



San Diego Community College District Police Department Policy and Procedures

6.20 DOOR UNLOCK PROCEDURES

EFF. 10/01/19

I. PURPOSE

This Department procedure establishes guidelines for providing a consistent response to “locked door” situations throughout the District.

II. SCOPE

This procedure applies to all members of the Department.

III. BACKGROUND

The locking and unlocking of doors is the responsibility of faculty and staff members who have been issued keys for instructional or administrative purposes.

Facilities Services personnel possess master keys for building maintenance and repair purposes. Facilities Services is further charged with the responsibility of opening and securing classrooms in accordance with prearranged schedules. College Police possess master keys for building security and emergency access purposes.

It is the responsibility of all District personnel to request and obtain keys for building access or to make advance arrangements for building access via appropriate site administrators. Facilities Services and College Police personnel will generally not open doors for the mere convenience of faculty or staff members. In addition, Facility Services and College Police are generally prohibited from opening doors for people who are: 1) not properly identified and 2) do not demonstrate a business need for access to the area.

IV. PROCEDURES

A. Telephone Requests made to College Police Dispatch

1. When College Police Dispatch receives any request from an individual claiming to be a member of the faculty, staff or administration of the District to unlock a door, the individual will be referred to their respective dean, the site dean, evening



administration duty dean or their manager. Dispatch may assist the requestor in identifying the duty dean. Non-emergency requests will not be forwarded to Facilities Services or College Police field personnel. Requests received from site deans, vice presidents or presidents or Directors of Administrative Services will be referred to the appropriate on duty Facilities Services or College Police supervisor.

2. A request from a student to open a room for non-emergency purposes will be denied. They will be told to wait until their class or office is open during normal business hours.
3. Requests from contractors with advance authorization on file will be referred to Facilities Services or designated field personnel. Contractor requests where no advanced authorization is on file will be referred to College Police or Facilities Services field supervisors.
4. Requests from persons claiming to have a contract granting them access to a facility that is locked will be referred to the Facilities Services supervisor for that location. Dispatch may contact the supervisor by phone or pager. If the supervisor cannot be reached, the dispatcher will ascend the Facilities chain of command until a manager is contacted.

B. Business Office Requests

1. Telephone requests received at College Police or Facilities Services offices may be handled consistent with the procedures for calls received by College Police Dispatch or may be transferred directly to College Police dispatch for assistance.
2. Requests for assistance received in person at College Police offices will generally be referred to Facilities Services. College Police and Facilities Services personnel are encouraged to explain procedures for obtaining keys, advance approval or approval of appropriate deans or administrators.

C. Field Procedures – General

When responding to extraordinary requests to open doors, College Police and Facilities Services personnel are required to identify the person for whom the door is being opened and ensure the person has a legitimate purpose for the entry and/or approval from a site dean or manager. In the case of College Police, this information will be documented by field interview report for internal security purposes.

D. Field Procedures – Facilities Services

Facilities Services personnel will respond to unlock a door only when they have

received a request from the dean or manager. If recurring problems are experienced with the same individual, Facilities Services Supervisors will resolve the problem by dealing with the campus Director of Administrative Services.

Facilities Service personnel will not open doors for a student. If a student requests assistance for emergency or urgent purposes, a Police Officer may be requested.

E. Contractors

Generally, Facilities Services and the office of the Facilities Management Assistant Chancellor will coordinate the needs of contractors to enter District facilities after hours. However, in the event that College Police receive a request from a contractor to open a room, there has been no prior notification, and Facilities Services personnel are not available, a College Police supervisor will be contacted. An officer may be dispatched to evaluate. It is anticipated that the officer will need to contact off duty personnel from Facilities Management and Facilities Services to receive the necessary authorization. The officer will document the incident and forward the information to their Lieutenant for appropriate follow up.

F. Special Events

The District's practice is to enter into contracts with various individuals or organizations to utilize District facilities. As a matter of routine, when these contracts are entered into, arrangements are made to have Facilities Services personnel present to unlock and then secure the facility.

G. Facilities That Are Normally Unlocked

If College Police Dispatch receives a call from someone requesting assistance in entering a classroom or other facility that is locked, but that would normally be unlocked, Facilities Services will evaluate each occurrence and assist as needed. Classrooms (example: chemistry labs, computer labs, animal health) with expensive equipment will not be opened. Faculty and staff will be referred to their dean or the manager if it is necessary for them to have a key issued to them. Students will be informed that no assistance can be provided.

H. School Break Periods

During times when campuses are closed during the semester or holiday breaks when the facilities staff is busy conducting special service campaigns, all requests to assist in unlocking doors will be either delayed or denied unless prior arrangements have been made with the administration or advance notice has been given to College Police or Facilities Services.

I. ABSO (Bookstores/Cafeterias)

No assistance will be provided after normal business hours. During business hours, requests for assistance in unlocking doors should be referred to an ABSO supervisor. In the event of an emergency, a police supervisor should be dispatched to evaluate and take appropriate action. The incident should be documented and directed to the area Lieutenant.

J. Sensitive Areas

Campuses may contain rooms which are designated as sensitive areas by campus administration. These may include accounting control rooms or reprographic centers. Entry to these areas requires approval of designated managers or the areas.

V. **EXCEPTIONS**

It is recognized that situations will arise that require a departure from the above procedures. (e.g. staff members occasionally lock their keys in their office and are unable to either re-enter the office or drive home). If in the judgment of the employee, an exception may be warranted, they should consult with a Police Sergeant, an Acting Sergeant or a Facilities Services supervisor or manager.