



Orange County Emergency Services
Standard Operating Guidelines

SOG Name: Facility Use, Access and Management

SOG Number: GEN-013

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Approved By: F.R. Montes de Oca

Date Effective: November 24, 2010

A handwritten signature in black ink, appearing to be "FRM", is written over the "Approved By" line.

I. OBJECTIVE

1. To define the use of and access to Orange County Emergency Services (OCES) facilities.

II. SCOPE

1. This guideline applies to anyone using or visiting an OCES facility.

III. PROCEDURE

1. Security of Facilities

- a. OCES wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, OCES prohibits the possession, transfer, sale or use of such materials on its premises. OCES requires the cooperation of all employees in administering this policy (Article III, County Personnel Order).
- b. Desks, lockers, and other storage devices as well as e-mail accounts on premise may be provided for the convenience of employees but remains the sole property of Orange County. Accordingly, any agent or representative of OCES can inspect them, as well as any articles found within them, at any time, either with or without prior notice or consent.
- c. All Orange County Emergency Services facilities shall be maintained in a secure state of operation at all times.

2. Emergency Services Headquarters Facility

- a. Orange County Emergency Services activities have priority at all facilities.
- b. The Emergency Operations Center and EOC – Command Room are available for use as outlined below.
- c. Agencies that participate in Emergency Operations as defined within the Orange County Emergency Operations Framework may request use of the common meeting spaces on a first-come, first-served basis.

- d. Members of the local Government (for the business of those agencies) may also request common meeting spaces for use, provided that the activities will not interfere with the operations of the Emergency Services staff.
- e. To reserve one or both common meeting spaces for use, an agency representative of the agency or department will fill out a Facility Use Request and return it to OCES no later than two (2) weeks before the date of the event.
- f. Alternatively, a requesting agency can provide a single request form with a list of dates and times that meetings will take place.
- g. Approval of meetings space request by outside agencies will be at the discretion of the OCES Director or designee.
- h. Upon approval of a request, the Director's office shall contact the requesting agency representative to confirm the date(s) and time(s) and shall enter the date and time into the appropriate calendar in Outlook.
- i. The requesting agency representative will pick up an access packet to the facility. The packet shall include: visitor's access card, facility floor plan and instructions. The packet will be available up to one day by the scheduled event and shall be left at the front desk after the end of the event before the agency representative before he/she leaves the building.
- j. A brief orientation regarding policies, safety and use restrictions will be given the first time an agency picks up a packet.
- k. Upon arrival and closing of the event, the requesting agency representative shall notify the Communications Center via the telephone in the lobby with: name, agency and any security or facility concerns that arise during the event.
- l. All agencies using a common meeting space are responsible to leave the meeting area set up in the posted configuration near the main EOC entrance. Failure to do so may result in the agency being disallowed from the future use.

3. Facility Access Cards & Facility Standards

- a. Access cards that allow log and entry to OCEM and outlying EMS stations will be provided to all OCES personnel.
 - b. Each member of the OCES staff will be assigned and visibly display an identifying badge that shall provide access to OCES facilities.
 - c. Access cards will provide staff with access to the facilities that the individual needs to access during the normal operations of that person.
 - d. Whenever possible from a technological perspective, OCES will utilize a consistent ID card access system at all managed facilities.
 - e. In the event of a lost card, personnel will immediately report the loss to their supervisor, operations manager or deputy director.
 - f. The supervisor, operations manager, or deputy director will notify the supplying agency and the last card will be deactivated.
 - g. Facilities that are not accessible using the ID card system shall be accessible by another secure system – passwords are secure and shall not be shared without approval of the Director.
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- h. Failure to report a lost access card will result in disciplinary action as defined by the Orange County Personnel Ordinance.

4. Warehouse

- a. Warehouse storage space is prioritized as follows:

- OCES equipment and disaster resources;
- Emergency and disaster response and training materials;
- Bulky item storage at the specific request of departments of Orange County Government;
- Items awaiting surplus.

b. A requesting Department Head/Agency Representative requesting storage support shall complete a Warehouse Storage and Access Request and return it to OCES available on the Emergency Services website.

c. For routine items storage, The Planning and Logistics Branch Manager is responsible to review the request, confirm acceptance with the Emergency Services Director and the requesting Department Head and assure that the item is inventoried and stored in the most appropriate manner possible.

d. For items that require recurring access, the warehouse manager/Logistics Officer will contact the requesting Department Head to discuss the options of facility access.

e. All Warehouse operations shall conform to the Warehouse Operations and Safety SOG.

5. Communications Center Access

a. Access to the Communications Center is limited to emergency services personnel, pre-assigned personnel doing a "ride-along" with a telecommunicator, and escorted guests only.

b. Access to the Communications Center is always based on the level of activity in the Center.

c. After hours, visitors must use the buzzer at the front door of the building to request entry to the building. Each visitor should identify him or herself, agency affiliation and purpose for the visit and proceed to the upstairs lobby door.

6. Outlying EMS Facilities

a. Outlying EMS facilities are to be maintained in a state of security at all times.

b. All visitors to an EMS facility are prohibited unless escorted by a member of the EMS staff, unless that person is seeking medical attention from the staff.

c. Personal visitors are limited to the hours of 0800hrs to 2000hrs.

d. Doors, including bay doors, should be closed at all times unless staff is in the bay in a position to monitor access.

7. Parking Policy

- a. The policy for station two is as follows:

- All parking spaces in the front of EMS station two will be reserved for emergency vehicles
 - Personnel parking is across the street in the municipal lot.
 - No vehicles may be parked in front of the rescue vehicles in the back, except for during washing and service. Vehicles must be attended.
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- If there is a problem with parking spaces at shift change then staff may park in the front of the building but as soon as a parking space becomes available, staff must move the vehicle to a proper parking space.
- b. The policy for station one is as follows:
- Park only in the smaller sub-lot adjacent to the building
 - Parking at the rear of the building near the rear entry door is reserved for the ambulances.
- c. Parking at Headquarters
- All personnel are allowed to park their POV's in the lower part of the front parking area or in the gravel area out of the way of emergency vehicles, or on the hedge line nearest the entry drive.
 - Do not park in any spaces that have signs designating vehicle parking or spots with a four-digit number on the asphalt.

IV. REFERENCES: