

TLF - Lobby Guard Station

7008.1 STAFFING/RESPONSIBILITIES

- (a) The Visiting Lobby staff members will coordinate the telephone and citizen contacts at the facility.
- (b) Lobby Staff will ensure the American and California flags are lowered in case of inclement weather and during County, State, or National tragedies.
- (c) The Visiting Lobby will be staffed 24 hours a day seven days a week.
- (d) The staffing will consist of at least one armed Deputy at all times during a 24 hour period.
- (e) The position will not be left unattended at any time.
 - 1. Prowler Deputies coordinate and/or provide relief for the Lobby staff as needed.

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7008.4 RECEPTION FUNCTIONS

- (a) Screening Visitors: The Lobby staff at the desk will address each person who enters the Lobby building. The Lobby staff will present a professional attitude and address visitors with dignity and respect.
 - 1. Lobby staff will determine the needs of the visitor and then facilitate those needs.
 - 2. Only staff and authorized visitors will be permitted past the Reception Desk.
- (b) Visitors for on duty staff members will be allowed to wait for the staff member in the Lobby after the member is notified of the visitor's presence.
- (c) All official visitors to the Facility will be directed to the proper area if they are to go beyond the Lobby and will be issued a Visitor's Badge.
 - 1. All visitors issued a Visitor's Badge will sign in on the appropriate log.
- (d) Visitors to the Cashier will be directed to the Cashier Window.
- (e) Weapons and unsearched bulky items will be placed into the appropriate storage locker.
 - 1. Visiting officials must place their weapons in the weapons lockers. Facility staff may leave their weapons in their assigned locked locker. In no instance is any weapon allowed into security.
- (f) The Lobby staff will register all inmate visitors and direct them to the Visiting Guard Station located in the Programs Building, Modules I through R visiting, or Main Control, as appropriate.
- (g) The Lobby staff will register all visitors and note how many in each group, including children. A valid photo identification card shall be kept in a binder with the Lobby staff. Visitors will receive a numbered badge to be worn around the neck in the facility.
- (h) Upon completion of the inmate visit, the visitor shall return the badge and be returned their photo identification.
- (i) Lobby staff will coordinate booth assignments and availability with the Module Deputy. Visitors will be instructed to wait in the Lobby until directed to appropriate visiting area.
- (j) Court orders may be hand delivered to the Lobby. Lobby staff will forward the Court Order to Records for processing.

7008.5 VISITING SECURITY CHECKS

- (a) Twice a shift, Lobby staff will conduct a security check of the Module Public Visiting Area, mezzanine level corridor, the Administration Elevator, stairwells, and the Barracks Visiting.
 - 1. Security checks will be documented in the Guard Station 24-Hour Log.
 - 2. Security checks shall be performed once at the beginning of the shift and once at the end of the shift.
 - 3. The Barracks Visiting area shall have a security check performed twice per shift and shall be documented in the 24-Hour Log.

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- i. The Visiting Guard Station staff assigned to visiting shall perform a security check at both the beginning and end of their shifts to confirm all visitors and inmates are no longer in the visiting area.

7008.6 COMMITMENTS AND RETURNING STAYS/WEEKENDERS

- (a) Commitments and Returning Stays will check in with the Lobby Staff for pre-booking and/or booking.
- (b) When the Community Work Program SSO or Deputy is on duty, the inmate will be referred to him after verifying the inmate's name on the weekender list.
- (c) When the Community Work Program SSO or Deputy is not on duty, the desk staff will perform the pre-booking functions.
- (d) Lobby Staff will inquire with Records when the inmate's name is not on the commitment list.
 1. When no paperwork for the inmate can be found, he will be directed to the sentencing court to resolve the matter.

7008.7 MONITORING MOVEMENT

- (a) The Deputy, SSO, and CSA at the desk will monitor all movement through the Lobby.
- (b) The Deputy, SSO and CSA at the desk shall check the Inmate Visiting Binder twice per shift to confirm all badges have been accounted for.
 1. Inmate Visiting Binder will be checked once at the beginning and once at the end of the shift.
 2. Inmate Visiting Binder will be checked on non-visiting days as well.
 3. Inmate Visiting Binder checks shall be documented in the Guard Station 24-Hour Log.
 4. All discrepancies will be immediately resolved by confirming accuracy of Visiting Binder.
 5. For confirmed discrepancies, Lobby staff will:
 - i. Contact the assigned visiting area of the visitor who is in possession of the unaccounted for badge and/or review of camera footage to determine the visitor's location. If necessary, Lobby staff will perform a check of visiting areas to locate the visitor.
 - ii. If the discrepancy cannot be promptly resolved, Lobby staff shall notify their immediate supervisor.
- (c) Released inmates in the Lobby area will have completed all of the release process with the exception of signing for his money. This will be done at the Cashier.
- (d) Visitors departing from the facility will be observed in order to assure they take all of their property with them.

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- (e) It is the responsibility of staff departing the facility on official business to notify their supervisor.

7008.8 LOG BOOK MAINTENANCE

- (a) Rosters: The assigned Lobby staff will maintain rosters as follows:
 - 1. A roster listing each inmate within the Custody Command will be retained in the Lobby.
 - A. This roster is an alphabetical list with booking numbers and housing location. Each day, the shift one Lobby CSA will print and distribute a list to the lobby and cashier.
 - 2. All other information is accessible through JMS.
- (b) The Volunteer Visitor and Security Clearance Database are retained on the Department share drive for scheduled groups such as A.A. and church groups.
 - 1. Everyone from service organizations who are approved to perform their service at the facility will be listed on the Security Clearance Database and must sign in on the Volunteer Visitor Log.
 - 2. Only those in the Security Clearance Database or those who are approved on site will be permitted to enter the facility after signing in on the Volunteer Visitor Log.
 - 3. ID will be checked on each visitor; a picture ID is required.
 - 4. Time and date, in and out, will be written in for each visitor on the Volunteer Visitor Log.
 - 5. Volunteer visitors must have their I.D. cards and be in the approved volunteer Database to be admitted into the facility.
- (c) The Official Visitors Log is retained at the desk by the Lobby staff members.
 - 1. This log will contain the names of all those who enter the facility via the Lobby including Facility Operations to perform service repairs or to conduct business. (Excludes volunteer groups who will sign-in on the Volunteer Visiting Log).
 - 2. The visitor's name, company or organization name, date and time entered and time of departure will be included in each entry.
 - 3. Visitor passes will be issued to all official visitors who do not already have approved identification which can be displayed while in the facility.
- (d) The Theo Lacy Facility Vehicle Checkout Log is maintained on the Lobby computer and is accessed through the Remedy Application via the Intranet.
 - 1. When employees are assigned a vehicle, it is to be entered into the Theo Lacy Facility Vehicle Checkout Log. The log will be continuous, and does not have to be started anew each day.
 - 2. At the beginning of each shift, the oncoming Lobby Deputy/Sheriff's Special Officer will verify that all vehicles are accounted for.

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3. Each time an employee checks out or checks in a vehicle, the Lobby Deputy/Sheriff's Special Officer will enter all required information into the Theo Lacy Facility Vehicle Checkout Log.
4. It is the responsibility of the Lobby Deputy/Sheriff's Special Officer to ensure that the log entry is completed prior to issuing or accepting the employee keys to any vehicle.
5. If the staff member who checked out a facility vehicle relinquishes the keys to another staff member at any time while away from the facility, it is the relinquishing Deputy's responsibility to notify the lobby staff as to who now has the vehicle.
6. The Operations Sergeant will be responsible for verification of the Theo Lacy Facility Vehicle Checkout Log once per shift.

7008.9 VOLUNTEER VISITOR PARKING VALIDATION

- (a) Lobby staff will maintain Parking Validation tickets to be used in conjunction with the ticket issued at the parking structure. They will only be issued to visitors participating in correctional programs services.
- (b) Procedure for using Parking Validation tickets:
 1. Properly identify the volunteer as a member of a recognized group.
 2. The parking validation ticket will only be issued to members of recognized volunteer groups.
 3. The parking validation ticket will not be issued to employees, official visitors, or the general public.
 4. The parking validation tickets will be secured in a drawer within the Lobby guard station and inaccessible to the public.

7008.10 CLOTHING/PROPERTY RELEASES

- (a) Clothing exchanges may take place between 0700 and 2100 daily.
- (b) The Lobby staff will require the person with the exchange item to identify themselves with a picture ID.
- (c) Form J-025 (Property Release Authorization Form) will be filled out in triplicate by the Lobby staff.
 1. The Lobby staff will then notify the Clothing/Property CSA of the impending release. The inmate's signature/approval must be obtained before the exchange can take place.
- (d) Clothing Exchanges will only occur at the direction of a court order:
 1. All exchanges will be done on an item for item basis, i.e., shirt for shirt, pants for pants.

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2. Items may be added to the inmate's personal clothes only if they do not amount to more than one total set of clothes in storage.
 3. Each inmate must retain one set of personal clothes in storage. At no time will all their personal clothing be released leaving none in storage.
- (e) The Lobby staff will request that the stored items be brought to the desk by the Clothing/Property CSA or a Prowler Deputy with the Clothing Inventory Card.
1. A line will be drawn through the items that are being released on the old Inventory Card. The new items will be listed on the old card, or onto a new card if the old card is full, by the Clothing/Property CSA or Prowler Deputy.
 2. The card will be dated and signed by the exchanging CSA/Deputy. The new Inventory Card will be attached to the old Inventory Card and re-filed in the Clothing/Property Room Office.
 3. The Property Release Authorization Form will be distributed as follows:
 - i. One (1) copy to Inmate Records
 - ii. One (1) copy to the person exchanging the clothing
 - iii. One (1) copy to the Clothing/Property Room to be attached to the Inventory Cards.
 4. The new garments will be thoroughly searched by both the Lobby staff and the Clothing/Property CSA. Contraband found in the clothing will be brought to the Operations Sergeant's immediate attention.
 5. Items brought in for storage must be clean and ready to hang in storage.
- (f) Inmate Personnel Property Release: Property releases shall take place between the hours of 0700-2100 daily.
1. The Lobby staff will require the requesting person to identify themselves with a picture ID.
 2. Form J-025 (Property Release Authorization) will be filled out by the staff member. The inmate's signature must be obtained on the form prior to releasing any items.
 3. The Lobby staff will sign the form at the bottom when the release is completed.
 4. The Lobby staff will request that the inmate's personal property bag be brought forward by the Booking/Release/Property CSA or Prowler Deputy.
 - i. When a property release occurs, ALL of the inmate's property will be released.
 - ii. The person receiving the items must sign the form where indicated, including their address.
 - iii. One copy of the Release Authorization Form will be placed in the property bag before it is resealed and replaced in storage. The person requesting the items gets one copy and one copy is placed in the inmate's record file.

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7008.11 CWP WORKERS

- (a) The Lobby Staff will be responsible for the issuance of the CWP Identification Vests to all CWP workers assigned to the Theo Lacy Facility.
- (b) Orange vests, with black letters "TLF" on the left front side, a vest number on the bottom right hand corner of the back side, and "CWP" on the back will be issued to Lobby CWP workers.
- (c) The Lobby Staff will verify via proper identification and Work Assignment Card that the CWP worker is assigned to the Theo Lacy Facility. The inmate's personal identification will be retained at the Reception Desk until the identification vest is returned.
- (d) The Lobby Staff will sign in the CWP worker using the Work Assignment Card as daily attendance record and record the number of the identification vest.
- (e) The Lobby Staff will advise the CWP worker that the identification vest will be issued at the beginning of each work day. The identification vest will be worn visibly at all times while working on this facility and will be returned to the Lobby Staff at the end of each work day.
- (f) Whenever CWP workers of mixed gender are assigned to the same crew and/or work area, they must be visually supervised at all times by the assigned CSA of his designee.