


# Hernando County Sheriff's Office

## General Order

### 1046.00 – Facility Security and Access Controls

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**I. PURPOSE:**

To establish guidelines and procedures for the security at all Sheriff's Office facilities.

**II. SCOPE:**

This general order applies to all Hernando County Sheriff's Office (HCSO) personnel.

**III. DISCUSSION:**

A higher level of awareness is necessary to provide for the safety of HCSO personnel and security of all agency facilities. All personnel are responsible for adhering to, and enforcing security procedures and are to maintain constant security awareness regarding the presence of unauthorized visitors and other potential security concerns.

**IV. DEFINITIONS:**

**A. AUTHORIZED VISITOR:** Properly identified persons having a legitimate purpose to be in a controlled access area.

**B. KEY FOB:** A small hardware security device with built-in authentication mechanisms.

**C. CONTROLLED ACCESS:** Areas beyond the public lobby/reception area(s). This includes gated HCSO property.

**D. RESTRICTED ACCESS:** Areas requiring an additional level of security. These areas include, but are not limited to:

1. Communications Center
2. Emergency Operations Center
3. Central Records
4. Vice and Narcotics
5. Crime Analysis/Gang Intelligence Unit
6. Property/Evidence, including outside storage
7. Forensic crime processing lab
8. Fenced area surrounding generators [CFA 25.01 M (C)]
9. Fenced areas surrounding radio towers/antennas [CFA 25.01 M (C)]
10. Weapons vault

11. Information Technology (IT) equipment rooms

12. Phone equipment room

13. Multi-media room

**E. VEHICLE HANG TAG:** A plastic hang tag containing a unique electronic identifier which allows authorized vehicle entry into controlled access area via RFID readers. Vehicle hang tags are issued to all full-time personnel, part-time personnel who work at the main office or EOC, and other parties designated by the Chief Deputy or designee.

**F. VISITOR, ESCORT REQUIRED:** A person brought into a controlled access area by an employee; e.g. victims, witnesses, family members, applicants.

**G. VISITOR, NO ESCORT REQUIRED:** A person with frequent or long-term business at the Sheriff's Office.

**V. PROCEDURES:**

**A.** Only properly identified HCSO employees (in uniform or displaying an issued identification badge) and authorized visitors are granted entrance to controlled access areas of the HCSO Administration building, Emergency Communications and Operations Center, and district offices. [CFA 25.01 M (A)]

1. All employees of the HCSO wear either an official identification badge or authorized uniform while in controlled access areas, whether on or off-duty. An exception to this is made for sworn personnel assigned to Vice and Narcotics. [CFA 25.01 M (A, 1)]
2. Persons without an escort or identification/visitor badge who do not properly identify themselves when challenged are brought to the attention of a sworn deputy who will:
  - a. Immediately, make further inquiry to determine if the visitor has legitimate business with the agency.
  - b. If necessary, escort the visitor to the reception area to request the appropriate visitor badge.
  - c. At the sworn deputy's discretion, prepare a field interview/offense report identifying the subject and the details of the incident.
3. Personnel conducting tours of the facility wear an official uniform or display their employee identification badge. It is the responsibility of the person conducting the tour to personally log in the tour's visit (name of group and number of participants) in the log at the front desk. Group members will not be issued individual badges. The person conducting the tour maintains the list of participants for at least one year from the date of the visit.

4. Entrances to restricted areas, or areas with CJI terminals which vendors or unescorted personnel could encounter, or areas containing or warehousing CJI data or PII data are marked with a sign on the door labeled “Restricted Area / Authorized Personnel Only.”

## **B. ELECTRONIC ACCESS**

1. Key fobs, vehicle hang tags, and/or access control cards are issued to employees to allow access to controlled areas. A keypad is also provided at select doors in the event the employee’s fob or card is not readily available. Additional entities, such as authorized vendors, select volunteers, and select retirees may be issued key fobs/cards at the discretion of the Sheriff or designee.
2. Fobs, vehicle hang tags, and/or access control cards are issued by Human Resources. A list of the authorized vendors, select volunteers and select retirees who have been issued vehicle hang tags, key fobs/cards are maintained in Human Resources and reviewed annually.
3. In the event electronic access is disrupted by a power failure, the system automatically converts to either generator or battery backup power. [CFA 25.01 M (B)]
4. Doors leading into restricted areas as defined above, are not to be propped open for any reason unless an authorized employee is positioned at that location to monitor access.
5. Hours of operation for automatic facility gates are determined by the Chief Deputy or designee.

## **C. DOOR KEY ACCESS**

In addition to electronic access, keys are issued to certain personnel in order to access individual offices or areas of assignment/responsibility. The Communications Center has master keys for all facilities.

1. Administration building
  - a. Main door keys are issued to all sworn personnel. (Northwest entrance near CID)
  - b. Master keys are issued to the county employee in charge of maintenance and IT personnel.
  - c. Grand master keys are issued to the Sheriff and Bureau commanders.
  - d. Purchasing/Supply has masters and control keys for the Administration and Emergency Communications and Operations buildings.
  - e. Supervisory personnel are issued keys for restricted areas within their department.

2. District one offices:
  - a. District one commander and the investigative sergeant are issued the master key.
  - b. District one sergeants have keys to access the main door as well as the sergeant's office.
  - c. All employees have access to the main entry and secure gate within the parking area with their assigned identification fobs.
  - d. Keys for property and evidence are restricted to only the property/evidence supervisor or designee. The master key does not access the property/evidence area.
  - e. All employees have access to the sally port rear entrance via a coded lock box.  
The code is available in the rolodex under district one, if needed.
3. District two offices
  - a. District two commander is issued main door and restricted area keys.
  - b. Assigned personnel are issued main door keys.
4. Aviation/Marine building
  - a. Supervisors are issued main door, office, and restricted area keys.
  - b. Assigned personnel are issued main door keys.
5. Garage
  - a. The Special Operations Division commander and mechanics have main door key and access code.
6. Emergency Communications and Operations Center (ECOC)
  - a. First floor:
    - Grand master keys are issued to the Sheriff, Bureau commanders, (County) assigned maintenance, and Purchasing/Supply.
    - Computer server room keys are issued to HCSO and Hernando County IT personnel.
    - All other personnel are issued keys to their specific areas of responsibility.
  - b. Second floor:

- Grand master keys are issued to the Sheriff, Bureau commanders, Communications director, county employee in charge of maintenance, and Purchasing/Supply.
  - Restricted area and/or private office keys are issued to assigned individuals and supervisory personnel.
7. IT equipment rooms: Access to any room containing IT hardware, switches, servers, radio equipment, or any information systems (hardware, software, and media) containing criminal justice information (CJI) content or accessing CJI systems is restricted. Only the IT director and authorized IT staff will have access by key fob/card and/or key for the purposes of official duties.

#### **D. LOST, STOLEN OR DAMAGED FOBS AND KEYS**

In the event a key, hang tag, or fob/card is lost, stolen or damaged, the employee must report the event in writing documenting the circumstances. The employee may be charged for the hang tag, fob/card, or key, depending on the circumstance.

#### **E. VISITOR IDENTIFICATION (ID)**

1. An *Escort Required* ID is issued to visitors requiring access to controlled (non-public) areas of the facility. An escort required visitor remains the responsibility of the employee who provided entry until the time the visitor leaves the controlled area.
  - a. Escort required visitors include victims, former employees, witnesses, family of employees and applicants.
  - b. The receptionist or desk officer completes the visitor log at the reception desk.
  - c. The employee receiving the visitor comes to the lobby to escort the visitor.
  - d. Visitors not personally known by the receptionist or desk officer are required to leave their driver's license or other form of photo identification. The identification card will be returned when the visitor ID is returned.
  - e. Escort required ID's are numbered. The word "Visitor" will be in large red letters.
2. A *NoEscort Required* identification (ID) is issued to recurring or long-term visitors to the facility. This type of visitor includes vendors, contractors, and members of other county-based agencies the Sheriff has authorized to have limited access to the facility.
  - a. Noescort required ID's issued to vendors and contractors display either their specific designation or the words "Visitor/Vendor" in yellow letters. FCIC/NCIC checks are conducted prior to the issuance of any ID. All vendors, contractors, and County employees with no-escort ID's will be required to complete FDLE-mandated CJIS Security Awareness Training. The ID's are numbered; the year of issue shall be visible.

- b. Noescort required ID's issued to employees of county-based agencies are displayed with the specific designation or the word "visitor" in green letters. The year of issue needs to be visible.
  - c. Noescort required ID's are authorized for controlled access areas only. Entry to restricted areas must be authorized by the supervisor of the restricted area.
  - d. Noescort required ID's can be revoked at any time at the discretion of the Sheriff or designee.
- 3. Individuals in custody, witnesses, victims, or delivery persons who enter the building through other than the lobby area need to be escorted at all times by the employee granting access.
  - 4. All employees are directed to challenge and identify people not displaying identification cards or visitor ID's.

**F. VISITORS TO THE EMERGENCY COMMUNICATIONS AND OPERATIONS CENTER (ECOC)**

- 1. Visitors are directed to the Sheriff's Administrative building via signage at the front door of the ECOC facility.
- 2. During business hours, the receptionist will call whomever in the ECOC the visitor is requesting to visit. Once contact is made, the visitor will be issued a visitor ID and directed back to the ECOC main entrance.
- 3. If the visitor is for Emergency Management or IT, a representative of that section will meet the visitor at the main entrance to the ECOC and escort them in. If the visitor is for the Communications Center, the Communications Center supervisor will watch the video monitor and unlock the main entrance electronically, then, using the intercom, will direct the visitor to use the elevator to the second floor where they'll be met and escorted into the Communications Center.
- 4. General public tours are not permitted in the Communications Center. The group may be taken to an observation hallway.
- 5. Small private tours conducted by the Sheriff, a Bureau or Division commander, or the Communications or IT directors are permitted inside the Communications Center.

**G. VIDEO SECURITY MONITORS**

- 1. Communications personnel monitor the video security cameras that cover designated interior and exterior areas of HCSO facilities.
- 2. Communications personnel report any suspicious activity they observe to the appropriate patrol shift supervisor as well as dispatch a deputy to investigate.

3. Cameras record on a 24-hour basis, and recordings are maintained for a minimum of 20 days.

## **VI. EMERGENCY SITUATIONS:**

### **A. EMERGENCY EVACUATIONS**

All districts, divisions, sections and facilities post, in a conspicuous manner and place, an evacuation map specifying a primary and secondary escape route and re-assembly point for their personnel.

1. Personnel should be familiar with their work area evacuation maps and plans.
2. During normal business hours, the HCSO Administration building will be evacuated only at the direction of the Sheriff or, in his absence, the chain of command. Under exigent circumstances, this rule of protocol shall be suspended.
3. Determination to re-enter the building will be based on the safety of personnel and the situation that initiated the evacuation. Re-entry must be authorized by a member of command staff.

### **B. VIOLENT/POTENTIALLY VIOLENT DISTURBANCE**

1. Administration building lobby: In the event an emergency situation develops in the reception area, the receptionist needs to activate the alarm. Whenever necessary, he/she may retreat to a place of safety.
  - a. When the alarm is activated, an alert tone will broadcast over the PTL-1 radio channel.
  - b. The PTL-1 dispatcher immediately notifies the Communications Center shift supervisor who will initiate the following building page: "Attention all sworn personnel, we have a panic alarm in the front lobby." Sworn personnel in the building are to respond to the lobby upon hearing the page.
  - c. The PTL-1 dispatcher will also tone out "Hernando All Units, panic alarm in the S.O. lobby" over the radio to alert nearby units.
  - d. Sworn personnel responding to the page should advise dispatch of their response, when and if possible.
2. District one lobby: In the event an emergency situation develops in the reception area, the receptionist notifies sworn personnel in the building if available. If the receptionist does not have any sworn personnel on site, the receptionist will retreat to a safe place and notify emergency communications.

3. District two lobby: In the event an emergency situation develops in the reception area, the receptionist needs to activate the alarm. Whenever necessary, they should retreat to a place of safety in the secure (restricted access) area.
  - a. When activated, the alarm rings in the district two offices (restricted access area).
  - b. Sworn personnel within the building determine the type of emergency (via security camera monitors) and respond accordingly to the district two lobby.
  - c. The alarm needs to be tested periodically to ensure its state of readiness. Testing times/dates will be determined by the district commander.

*Signature on file*

**Al Nienhuis, Sheriff**