

	Policy: City Hall Security	Effective Date: November 1, 2005
	Policy Number: HR- 48	Page 1 of 2
	F. Craig Meadows, City Manager	Human Resources Responsible Party

City Hall Receptionist – Sign in

1. All visitors or vendors of City Hall must sign in at the front desk of the lobby. Their name must be written legible and a picture I.D. is required. This is necessary for many reasons, in particular, to account for all building occupants in the event of an emergency.
2. All visitors or vendors will be issued a numbered I.D. badge. The badge should be returned at the end of their visit.
3. All visitors or vendors must be escorted into City Hall beyond the double doors or the basement area.
4. Visitors should be greeted by the City Hall Receptionist. To facilitate this, send the City Hall Receptionist an e-mail in advance of having a visitor. This is especially important when having large groups. This information will be used to pre-register visitors.
5. Send the City Hall Receptionist an e-mail in advance of having any after hours meetings and/or visitors in City Hall beyond the double doors or the basement area.

Panic Button Activations

1. The Police Department shall respond to all panic button activations.
2. The station where the panic button is activated should “pop up” full screen on the camera monitor so Dispatch can advise where Police should proceed.
3. All tests of panic buttons will be coordinated with the Information Systems Department, Risk Management Division and the Police Department.

Terminated Employees

1. The Human Resources Administrative Assistant must be advised when any employee is terminated.
2. The Information Systems Administrator and Administrative Receptionist should also be advised to make sure codes, keys and badges are disabled or returned. Former employees will be denied entry without an escort.

Angry Customer

1. Motion for your supervisor or manager to intervene.
2. Press the panic button if you feel threatened.
3. If necessary, call 911 and give them as much detail as the circumstances allow; your name, location, descriptions of the perpetrator, etc.

Robbery

1. Cooperate with the perpetrator, do exactly as they ask.
2. Keep your hands on the counter.
3. Make eye contact with the perpetrator to keep them at ease.
4. Allow your co-workers to press the panic button.
5. Allow your co-workers to call 911, if possible. Give them as much detail as the circumstances allow.
6. Try to stay calm and remember as much detail as you can; height, weight, race, hair color, color of eyes, etc.