



FAMILY JUSTICE CENTER OF OUACHITA PARISH

SECURITY

It shall be the intent of the FJC of Ouachita to maintain the safest and most secure environment for both visitors and staff while at this facility.

STAFF POLICY

The building housing the FJC will be locked at all times. Entrance will be gained to the facility by staff at one centralized location by using an electronic access card. These cards can be designated or denied access to specific areas as needed. Inner hallways and stair access doors will remain locked and card controlled.

All staff will wear identification cards in a visible location on an outer garment while on site.

VISITOR POLICY

Visitors to the center will be electronically granted entrance to the front lobby by an intake coordinator through the use of an intercom system and closed circuit monitors.

Abuser on Site: The Intake Coordinator (IC) will be looking for suspicious behavior or tone of voice as well as the visitor's actual verbal content. In the event that any activity at the entrance is suspect, the IC is to contact on site law enforcement for further investigation prior to admittance. No one will be allowed admittance to the center until the lobby has been cleared and others seeking assistance have been placed in appropriate waiting areas. At no time will an abuser knowingly be allowed into the center. They will be referred to other agencies for assistance. In the event law enforcement is not on the premises, the suspected abuser will be referred to another agency.

If they are granted access they will be supplied a visitor identification card to be worn on an outer garment while at the site and escorted to the appropriate waiting room by a volunteer or staff member who will accompany them at all times while at the facility.

WEAPONS, THREATS, or VIOLENCE displayed: In the event that weapons, threats, or violence is displayed by a visitor upon entrance, the Intake Coordinator (IC) will activate the silent panic button that will alarm directly to the Monroe Police Department. The IC will, if possible, leave the front lobby immediately through the inner lobby doors which lock automatically behind her and contact on site law enforcement. The on site law enforcement will respond to the call and all others will evacuate the building using back exits.

Waiting areas: The site will have three separate waiting areas. The front lobby will be utilized for general visitors to the center. The second, and more private area, will be behind locked lobby doors and adjacent to the children's area. This waiting area will be

used for visitors waiting for legal advocacy, counseling, child advocacy or transitional housing. A third waiting area will be located behind controlled access doors on the second floor. This area will be specified for those awaiting administrative appointments, assistance from law enforcement, the prosecutor, or medical exams.

At the conclusion of their business, the visitor will be escorted back to the front lobby by a volunteer or staff, return the identification card and be escorted out.

ALARM SYSTEMS

An emergency alert system will be in place at the site. In addition, a silent panic alarm will be available to the intake coordinator if ever needed.

The Family Justice Center of Ouachita Parish will be equipped with alarms on all doors and windows, which will be monitored by Centurytel Security Systems and will be in compliance with all fire codes and State Fire Marshall regulations. The alarm will be armed by the last person leaving each day and unarmed by the first person arriving. Surveillance cameras will record activity at both front and back entrances. The camera's can be monitored from any computer inside the facility. Shrubbery and landscaping will be maintained no taller than three feet next to the building so as to ensure clear visibility.

EMERGENCY EVACUATION

All exits will be clearly marked. Escape routes will be clearly marked throughout the building on both floors and posted on the walls in the hallways. Escape drills will be conducted on a regular basis.

General SECURITY

- 1. No guns or weapons are allowed on site at any of THE WELLSPRING facilities including the FJC with the exception of Law Enforcement Personnel.**
2. Any suspicious person(s) or activities are reported immediately to a Supervisor.
3. The alarm system is activated during non-office hours at the Riverside Office and may be activated during the workday if appropriate. The last person to leave activates the system, and the first person to arrive de-activates the system.
4. All security codes are confidential and are changed periodically as well as door locks.
5. Additional security may be provided by off duty police officers on an as need be basis.
6. Panic Buttons that silently and automatically call law enforcement are available for staff and partners at their request.
7. Mobile telephones are available for staff persons who will be traveling into isolated areas or into potentially unsafe areas.
8. The security of clients and staff is of utmost importance. Persons desiring admittance to facilities must gain entrance and may be required to provide identification.
10. Confidentiality with regard to the safe shelter is mandatory on the part of clients, staff and volunteers.
11. If it is necessary to call Law Enforcement to a FJC facility, the President/CEO and/or the appropriate Program Director must be notified.
12. Any abusive or threatening person will be asked to leave the premises, and the authorities will be called for assistance if necessary.