

Commission on Animal Care & Control	<b>Policy Number : #FO-1m</b>
<b>Subject: 1<sup>st</sup> Watch (11p.m.-7a.m.) Security Guard Duties and Responsibilities</b>	Date REVISED: 11/16/2016 Manager's Approval: <u>SR</u>

- I. Operational Procedures and Requirements
  - a. Assigned 1<sup>st</sup> Watch Security Guard hours are 11 p.m. through 7 a.m. seven days per week with a 30 minute break to be taken at the Security Desk.
  - b. Assigned Security Guard should review new as well as existing Department Policies, General Orders, Standard Operating Procedures and Post Orders to ensure knowledge of the same.
  - c. Assigned Security Guard is responsible for documenting and forwarding any incidents during their tour of duty to the 2<sup>nd</sup> Watch Animal Control Supervisor (7:00 a.m.) and their agency.
  - d. All documents received from the 1<sup>st</sup> Watch Security Guard are to be turned in to the Operations Manager. The daily Activity Log will be filed by the Operations Manager for 30 days and the daily Visitor / Impoundment Log will be filed with the Activity Log sheets.
- II. Security Guard Duties and Responsibilities
  - a. Assigned Security Guard shall report to duty at exactly 11 p.m. in their appropriate uniform.
  - b. Assigned Security Guard shall initiate and complete a daily Activity Log and a daily Visitor / Impoundment Log to be turned in to a department representative (2<sup>nd</sup> Watch – 7 a.m. – ACO Supervisor) on a daily basis.
- III. Security Protocol
  - a. While the facility is closed, security must remain posted and visible at the front desk doing occasional patrols of the lobby areas and hallways between the times of 11 p.m. to 7 a.m. Security must be mindful of the restricted areas and only patrol the lobbies, hallways and exits from the inside of the building. The lights in the lobby and in the dispatch area must remain on at all times.
  - b. Perform security check as outlined on attached daily Activity Log.
  - c. Perform building inspection and note any discrepancies on the daily Activity Log.
  - d. Security rounds must be done every two (2) hours and logged on the daily Activity Log.
  - e. The Front Doors must remain locked at all times between 10 p.m. and 8 a.m.
  - f. Back gates in the North parking lot must remain closed at all times (the controls for the gates are on the wall in the Dispatch area).
  - g. Back doors must remain locked at all times.
  - h. Any unusual activity, unsecured areas, damage to property, safety hazards, etc. must be documented in the daily journal and reported to the client representatives, 2FM and their Supervisor. An incident report must also be generated and submitted to the Company.
  - i. Security is required to answer the phone. There may be times when CACC Staff is calling to check on the facility but typical calls will be regarding animal-related issues. Security will answer the phone as follows:

“Animal Care and Control Security, how can I help you?”

Response for animal related call: “Animal Care and Control is not on duty at this time.

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Please call 311 or 312.744.5000 to report this incident. Animal Control Staff will arrive at the facility at 7 a.m. and you may call back at that time.”

IV. Visitors

- a. No visitors (members of the public) are allowed in the facility from 10 p.m. to 8 a.m.
- b. Only CACC Senior Staff (Executive Director, Deputy Director, Operations Manager, Shelter Manager or Veterinarian), the on-call Building Engineer, or other staff previously authorized by the Executive Director will be allowed in the building during the hours of 11 p.m. and 7 a.m. These staff members MUST sign the visitor log and swipe in upon entry. At no time will an employee be allowed in the building without their City of Chicago ID Badge.
- c. ANIMAL IMPOUNDEMENTS BETWEEN 10:00 P.M. AND 8:00 A.M. ARE ONLY ACCEPTED FROM **ON DUTY** LAW ENFORCEMENT AGENTS WHO FIND STRAY ANIMALS ON THEIR BEAT – THIS INCLUDES, BUT IS NOT LIMITED TO, ON DUTY CHICAGO POLICE OFFICERS, CHICAGO FIRE DEPARTMENT OFFICIALS, COOK COUNTY SHERIFF, AND STATE OF ILLINOIS TROOPERS. Only on-duty officers, who find a stray animal on their beat and have their Supervisors approval, can transport an animal to the Chicago Animal Care & Control facility and impound the animal. Civilians are not permitted to bring in stray or owner surrendered animals at any time during these hours (10 p.m. to 8 a.m.) with or without an on-duty officer.
  - i. If the animal appears to be sick or injured, the Law Enforcement Agent will complete the 1<sup>st</sup> Watch Impoundment Log Sheet then be instructed to drive the animal around to the unloading area (through the employee parking lot). The back gates can be opened via the buttons in the Dispatch Area. The Security Guard should then meet the Law Enforcement Agent in the unloading area and open an overhead garage door for the Agent. The Agent shall then place the animal into the holding area/portable kennel.
    1. If the animal appears to be sick or injured, the Security Guard must call the Shelter Manager at 312.907.4124 and advise of the situation.
  - ii. If the animal does not appear to be sick or injured, instruct the Law Enforcement Agent to place the animal into a portable kennel at the front desk and have the Agent complete the 1<sup>st</sup> Watch Impoundment Log Sheet.
- d. If there are any impoundments overnight, Security MUST inform the CACC Supervisor immediately upon his/her arrival for duty at the 7 a.m. shift.

# Animal Care and Control - David R. Lee Facility

## 1<sup>st</sup> Watch Activity Log

Date: \_\_\_\_\_

Guard Name: \_\_\_\_\_

Please Print

Time	Duty	Unusual Occurrences	Time Completed
11:00 p.m.	Arrived at ACC facility		
11:00 p.m. - 11:15 p.m.	Collect reports from Supervisor on duty.		
11:15 p.m. - 11:25 p.m.	Ensure that all outside doors are locked and secure		
11:25 p.m. - 12:30 a.m.	Security Rounds (use attached map)		
12:30 a.m. - 1:30 a.m.	monitor facility		
1:30 a.m. - 2:30 a.m.	Security Rounds		
2:30 a.m. - 4:30 a.m.	monitor facility		
4:30 a.m. - 5:30 a.m.	Security Rounds		
5:30 a.m. - 6:30 a.m.	monitor facility		
6:30 a.m. - 7:00 a.m.	unlock outside doors for employees access		

*if additional space is needed, please use back.*

Security Guard Signature: \_\_\_\_\_

Animal Control Supervisor: \_\_\_\_\_

Date

## CACC FACILITY SECURITY ROUNDS

- Start from the dispatch area.
- Continue out through front desk area
- Enter Auditorium to verify that the Exit door is secured
- Enter into back hallways toward pavilions A, B, C, D, E.
  - Continue thru hallway, looking into pavilions to the end.
  - Check back emergency exit door. (*door should be unlocked from 12 p.m. until 7 p.m. daily*)
- Return to middle hallway toward stray cats and pavilion F, G.
  - Continue thru hallway looking into pavilions to end.
  - Check back emergency exit door.
- Return back down hallway to the back storage hallway.
  - Check back door.
- Return back down hallway to the unloading area.
  - Check unloading area doors are closed.
- Return back down hallway to exit unloading.
- Check medical division door is locked.
- Continue down hallway to exit hallway to ensure that the back entrance doors are locked.
- Return back down hallway and verify emergency exits are closed.
- Proceed down dispatch/Administration hallway to front lobby.
- Verify lobby is secure and front Administration Doors are locked.

**Check that all restrooms are vacated.**

**Report any unlocked doors.**

**If an animal is loose, the Shelter Manager MUST be paged immediately.**

# 1<sup>st</sup> Watch - Impoundment Log - 1<sup>st</sup> Watch

Date: \_\_\_\_\_

time	Name of visitor (please print)	Species	breed	color/markings	M/F	location of Pick Up	Status (check all that apply)
							<input type="checkbox"/> owner give up <input type="checkbox"/> stray <input type="checkbox"/> biter <input type="checkbox"/> eviction <input type="checkbox"/> sick persons prop <input type="checkbox"/> deceased persons prop  <input type="checkbox"/> abandoned prop <input type="checkbox"/> cruelty/neglect <input type="checkbox"/> animal fighting <input type="checkbox"/> sick/injured <input type="checkbox"/> prisoners prop <input type="checkbox"/> DOA
							<input type="checkbox"/> owner give up <input type="checkbox"/> stray <input type="checkbox"/> biter <input type="checkbox"/> eviction <input type="checkbox"/> sick persons prop <input type="checkbox"/> deceased persons prop  <input type="checkbox"/> abandoned prop <input type="checkbox"/> cruelty/neglect <input type="checkbox"/> animal fighting <input type="checkbox"/> sick/injured <input type="checkbox"/> prisoners prop <input type="checkbox"/> DOA
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