

Watch / Field Sergeant Front Counter Checks

PURPOSE OF ORDER:

It is the policy of Altadena Station to check front counter traffic and conduct frequent exterior and interior security checks of the station. These checks shall be conducted once per shift by the Watch Commander/Watch Sergeant/Field Sergeant and documented in the Daily Shift Summary.

SCOPE OF ORDER:

This order shall apply to all personnel assigned to Altadena Station.

ORDER:

PROCEDURES WHILE CHECKING FRONT COUNTER TRAFFIC

The supervisor checking the front counter should address any one waiting for service and inquire if they have been helped. Additionally, the lobby should be inspected for cleanliness, proper operation, suspicious packages, etc. If a person has not been assisted, then the supervisor will direct a staff member to assist them or, if practicable, assist the citizen personally. If a staff member is directed to assist, the supervisor should re-check the front counter within a reasonable time to ensure service or inquire what the delay is and inform the citizen.

PROCEDURES WHILE CONDUCTING EXTERIOR AND INTERIOR CHECKS

The supervisor, while conducting exterior and interior checks, should inspect exterior doors, areas adjacent to and alongside the doors to the front lobby for cleanliness, suspicious packages, etc.

PRECAUTIONARY PROCEDURES

In the event that a suspicious package or foreign object is located, and whenever doubt arises as to the

contents of the package(s), care will be exercised in handling it and a "Precautionary Level" established. **(Refer to Unit Order # 16 under Precautionary Level.)** In the event that the situation dictates "Station Evacuation" **(Refer to Unit Order # 40 for procedural plan.)**
