

**Jewish Community Housing Corporation of Metropolitan New Jersey
(JCHC)**

Security Guard Work Detail and Protocol

GENERAL CLASS DESCRIPTION

Under direct supervision of the JCHC Regional Facilities Director, all security guards are assigned to areas on foot to ensure protection of residents, staff and visitors, as well as property and equipment. The security guard shall maintain perimeter controls and monitor access in and out of the buildings at all times. Additionally, the guard shall monitor the building fire, burglar and resident emergency response systems as required

ORIENTATION AND ANNUAL TRAINING REQUIREMENTS

- SOAR and recertification as required.
- JCHC orientation for their buildings operations as well as its emergency system.
- Fire and Disaster Training.
- CPR/AED
- Civil Rights Monitoring and Fair Housing Rules.
- Alzheimer's and Dementia Training.
- Guards assigned to the Weston building at the Lester Sr. Housing location, are required to go through the "Assisted Living" orientation and are required to get a "two step PPD exam" annually.

DUTIES AND RESPONSIBILITIES

1. Checks building on foot (**not less than 3 times during each work shift**) in his/her assigned area for any security breaches. Checks should include, but not be limited to: doors, windows, lights, and security and fire equipment.
2. Records any environmental damages or damages caused by criminal incidents. Reports disorderly or suspicious behavior of staff, visitors and residents and others in the building and makes attempts to control by diffusing the situation verbally. If situation escalates to verbal or physical aggression, contacts police immediately. *Please refer to Work Place Violence policy for more details.*
3. Monitors and inspects fire extinguishers, other safety devices as required and signs for proper functioning. Reports all irregularities or problems to the building superintendent.
4. In case of physical plant emergency, follows JCHC Physical Emergency Response Plan. Please refer to this policy.
5. Reports lights left on in buildings, turns outside lights on and off as directed, reports burned out building and street lights, and reports doors, locks and cameras that are not working properly.
6. Keeps unauthorized personnel and visitors out of buildings at any time or after closing hours, controls access to areas based on assignments, maintains regular contact with other guards, and calls Regional Facilities Director, Chief Operating Officer and Site Manager as required in case of an emergency.

7. Responds to all emergency alarms and notifies the public safety personnel (fire, police) of location and problem; this may also include calls from residents when the resident emergency response system has been activated.

All guards shall report to the scene of an emergency immediately and assist as required. If the emergency is inside of an apartment, the guard shall knock at least two times while identifying him or herself as an employee/ representative of the JCHC; enter the apartment and assist with emergency.

8. Record any system failure due to the Life Line System in the security logs as well as to the JCHC building superintendent and site manager.
9. Locks and unlocks doors based on schedules and requests by management only.
10. Responds to questions and emergency calls from residents in the building as well as people within and on the property and assists with giving directions, locations, and other service needs.
11. In the event of a traffic emergency or special event, you are to assist with traffic control as needed upon the request of a public safety officer or JCHC management. Assists the building manager with parking lot violations as well as the preparation of JCHC parking citations as needed.
12. Assists the building personnel (including, but not limited to, the Site Manager, Site Superintendent) and senior management (including, but not limited to, the Regional Facilities Director, Chief Operating Officer and Chief Executive Officer) as required when called upon.
13. Maintains and assures functionality for emergency gear and equipment: emergency pendants, bolt cutters, flash light, reflective vest, pagers, alert stick etc.
14. Completes daily log reports and prepares incident reports as required. Both reports must be completed and turned over to management immediately (maximum of one hour after unusual incident). *Please refer to Incident Reporting Protocol.*

CAMPUS SHUTDOWN POLICY

The decision to have an emergency campus shut down (CSD) order will only be made if there is a serious risk of danger to staff, residents, family members, volunteers, vendors and guests, from the potential or actual terroristic threats, an armed or dangerous person(s) on campus, “threat of physical harm”, “a disruption of normal operations or an unauthorized entry”, or other emergency events that dictate that a CSD is necessary.

The CSD shall only be called at the discretion and direction of the CEO in consultation with Regional Facilities Director and COO. Information from Homeland Security, local police and other governmental bodies’ directives will be followed.

In the event of an emergency campus CSD, it is recommended that individuals stay in their immediate area with all doors closed and locked, if possible and SHELTER-IN-PLACE until notified that it is safe to leave the area.

PURPOSE

This policy establishes procedures involving any crisis situation that may be defined as an emergency event. This may result in bringing together the CEO and Emergency Management Team (RFD, COO and others) for the purpose of providing decisions and resources to on-scene emergency command personnel, and of developing an appropriate institutional response.

PROCEDURES

The guard shall be knowledgeable of the JCHC's Emergency Preparedness Policy and Procedures and Campus Shutdown is defined as a period of time to secure the campus shutdown is to be considered a critical incident response via the directives of the Regional Facilities Director (RFD) or his designee. If such an emergency response is required, due to a "threat of physical harm" or "a disruption of normal operations or an unauthorized entry," all properties and its security staff shall be directed to perform the following:

- Secure the site by immediately inspecting the outer perimeter;
- Work with the building superintendant to perform phase II monitoring of all CCTV cameras. This will require that the guards pay close attention to all primary entry locations throughout the site.
- The building super, manager or the manger's designee shall send a phone blast regarding the Campus Shut Down status to the residents
- The guards shall continue monitoring the site and communicate with the building super and the RFD as required.
- The guards shall follow strict directives to enforce the checking of guest/vendor ID's and to also randomly request approval from the residents prior to giving quest access to the building.
- Packaged deliveries shall be inspected outside before entering the buildings; no one shall enter the site without signing the entry log of the day.
- Floors shall be inspected randomly and apartment doors shall be checked by the security guards in order to insure a safe perimeter
- If the site has been breached/compromised, the guards will be required to work under the direction of the "public safety officer" until the threat level has been abated.

I have read the contents of this protocol and agree to follow the procedures as outlined.

Guard/Employee Name: _____ Date: _____