necessary).
- Prop open main entry (if necessary).
- Lock off elevators at first floor (if necessary).
- Provide as much information about the injured to emergency responders.
- Follow directions of emergency responders.
- Contact the Manager of Security.
- Obtain a run number.
- Complete a detailed report prior to departing your shift.

The following circumstances are less severe than the abovementioned, yet remain significant emergency situations that could occur at RVU - MCOM and we must remain attentive and well prepared in the event one arises. The following circumstances are still deemed emergency situations; however, do not immediately present a threat to loss of life. Included are the steps you should take in handling each situation. Remember, the steps provided are based on strategy meaning in a perfect situation, we would be able to perform each step one by one without distress. Each situation will almost always vary however, depending on the circumstances, resources available, building occupancy, and number of officers present to assist at the time. You must know the steps to take in each emergency situation, and do your absolute best to perform each and every step while taking your, and the buildings occupants safety, into consideration.

Riots

A riot is a situation in which a crowd of people is behaving violently, and may often include attempts to destroy or steal property, break windows, and injure people. In the event of a riot, the Officer will follow these guidelines:

- **Immediately notify the Manager of Security or the Security Supervisor**
- **Remain calm and proceed in your normal duties.**
- **Be prepared to lock up the building on the order of the Security Supervisor or the Manager of Security.**
- **Be alert for potential or actual damage to the property by rioters. Attempt to gather as much information about the situation as possible without becoming directly involved with the rioters.**
- **Do not approach the rioters, attempt to break up, or interfere with the riot.**
- **Do not make contact with rioters or react to them in a hostile manner.**
- **Avoid actions that might increase tensions or add to the possibility of further violence.**

A riot disrupts public protections the same as a violent natural disaster. Fire departments become severely burdened and frequently cannot respond to alarms because of a lack of equipment or blocked streets. Police Departments also become burdened and often are incapable of doing more than acknowledging reports of looting and vandalism. Regular telephone service may be interrupted or overloaded.

Demonstrations

A demonstration is any gathering of people trying to protest a situation they object to. They may protest peacefully in a location that is not private property, try to disrupt or block normal business,

harass or confront employees or customers, or occupy private property without permission. In the event of a demonstration, the officer will follow these guidelines:

- **Immediately notify the Manager of Security or the Security Supervisor.**
- **Remain calm and proceed in your normal duties.**
- **Do not approach the demonstrators, attempt to break up, or interfere with the riot.**
- **Do not make contact with demonstrators or react to them in a hostile manner.**
- **Avoid actions that might increase tensions or add to the possibility of further violence.**

Labor Disputes

Strikes and labor disputes are similar to demonstrations, except the protestors are some of the company's own employees. Labor disputes are a very sensitive issue for all people involved. In the event of a labor dispute, the Officer will follow these guidelines:

- **Observe everything that goes on during the demonstration.**
- **Be alert for weapons or objects that can be thrown.**
- **Remain neutral with respect to the issues and opposing sides at all times.**
- **Do not use force or threat of force at any time. Officers will not use force to clear access to the building.**
- **Do not make public statements about the labor dispute, regardless if it's to picketers, members of the press, or bystanders.**
- **Do not get into verbal exchanges of any kind with the demonstrators.**
- **Do not respond back when verbally abused. Be polite and businesslike.**
- **Report all actions to the Security Supervisor or the Manager of Security.**

Hazardous Materials

Hazardous materials are known or tested to exhibit one or more of the following four hazardous traits: ignitable, reactive, corrosive, and or toxic. The Occupational Safety and Health Administration (OSHA) require companies to keep a Material Safety Data Sheet (MSDS) for each hazardous chemical they put into the workplace. This information must be available for review by anyone working at RVU.

The following is a list of potentially hazardous materials located in RVU:

- Pressurized Gases
- Water Treatment Chemicals
- Fuel, oil, and solvents
- Refrigerants
- Flammable Paints
- Cleaning Products

- Embalming solutions (Formaldehyde)

In the event you discover leaking or spilled hazardous materials, immediately notify the Security Supervisor or the Director of Security and complete a detailed report in ARMS and log it in your CAD report. Do not place dirt or any other medium over it. If the situation requires it, immediately notify Fire Rescue. Do not attempt to cleanup, handle, or dispose of hazardous materials. If you do come into direct contact with or experience any ill effects associated with hazardous materials, follow the steps for Officer Injury.

RVU currently has MSDS sheets posted in the cleaning closets, in the Facilities Office and in the anatomy prep room.

Water Leaks and Flooding

Upon notification of a water leak or flooding in the building, take the following action:

- **Ensure the Director of Facilities and Grounds is notified regarding the situation.**
- **Notify the Manager of Security or the Security Supervisor and provide as much information as possible regarding the situation.**
- **Assist and or follow the directions of the Director of Facilities, Security Supervisor, or the Manager of Security.**
- **Use extreme caution in the event of a major water leak; two of the most life-threatening hazards are drowning and electrocution.**
- **Complete a detailed incident report and submit a copy to the Director of Security or the Security Supervisor prior to departing at the end of your shift.**

Generally, major water leaks are not normally given the serious consideration they actually deserve. A major water leak may not only become life threatening, but it can also cause damage to equipment and the building that can be very expensive to replace.

There are four primary sources that may provide the volume of water to be classified as a main water leak:

- Natural causes such as tornados, earthquakes, severe thunderstorms, and dam failures.
- City water supply lines.
- Fire Fighting supply lines.
- Building boiler systems

Natural Disasters

There is no viable way to stop the water flow at its source. The most effective way to control this type of water flow is to try to isolate it as much as possible from the primary concerns such as electrical and computer equipment. This can be accomplished with any means found in the building such as mops, towels, or a wet/dry vacuum, all of which should be available from the housekeeping closets and office.

City Water Supply Lines

These can be isolated at the main water supply located in the Fire Command Center. It is your responsibility to know where the main water supply shut off valve is located. Always try to isolate the system to a point that you stop the water flow, and have a minimum impact on the unaffected and remaining parts of the system.

Fire Fighting Water Supply Lines

These can be isolated either by securing the city water supply valve or securing the water directly at the fire pump. It is your responsibility to know where the fire sprinkler shut off valve is located. A serious evaluation must be made on determining whether to isolate this water system and should only be done after notifying the Director of Security and Fire Rescue.

Elevator Entrapment

Each elevator car has an emergency notification intercom that will contact the elevator service company directly when activated. The occupants of the elevator car can communicate directly with the elevator service company dispatcher. There will be no indication of an entrapment unless an occupant of the elevator car presses the emergency alarm button within, activating an audible alarm.

For safety reasons, evacuation of passengers from stalled elevators will normally be performed under the direct supervision of the elevator service personnel. Unless a medical emergency arises, the elevator service company will be called to perform any required rescue.

Procedures

1). If able to locate the elevator car, proceed to the floor of the entrapment and establish verbal contact with those trapped to let them know that help will arrive shortly. Follow these procedures:

- **Contact XXXX Elevator Services at XXXXXXXX and advise the operator of the situation and as much information as possible.**

- Establish and keep in constant verbal contact with those trapped to keep them up to date with the progress of rescue efforts.
- Ask the trapped occupant(s) how many people are trapped, what floor is displayed on the indicator panel, and if anyone is injured.
- Be honest, but keep a positive attitude.
- Remind the occupant(s) to remain calm and that help is on the way.
- Ensure them that everything is being done to get them out safely and timely.
- Tell the occupant(s) that they are not in danger.
- Tell them to stay clear of the doors and to not attempt to pry them open for their safety.
- Offer to contact someone for them (supervisor, professor, family).
- Do not make any inappropriate jokes that suggest injury or prolonged delay.

2). Upon arrival of the elevator technician, escort and provide as much information as possible regarding the entrapment as possible and assist the technician as needed.

3). Upon departure of the elevator technician, complete a detailed incident report and submit a copy to the Manager of Security prior to departing at the end of your shift. Make sure your report includes the following information:

- **The malfunctioning elevators car number.**
- **Time frame of the entrapment.**
- **Name of all persons trapped in the elevator including phone numbers and affiliation to RVU.**
- **Arrival time of the elevator technician and any fire rescue personnel.**
- **List of any injuries sustained by those entrapped.**

In Case of an Emergency

In the event of an emergency during an elevator entrapment, immediately call 911; include on the call the following information:

- **If communication with the person(s) trapped is lost.**
- **If the person(s) trapped requested you to call 911.**
- **A medical emergency occurred, including panic.**
- **An environmental emergency occurred such as a fire, tornado, etc.**
- **If a wall needs to be breached in order to evacuate any trapped occupants.**
- **If the responding elevator technician or the Manager of Security deems it necessary.**

Power Failure

In the event of a power failure, it is important that you remain calm and carry the necessary equipment with you at all times. If a power outage occurs, take the following actions:

- **Immediately notify the Director of Facilities and the Manager of Security.**
- **Contact the Power Company and follow instructions from the operator and those of the Director of Facilities, Security Supervisor and Manager of Security.**
- **Use one of the supplied Stinger flashlights and check the entire building and ensure all occupants that the utility company has been notified and power is in the process of being restored.**
- **Ensure that all elevators are recalled to the first floor.**
- **Complete a detailed report in ARMS, log it in your CAD report, and submit a copy to the Manager of Security prior to departing at the end of your shift. Be sure to include the duration of the power outage, time utilities personnel arrived including their name and title, time the power was successfully restored, time the Director of Facilities, Security Supervisor or the Manager of Security was notified, and any other pertinent information regarding the outage.**
- **Once power has been restored, patrol the entire building and make sure all electrically controlled systems are functioning properly including lighting, HVAC, access control, and any refrigeration or cooling systems.**

The University does have a backup generator which, during the event of a power loss, will provide short-term backup power to the facility and important systems. This does not completely ensure that we will not experience a total loss of power due to environmental and catastrophic scenarios and you should always know the procedures to take in the event one occurs.

You must accurately record and report all incidents and emergencies that occur including threats, threatening actions, and verbal abuse towards students, employees, visitors, and officers. Complete a detailed report in ARMS, log the event in your CAD report, discuss the event with the Security Supervisor or the Manager of Security, and pass-on all pertinent information to the relieving officer.

UTILITY SHUT-OFFS

As an Officer, it is absolutely necessary for you to fully understand and be familiar with all utility shut off locations and procedures to shut down all utilities in the event an emergency situation renders that any one or more must be shut down to ensure the safety of RVU and the students, faculty, staff, and visitors. RVU is a technologically advanced facility, but is controlled by some of the same familiar utility systems that you see at any business including:

- Water
- Electrical
- Heating, ventilation, and air conditioning-HVAC
- Natural Gas
- Boiler System

Water Shutoffs

As described in section four, certain events may render that the main (city) water supply be shut off. This is not limited to situations when the external sprinkler and internal fire sprinkler systems may need to be shut down given certain emergency situations. It is your responsibility to understand where the appropriate water system shut offs are located, and the procedures to shut these systems down. The procedures are detailed and graphically mapped in the pass-on book.

Electrical Shutoffs

As described in section four, certain events may render that the building electrical feed may need to be shut off. It is your responsibility to understand where the building's main electrical shut off is located, and the procedures to shut the system down. The procedures are detailed and graphically mapped in the pass-on book.

HVAC Shutoffs

As described in section four, certain events may render that the HVAC system be shut off. The HVAC system is one of the most susceptible systems as it brings surrounding fresh air into the building, but will also pump contaminated or hazardous particles into the ventilation system. The HVAC system is affected by multiple environmental and anthropogenic hazards including natural gas leaks, fires, nuclear and biological release, and other hazardous particles. It is your responsibility to understand where the appropriate water system shut offs are located, and the procedures to shut these systems down. The procedures are detailed and graphically mapped in the pass-on book.

Natural Gas Shutoffs

As described in section four, certain events may render that the natural gas feed may need to be shut off. This is not limited to situations when natural or anthropogenic causes are at fault including gas leaks, tornados, bomb threats, etc. It is your responsibility to understand where the natural gas shut off is located, and the procedures to shut the supply off. The procedures are detailed and graphically mapped in the pass-on book.

Section 6- Training

GENERAL

All new Security Officer training will be conducted by the Security Department Training Officer, and overseen by the Security Supervisor and the Director of Security. Active training will consist of a thorough and hands on process which will require the new Officer to pass rigorous and practical tests to ensure the new officer is knowledgeable and current in procedures and RVU requirements. In addition, all new security Officers must completely read and understand the RVU Standard Operating Procedures. Any new Officer will complete a minimum of 36 working hours of training and will also be placed on a mandatory 90-day probation and evaluation period.

All training will be monitored and completed over the two-week period and all new Officers will be required to acknowledge their full understanding of the Security Department's procedures by initialing and dating the training checklist as required by the Training Officer. By initialing each category in the training checklist, all new Officers take full responsibility and acknowledge that they completely understand RVU's security Standard Operating Procedures for each and every category they initial for.

Training Officer

One of the purposes of the designated Training Officer is to ensure that all new and current officers are fully aware and knowledgeable in all aspects of the job requirements. It is the Training Officers' responsibility to train and evaluate all new Security Officers during the required training period and report to the Security Supervisor and the Manager of Security regarding the progress of all training procedures. At any time, if the Training Officer feels that a new Officer requires additional training, or does not fully understand or acknowledge the Standard Operating Procedures, or lacks the necessary skills to perform the basic job requirements, the Manager of Security will assign additional or modified training for that individual. Additionally, the Training Officer will conduct monthly training for all current Security personnel during the monthly Security Staff meetings. All training questions or inquiries will be directed to the designated Training Officer.

Training

The Security Department strives to keep officers well trained in all facets of the challenges we may face on a daily basis. The department provides several training courses per year, each varying in content and approach. All scheduled training is mandatory for Security Officers and will be posted well in advance. The Security Department provides officer training on the following:

- Verbal Judo
- OC Pepper Gel
- Active Killer Scenario
- Crime Scene Preservation
- Community Policing

- Fire Safety and Fire Drills
- Sexual Assault, Domestic Violence and Stalking
- Basic Life Safety, CPR and AED
- Clery Act Reporting
- Campus Security Authority
- Safety Warden
- Service Animals
- FEMA online courses
- Sexual Harassment
- Title IX

See the Training Officer or the Security Supervisor for additional information regarding the abovementioned training courses.

CHECKLISTS & REQUIREMENTS

The standard training procedure is designed to fully train and prepare each new and existing Officer to perform the job at the highest and most efficient manner. The current training procedures will include, but is in no way limited to:

- All general RVU site information, including policies and procedures, codes of conduct, expectations, and dress code.
- Safety procedures and protocols, including first aid and AED/CPR, and safety audits.
- Report writing and expectations.
- Emergency procedures and expectations, including all natural and anthropogenic sources, and utility shut offs.
- All Security systems, databases, and operating systems. This includes the building access control system and procedures.
- All Security equipment, including keys, radios, etc.
- Parking registration, procedures, and violations.

REVIEW

It is the goal of RVU, the Training Officer, Security Supervisor, and the Director of Security to train and maintain full and complete job knowledge of all new and current Security Officers by reading, understanding, and initialing the RVU Standard Operating Procedures and the standard training checklist. It is the full responsibility of each and every Officer, new or current to refer to the policy and procedures listed when performing the duties assigned to him or her in the RVU Security Department. Failure to abide by the policy and procedures stated in the RVU Standard Operating Procedures will lead to administrative action, including but not limited to termination of employment from RVU.

RVU - MCOM Natural Gas Shutoff Location and Procedures:

RVU-MCOM Image to be Provided

RVU – MCOM Main HVAC Unit Shutoff Locations and Procedures:

RVU - MCOM Main Electrical Panel Location and Shutoff Procedures:

RVU - MCOM Main Water and Sprinkler Shutoff Locations and Procedures:

Site Map