

AMENDMENT NO. ~~4~~3
TO
CONTRACT NO. MA-042-20011361
FOR
UNARMED SECURITY GUARD SERVICES

This Amendment ("Amendment No. ~~4~~3") to Contract No. MA-042-20011361 for Unarmed Security Guard Services is made and entered into on July 1st, 2023 ~~the date fully executed~~ by and between The Alpha & Omega Group Security Services, Inc. ("Contractor"), with a place of business at 2930 W Imperial Hwy., Ste 203, Inglewood, CA 90303-3142, and the County of Orange, a political subdivision of the State of California ("County"), through its Health Care Agency, with a place of business at 400 W. Civic Center Dr., 3rd Floor ~~200 W. Santa Ana Blvd., Ste. 650~~, Santa Ana, CA 92701. Contractor and County may sometimes be referred to individually as "Party" or collectively as "Parties".

RECITALS

WHEREAS, the Parties executed Contract No. MA-042-20011361 for Unarmed Security Guard Services, effective July 1, 2020 through June 30, 2023, in an amount not to exceed \$1,800,000 ("Contract"); and

WHEREAS, the Parties executed Amendment No. 1 to add Federal Emergency Management Agency (FEMA) provisions to the Contract; and

WHEREAS, the Parties executed Amendment No. 2 to increase the amount not to exceed by \$1,500,000 to cover services and to update Attachment A, Post Orders, to add locations for unarmed security guard services.

WHEREAS, the Parties executed Amendment No. 3 to replace Attachment A-1, Revised Post Orders with Attachment A-2, Revised Post Orders; and

WHEREAS, the Parties now desire to enter into this Amendment No. 4 to replace Attachment A-2, Revised Post Orders with Attachment A-3, Post Orders and to renew the Contract for County to continue receiving and Contractor to continue providing the services set forth in the Contract.

~~**WHEREAS**, the Parties now desire to enter into this Amendment No. 3 for County to continue receiving and Contractor to continue providing the services set forth in the Contract.~~

NOW, THEREFORE, Contractor and County agree to amend the Contract as follows:

~~1. Attachment A-1, Post Orders is deleted in its entirety and replaced with Attachment A-2, Revised Post Orders, which is incorporated by this reference.~~

1. The Contract is renewed for a period of one year nine months, effective July 1, 2023 through March 31, 2025, in an amount not to exceed \$1,500,000 for this renewal period, for a new total amount not to exceed \$4,800,000; on the same terms and conditions.

2. Attachment A-2, Revised Post Orders is deleted in its entirety and replaced with Attachment A-3, Post Orders, which is incorporated by this reference.

~~2.3.~~ Contractor shall continue to reference invoices with MA-042-20011361 and to forward the invoices to: Orange County, Health Care Agency, Accounts Payables, P.O. Box 689, Santa Ana CA 92702 or email to hcaap@ochca.com.

This Amendment No. ~~4~~3 modifies the Contract, including all previous amendments, only as expressly set forth herein. Wherever there is a conflict in the terms or conditions between this Amendment No. ~~4~~3 and the Contract, the terms and conditions of this Amendment No. ~~4~~3 prevail. In all other respects, the terms and conditions of the Contract, including all previous amendments, not specifically changed by this Amendment No. ~~4~~3 remain in full force and effect.

SIGNATURE PAGE FOLLOWS

SIGNATURE PAGE

IN WITNESS WHEREOF, the Parties have executed this Amendment No. 43. If Contractor is a corporation, Contractor shall provide two signatures as follows: 1) the first signature must be either the Chairman of the Board, the President, or any Vice President; 2) the second signature must be that of the Secretary, an Assistant Secretary, the Chief Financial Officer, or any Assistant Treasurer. In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution or by-laws demonstrating the legal authority of the signature to bind the company.

Contractor: The Alpha & Omega Group Security Services, Inc.

Print Name

Title

Signature

Date

Print Name

Title

Signature

Date

County of Orange, a political subdivision of the State of California

Purchasing Agent/Designee Authorized Signature:

Print Name

Deputy Purchasing Agent
Title

Signature

Date

APPROVED AS TO FORM
Office of the County Counsel
Orange County, California

Print Name

Deputy County Counsel
Title

Signature

Date

ATTACHMENT A-2**REVISED POST ORDERS**

HCA shall provide post orders detailing important contact information, duties, procedures and hours of operation to each location where Unarmed Security Guards are assigned. A copy of the Post Order must be given to Contractor and Unarmed Security Guard at each location for use by guard staff.

Contractor shall provide unarmed security services on the following HCA Locations in accordance with the requirements set forth in the RCA and in this Attachment A.

● **Location #1: 401 S. Tustin Street Campus**

Building Manager Contact Information: Christine Hanna, Educational Director 401 Tustin St. Bldg. A&B, Orange, CA 92866 Cell Phone: 626-831-7711; Office: 714- 244-4322	Facility Hours of Operation: Monday – Thursday: 9:00 am-9:00 pm Friday: 9:00 am – 5:00 pm
Building Manager Contact Information: Sohail Eftekhazadeh, Program Director 401 Tustin St. Bldg. C, Orange, CA 92866 714-361-4860	Facility Hours of Operation: Monday-Thursday 9:00am-5:00pm Friday 9:00am-8:00pm Saturday 9:00am-5:00pm
Building Manager Contact Information: Pete Hilen, Program Director 401 Tustin St. Bldg. D, Orange, CA 92866 Cell 714-328-5904 or 714-289-3936	Facility Hours of Operation: 24 hours a day/7 days a week/365 days a year
Emergency Notification Numbers: Orange County Sheriff Department list and phone numbers provided.	
Emergency Procedures: (please attach additional sheets if necessary)	
Fire Alarm System Instructions:	Security System Operating Instructions:
Door Location/Lock & Unlock Instructions: Guard has all key to all doors in the building. Exterior building doors to be locked at all times during non-business hours.	Gate Location/Lock & Unlock Instructions:
Special Instructions: (please attach additional sheets if necessary) ● Contractor must maintain and utilize the guard tour (Detex) system or other monitoring system for the unarmed security guard.	

● **Location #2: HCA/AOABH/CRISIS STABILIZATION UNIT (CSU)**

<p>Building Manager Contact Information: Nicole Keefe – Service Chief I 1030 W. Warner Ave, Santa Ana, CA 92707 714-834-6915 or 714-834-6900</p>	<p>Facility Hours of Operation: 24 hours a day/7 days a week/365 days a year.</p>
<p style="text-align: center;">Unarmed Security Guard Duties:</p> <ol style="list-style-type: none"> 1. Regularly Patrol and monitor parking lots, interior and exterior perimeter of building for any unusual or suspicious activities. 2. Observe and report any unsafe and unacceptable behavior to CSU staff and supervisor. 3. Escort any individual from the premises upon direction of CSU staff and supervisor's. 4. Open door and greet individuals in the lobby at any given time. 5. Post hours are 24/7, 365 days a year. 6. Ensure children in the lobby are being supervised by family. 7. Check facility door, lights and windows are closed or locked appropriately, report any safety concerns to CSU supervisor or staff. 8. Report security problem to the Police Department and CSU staff. 9. Record and document in the Daily Activity Report (DAR) for every shift covering the 24/7 hour period. Complete any Special Incident Report within 24 hours and submit to CSU supervisor. 10. Assist CSU staff in evacuating clients out of the building during an emergency and evacuations. 11. Patrol and maintain a safe environment in the parking structure/lot for employees and visitors. Enforce parking structure lot rules and guidelines. 12. Be present on the nursing unit during shift change to monitor unit safety and as needed/requested by the CSU staff. 13. Check in with Program staff upon arrival to inquire if there are any special situations/circumstances he/she should be aware of on that day and provide cell phone number. 14. Unarmed security guard shall not wear head phones, listen to music or read unauthorized materials while on duty. 15. Unarmed security guard shall not conduct personal phone calls, except in the event of an emergency. 16. Unarmed security guard shall contact clinic if out sick or running late. 	
<p style="text-align: center;">Emergency Notification Numbers: Orange County Police/Sheriff Department list and phone numbers provided.</p>	
<p>Emergency Procedures: (please attach additional sheets if necessary) Emergency evacuation plan discussed and directions provided and posted along facility door/exits. In case of Emergency, there are 2 designated meeting places (Southeast Corner or Southwest Corner of parking lot), follow the Incident Commander direction and assist staff and individual at the CSU from the building in an orderly and safe manner.</p>	
<p>Fire Alarm System Instructions: Maintained by private building manager.</p>	<p>Security System Operating Instructions: N/A. We are 24 hour program with an interior/exterior security system monitoring by another third party, operated by CSU staff.</p>

<p>Door Location/Lock & Unlock Instructions: Unarmed security guard has key to all doors in the building. Exterior building doors to be locked at all times. This is a locked psychiatric facility and both doors leading to the unit will be locked at all times except for admittance and discharge of individual from CSU.</p>	<p>Gate Location/Lock & Unlock Instructions: N/A. No gate at CSU.</p>
<p>Special Instructions: (please attach additional sheets if necessary) None.</p>	

~~• Location #3: 200 W. Santa Ana Blvd., Suite 100B, Office of Vital Records~~

<p>Program Contact Information: Kim Pickering Contact Number:</p>	<p>Facility Hours of Operation: Guard Hours:</p>
<p>Unarmed Security Guard Duties: 1. Maintain work station and patrol and monitor interior of building, exterior perimeter, parking lot/structure for any unusual or suspicious activities. 2. Observe and report any unsafe, unacceptable behavior, or security problems to Department project manager.</p>	

<p>3. Check in with Department project manager upon arrival to inquire if there are any special situations/circumstances the unarmed security guard should be aware of.</p> <p>4. Escort any individuals from the premises upon direction from program. Make sure individuals do not leave children unaccompanied.</p> <p>5. Request the assistance of local law enforcement or sheriff if an individual becomes abusive or unmanageable.</p> <p>6. Record the date, time, caller, reason for page resulting in activity on the Daily Activity Report (DAR).</p> <p>7. Unarmed security guards are to not: carry batons, mace, or pepper spray while working on County Property.</p> <p>8. Unarmed security guard shall not wear headphones, listen to music, or read unauthorized materials while on duty.</p> <p>9. Unarmed security guard shall not conduct personal phone calls except in the event of an emergency.</p> <p>10. No personal visitors of unarmed security guards allowed on work site.</p> <p>11. Do not use County equipment nor telephone except to perform assigned duties.</p> <p>12. Do not attempt to force or enforce a corrective action other than escort individuals from premise.</p> <p>13. Do not accept any gratuities, nor be under the influence of drugs or alcohol on duty.</p> <p>14. No fraternization with clients. This includes smoking with clients.</p> <p>15. Contact Supervisor at Alpha & Omega Group, if out sick or running late.</p> <p>16. To complete, sign and provide a written report of all incidents and occurrences to the Program staff within twenty-four (24) hours of the incident.</p> <p>17. Assist employees in evacuating individuals from the building during emergencies and evacuation drills.</p>	
Emergency Notification Numbers:	
Emergency Procedures: (please attach additional sheets if necessary)	
Fire Alarm System Instructions:	Security System Operating Instructions:
Door Location/Lock & Unlock Instructions:	Gate Location/Lock & Unlock Instructions:
Special Instructions: (please attach additional sheets if necessary)	

● **Location #4: Recovery Center North**

<p>-Building Manager Contact Information: Zorayda Ochoa, Office Supervisor 303 W. Lincoln Ave., Anaheim, CA 92805 Office: 714-520-7300</p>	<p>Facility Hours of Operation: Monday—Thursday: 8:00 am—6:00 pm Friday: 8:00 am—5:00 pm</p>
<p align="center">Unarmed Security Guard Duties:</p> <ol style="list-style-type: none"> 1. Maintain work station and regularly patrol and monitor the building (interior and exterior) including the parking lot for any unusual or suspicious activities. 2. Observe and report any unsafe, unacceptable behavior, or security problems to Department project manager. 3. Check in with program upon arrival to inquire if there are any special situations/circumstances the unarmed security guard should be aware of. 4. Escort any individuals from the premises upon direction from program. Make sure individuals do not leave children unaccompanied. 5. Request the assistance of local law enforcement or sheriff (if available) if an individual becomes abusive or unmanageable. 6. Record the date, time, caller, reason for page resulting in activity on the Daily Activity Report (DAR). 7. Unarmed security guards are to not: carry batons, mace, or pepper spray while working on County Property. 8. Unarmed security guard shall not wear headphones, listen to music, or read unauthorized materials while on duty. 9. Unarmed security guard shall not conduct personal phone calls except in the event of an emergency. 10. No personal visitors of unarmed security guards allowed on work site. 	

<p>11. — Do not use County equipment nor telephone except to perform assigned duties.</p> <p>12. — Do not attempt to force or enforce a corrective action other than escort individuals from premise.</p> <p>13. — Do not accept any gratuities, nor be under the influence of drugs or alcohol on duty.</p> <p>14. — No fraternization with clients. This includes smoking with clients.</p> <p>15. — Contact Supervisor at Alpha & Omega Group, if out sick or running late.</p> <p>16. — To complete, sign and provide a written report of all incidents and occurrences to the Program staff within twenty-four (24) hours of the incident.</p> <p>17. — Assist employees in evacuating individuals from the building during emergencies and evacuation drills.</p>	
<p>Emergency Notification Numbers: Rodrigo Sigala, SC1: 714-520-7300 Zorayda Ochoa, Office Supervisor: 714-206-0703</p>	
<p>Emergency Procedures: (please attach additional sheets if necessary) Follow County Designated Safety Representative (DSR) Evacuation Procedures and report any emergency to Rodrigo Sigala, SC1 or Zorayda Ochoa, Office Supervisor.</p>	
<p>Fire Alarm System Instructions: N/A</p>	<p>Security System Operating Instructions: N/A</p>
<p>Door Location/Lock & Unlock Instructions: All locking/unlocking procedures will be handled by County Staff</p>	<p>Gate Location/Lock & Unlock Instructions: N/A</p>
<p>Special Instructions: (please attach additional sheets if necessary) N/A</p>	

• ~~Location #5: HCA HEADQUARTERS, 405 W. 5th Street~~

Building Manager Contact Information: Disha Sama, Staff Specialist 405 W. 5 th Street, Santa Ana, CA 92701 Office: 714-834-5441—Cell: 657-240-8380	Unarmed Security Guard Hours: Monday—Friday: 8:00 am-4:00 pm Lunch: 11:00am-12:00pm
Unarmed Security Guard Duties:	
<ol style="list-style-type: none"> 1. Maintain work station and monitor 1st floor lobby for any unusual or suspicious activities. 2. Observe and report any unsafe, unacceptable behavior, or security problems to onsite Sheriff and follow up with a notification to Facilities staff. 3. Check in with Facilities staff upon arrival and to inquire if there are any special situations/circumstances the unarmed security guard should be aware of. 4. Unarmed security guards are to not: carry batons, mace, or pepper spray while working on County Property. 5. Unarmed security guard shall not wear headphones, listen to music, or read unauthorized materials while on duty. 6. Unarmed security guard shall not allow public loitering in lobby or public usage of employee restrooms. 7. Unarmed security guard shall not conduct personal phone calls except in the event of an emergency. 8. Unarmed security guard shall use best judgement to screen all visitors on their nature of visit, meeting, floor and time before assigning a visitor sticker. 9. No personal visitors of unarmed security guard allowed on work site. 10. Do not use County equipment nor telephone except to perform assigned duties. 11. Do not accept any gratuities, nor be under the influence of drugs or alcohol on duty. 12. No fraternization with clients. This includes smoking with clients. 13. Contact Supervisor at Alpha & Omega Group, if out sick or running late. 14. Assist employees in evacuating individuals from the building during emergencies and evacuation drills. 	
Emergency Notification Telephone Numbers: Onsite Sheriff (Desk: 714-834-4665, Cell: 714-720-1561)	
Emergency Procedures: (please attach additional sheets if necessary)	
Fire Alarm System Instructions:	Security System Operating Instructions:
Door Location/Lock & Unlock Instructions:	Gate Location/Lock & Unlock Instructions:
Special Instructions: (please attach additional sheets if necessary)	

Location # 6: AOABH/CYBH, 14140 Beach Blvd., Westminster, CA 92683

Building Manager Contact Information: Rebekah Radomski (714) 896-7581 Karen Shifflett (714) 896-7513 Phyllis Crane (714) 896-7556	Facility Hours of Operation: Monday-Friday: 7:30am-6:00pm, Tuesdays and Wednesdays from 7:30 am to 8 pm
<p style="text-align: center;">Unarmed Security Guard Duties:</p> <ol style="list-style-type: none"> 1. Maintain work station and regularly patrol and monitor the building (interior and exterior) including the parking lot for any unusual or suspicious activities. 2. Observe and report any unsafe, unacceptable behavior, or security problems to Department project manager. 3. Check in with Department project manager upon arrival to inquire if there are any special situations/circumstances the unarmed security guard should be aware of. 4. Escort any individuals from the premises upon direction from Department project manager. Make sure individuals do not leave children unaccompanied. 5. Request the assistance of local law enforcement or sheriff (if available) if an individual becomes abusive or unmanageable. 6. Record the date, time, caller, reason for page resulting in activity on the Daily Activity Report (DAR). 7. Unarmed security guards are to not: carry batons, mace, or pepper spray while working on County Property. 8. Unarmed security guard shall not wear headphones, listen to music, or read unauthorized materials while on duty. 9. Unarmed security guard shall not conduct personal phone calls except in the event of an emergency. 10. No personal visitors of the unarmed security guard allowed on work site. 11. Do not use County equipment nor telephone except to perform assigned duties. 12. Do not attempt to force or enforce a corrective action other than escort individuals from premise. 13. Do not accept any gratuities, nor be under the influence of drugs or alcohol on duty. 14. No fraternization with clients. This includes smoking with clients. 15. Contact Supervisor at Alpha & Omega Group, if out sick or running late. 16. To complete, sign and provide a written report of all incidents and occurrences to the Department project manager staff within twenty-four (24) hours of the incident. 17. Assist employees in evacuating individuals from the building during emergencies and evacuation drills. 	
<p style="text-align: center;">Emergency Notification Numbers: 911 and/or onsite supervisor 714-896-7566</p>	
<p style="text-align: center;">Emergency Procedures: (please attach additional sheets if necessary) Please see attached.</p>	
Fire Alarm System Instructions:	Security System Operating Instructions:
Door Location/Lock & Unlock Instructions:	Gate Location/Lock & Unlock Instructions:

Special Instructions: (please attach additional sheets if necessary)	

● ~~Location # 7: 1725 W. 17th St., Santa Ana, CA 92701~~

~~Facility:~~ _____ Health Care Agency

~~Location:~~ _____ 1725 W. 17th St., Santa Ana, Ca 92701

~~Telephone:~~ _____ 714 834 7929

~~Cell Phone:~~ _____ 714 390 7606

~~Facility Keys:~~ Shall be provided to onsite unarmed security guard by the Building Manager.

~~Alarm Codes and Fire Alarm Instructions:~~ Buildings 1725, 1729E, and Epidemiology alarms are confidential, and therefore shall be provided to onsite unarmed security guard by the Building Manager in addition to the fire alarm instructions.

Entry to the building:

~~Unarmed security guards may enter the building during normal business hours through the main entrance. Upon arrival, visit the Business Office Customer Service desk and staff will grant you access to retrieve keys and access card. Arrival after normal business hours will require coordination with the on duty unarmed security guard.~~

Facility Mission:

~~The mission of the Orange County Health Care Agency is to provide low cost medical services to Orange County residents in the following areas: Family planning, Pregnancy testing, Child Health Services, Child Health physicals, Child immunizations, Travel immunizations, WIC (Women, Infants and Children) program, Sexually Transmitted Diseases, AIDS education, AIDS Out reach, TB testing, and Dental care.~~

Private Unarmed Security Guard General Duties:

- Provide a safe environment to County employees and to the public.
- Patrol check the interior and exterior of the facility and campus throughout the day and evening including the offices located in the two trailers next to the building and the three buildings located on the north end of the parking lot.

PRIVATE UNARMED SECURITY GUARD Specific Duties:

- Handle calls for service such as unruly clients, suspicious persons, missing persons, etc.
- Identify criminal violations and contact the proper authority to investigate the offense.
- During emergency situations (earthquakes, fire and fire drills) assist the building manager in evacuating the building and securing access in accordance with the facility operations procedure.
- Patrol the campus as the Unarmed Security Guard Checklist states.

Special Security Concerns:

It is important for the Private Unarmed Security Guards to be visible outside and patrol the area behind the lab. Especially at the ends of the work day for County employees who walk out to their vehicles. This ensures the safety of all building staff.

The Private Unarmed Security Guard will inform the Special Sheriff Officer and Building Manager of incidents involving County property, employees, and/or clients experiencing unusual events. Unusual events include suspicious persons; damage to autos in the parking lot; and loss of, or damage to, County property.

NOTE: Notify in extreme facility emergencies only, making sure that all emergency facility contacts have been contacted prior to reaching out to the Building Manager.

PARKING LOT

For the purpose of loading or unloading outside a marked parking stall, a placard may be obtained from reception staff.

No food vendors and/or carts are permitted in the parking lot or anywhere on the premises, and are only permitted to sell their wares on the sidewalk in front of the building on the 17th Street side. The sidewalk is under the jurisdiction of the City of Santa Ana and not subject to County regulations.

The customers of Hacienda restaurant across the street are not permitted to use our parking lot. Restaurant management is aware and in agreement that their patrons are not to use our lot.

Notifications:

As per established bureau procedures, Private Unarmed Security Guards will notify the Orange County Sheriff's Department of all sensitive or emergency situations including but not limited to: medical aids, use of force, or any criminal incident that results in a physical arrest and/or citation.

Facility Emergency Plan:

Assigned Private Unarmed Security Guards are responsible for developing a working knowledge of facility specific evacuation routes and emergency procedures.

HEALTH CARE AGENCY (HCA)**EMERGENCY NOTIFICATION TELEPHONE NUMBERS AND PROCEDURES**

The Facility Manager is designated as the Building Safety Coordinator. The Building Safety Coordinator is responsible for coordinating the overall response plan for emergency situations.

HCA EMERGENCY CALL LIST

CALL IN THE ORDER LISTED BELOW (if Stephanie is on vacation, call Sam Barela first):

	<u>Cell Phone</u>	<u>Home</u>	<u>Office</u>
1. Stephanie Garcia Building Manager	714 585 4746		714 834 7856
2. Sam Barela Facility Analyst	949 230 1870		714 834 5598
3. Orange County Central Plant (Facility emergencies, i.e. electrical, plumbing, trouble signal on fire alarm, but no fire)		714 834 3244	

EMERGENCY NOTIFICATION TELEPHONE NUMBERS AND PROCEDURES

	<u>Telephone Numbers</u>
Fire Santa Ana Fire Dept. Non-emergency	714 542 2311
Police (Santa Ana Police Department)	714 834 4211
Sheriff's dispatch	714 647 1832
Water Department:	
-General and Emergency	714 647 3380
Gas Company	800 427 2000
Electric Company	800 655 3380
Janitorial Contractor (US Metro Group)	323 674 1862
Landscaping Contractor (Evolution Landscaping) (Broken Sprinklers/fallen trees)	714 450 2303

HOURS OF OPERATION

General Clinic Hours ~~Monday-Friday 7:30 AM to 5:00 PM~~

WIC Weekend Clinic ~~Every other Saturday 7:30 AM to 4:00 PM~~

~~Outreach & Engagement Weekend Hours—Every Saturday and Sunday 7:30 AM to 5:00 PM~~~~Clinics inside 1725~~~~Family Health Clinics—Orange Doors—~~~~WIC/Nutrition Services—Red Door—~~~~17th Street Testing, Treatment and Care Clinic (STD/HIV)—Green Door~~~~TB Treatment Clinic (PDS)—Blue Door—~~**~~At the Public Health Lab at 1729 W. 17th Street:~~**~~Normal business hours are Monday through Friday 8:00 a.m. to 5:00 p.m. and on Saturday and Sunday 10:00 a.m. to 1:00 p.m.~~**~~At the Epidemiology building at 1719 W. 17th street:~~**~~Normal business hours are Monday through Friday 8:00 a.m. to 5:00 p.m.~~**LISTING OF INDIVIDUAL AUTHORIZED ACCESS**

No County employees are permitted in the building before 6:00 a.m. No County employees are permitted to remain in the building after 2200 (10:00 p.m.) hours.

The Building Manager will provide a sign-in sheet listing all authorized County employees for building access during off hours every Friday. All County employees entering the building must sign in next to their name. **Only people with names that appear on the list may have access to the building.** If the person's name does not appear on the sign-in sheet, they are not allowed entry unless their name appears on the list below. Allowing unauthorized personnel into the building is a violation of the fire code and breaches building security. Additionally, County employees are not allowed to be in the building during off hours without their supervisor (whose name will also appear on the list). Additionally, all County employees are required to **sign out** upon exiting the building.

County employees listed below have 24-hour access to the building. If they access the building after the normal operating hours, you must note their arrival in your DAR. Scheduled weekend clinics and those not listed below must sign in on weekend sign-in list or memo provided by the building manager.

_____ Janitorial Staff _____	_____ Lab employees (to drop-off specimens) _____
_____ Sheriff Department Staff _____	_____ Contractors (eo. name provided in advance) _____
_____ Information Technology Staff _____	_____ Orange County Public Works _____

~~Marc Meulman, Chief of Operations, Public Health
John Lewis, Division Manager, Management Services
Stephanie C. Garcia, Program Supervisor/Building Manager, Management Services
Sam Barela, Program Manager, Management Services
Delia Zelaya, Program Manager, Management Services
Derek Moore, Program Manager, Management Services
Anna Peters, Director, Administrative Services
Jenna Sarin, Division Manager, Community and Nursing Services
Tamarra Jones, Division Manager, Health Promotion and Community Planning
Mike Carson, Division Manager, Clinical Services
David Nunez, Medical Director, Family Health~~

~~Angelito Bravo, Program Manager, Pulmonary Disease Services
 Samuel Monroy, Program Supervisor II, Oral Health Program
 Maridet Ibañez, Program Manager, WIC
 Judy Ogan, Program Manager, Public Health Nursing
 Natalie Silva, Program Manager, 17th Street Testing, Treatment and Care Clinic
 Christopher Ried, Medical Director, 17th Street Testing, Treatment and Care Clinic
 Sofia Batshoun, Program Supervisor II, 17th Street Testing, Treatment and Care Clinic
 Lucy Hernandez, Program Supervisor II, Community and Nursing Services
 Veronica Llamas, Information Systems Tech, Information Technology
 _____ Vacant, HVAC Mechanic, OC Public Works~~

• ~~Location # 8: 2228 Ritchey St., Santa Ana CA 92705~~

<p>Building Manager Contact Information: EMS Duty Officer 2228 Ritchey St., Santa Ana, Ca 92705 Cell: 714-415-8980</p>	<p>Unarmed Security Guard Hours: Monday – Sunday: 8:00 am – 5:00 pm 5:00 pm – 1:00 am 1:00 am – 8:00 am</p>
<p style="text-align: center;">Unarmed Security Guard Duties:</p> <ol style="list-style-type: none"> 1. _____ Maintain unarmed security guard station and monitor perimeter of HCA Agency Operations Center (AOC) for any unusual or suspicious activities. 2. _____ Conduct walking perimeter checks of AOC property every 30 minutes. 3. _____ Observe and report any unsafe, unacceptable behavior, or security problems to Sheriff and follow up with a notification to EMS Duty Officer. 4. _____ During AOC operational hours, check in with AOC logistics chief upon arrival to inquire if there are any special situations/circumstances he/she should be aware of. 5. _____ Unarmed security guards are to not: carry batons, mace, or pepper spray while working on County Property. 6. _____ Unarmed security guards shall not wear headphones, listen to music, or read unauthorized materials while on duty. 7. _____ Unarmed security guard shall not allow public loitering in lobby or public usage of employee restrooms. 8. _____ Unarmed security guard shall not conduct personal phone calls except in the event of an emergency. 9. _____ Unarmed security guard shall use best judgement to screen all visitors of their nature of visit, meeting, floor and time before assigning a visitor sticker. 10. _____ No personal visitors of unarmed security guard allowed on work site. 11. _____ Do not use County equipment nor telephone except to perform assigned duties. 12. _____ Do not accept any gratuities, nor be under the influence of drugs or alcohol on duty. 13. _____ No fraternization with clients. This includes smoking with clients. 14. _____ Contact Supervisor at Alpha & Omega Group, if out sick or running late. 	

<p>15. Assist employees in evacuating individuals from the building during emergencies and evacuation drills.</p>	
<p>Emergency Notification Telephone Numbers: 9-1-1 for Emergencies EMS Duty Officer after calling 9-1-1 for emergencies 714-415-8980 Sheriff Non-Emergency Dispatch 714-647-7000</p>	
<p>Emergency Procedures: (please attach additional sheets if necessary)</p>	
<p>Fire Alarm System Instructions:</p>	<p>Security System Operating Instructions:</p>
<p>Door Location/Lock & Unlock Instructions:</p>	<p>Gate Location/Lock & Unlock Instructions:</p>
<p>Special Instructions: (please attach additional sheets if necessary)</p>	

● ~~Location # 9: 317 Marine Way, Irvine~~

<p>Building Manager Contact Information: EMS Duty Officer 2228 Ritchey St., Santa Ana, Ca 92705 Cell: 714-415-8980</p>	<p>Unarmed Security Guard Patrol Hours: Friday - Monday: 5:00 pm - 8:00 am</p>
<p>Unarmed Security Guard Duties:</p> <ol style="list-style-type: none"> 1. Patrol and monitor perimeter of 317 Marine Way, Irvine for any unusual or suspicious activities. 2. Conduct perimeter checks of AOC property every 30 minutes. 3. Observe and report any unsafe, unacceptable behavior, or security problems to Sheriff and follow up with a notification to EMS Duty Officer. 4. Unarmed security guards are to not: carry batons, mace, or pepper spray while working on County Property. 5. Unarmed security guard shall not wear headphones, listen to music, or read unauthorized materials while on duty. 6. Unarmed security guard shall not conduct personal phone calls except in the event of an emergency. 7. No personal visitors of unarmed security guard allowed on work site. 8. Do not accept any gratuities, nor be under the influence of drugs or alcohol on duty. 9. No fraternization with clients. This includes smoking with clients. 10. Contact Supervisor at Alpha & Omega Group, if out sick or running late. 	

Emergency Notification Telephone Numbers: 9-1-1 for Emergencies EMS Duty Officer after calling 9-1-1 for emergencies 714-415-8980 Sheriff Non-Emergency Dispatch 714-647-7000	
Emergency Procedures: (please attach additional sheets if necessary)	
Fire Alarm System Instructions:	Security System Operating Instructions:
Door Location/Lock & Unlock Instructions:	Gate Location/Lock & Unlock Instructions:
Special Instructions: (please attach additional sheets if necessary)	

~~Location # 10: 1241 E DYER RD, SANTA ANA, CA 92705~~

~~Facility: Health Care Agency, Environmental Health Location: 1241 East Dyer Road #120, Santa Ana, CA 92705 Telephone: 714-433-6473~~

~~Access Card: One (1) facility access card is provided to the Private Security Officer.~~

~~General Duties:~~

- ~~1. Provide a safe environment to county employees and the public.~~
- ~~2. Patrol the exterior of the building, County vehicles, and employee vehicles parked on campus throughout the evening; patrol the interior of the building, as needed.~~
- ~~3. Coordinate with Greenlaw property management, Greenlaw Security Patrol, and local law enforcement agency on any security issues.~~

~~Specific Duties:~~

- ~~1. Respond to activities involving trespassers, unruly and suspicious individuals, etc.~~
- ~~2. Identify potential and actual criminal activities and notify the proper authority to investigate.~~
- ~~3. Check for any signs of trespass, break-in, opened or unlatched doors around the building.~~

~~Expectations of responsibilities:~~

~~During regular business hours of 8AM to 5:30PM, Monday through Friday (excluding county holidays), it is the responsibility of the Private Security Officer to be visible outside and patrol the entire perimeter of the building (especially the North and East facing side of the building). Perimeter checks can be done in a car or on foot. The Private Security Officer must pay attention at the end of the workday when County employees walk out to their vehicles. This ensures the safety of all building staff. All exterior doors should be closed and latched.~~

~~The Private Security Officer shall work with the Greenlaw Property Management Security Patrol and notify the Environmental Health Administration Team of incidents involving county property, employees, and/or the public experiencing unusual events. Unusual events include suspicious persons; damage to autos in the parking lot; and loss of, or damage to, county property.~~

~~**HOURS OF OPERATION**~~

~~Monday Friday 8:00AM – 5:30 PM, (excluding Holidays)~~

NOTIFICATION PROCEDURES

In the event of an emergency or a criminal activity, call in the order listed below.

CALL IN THE ORDER LISTED BELOW (if there is no answer, leave a message then call the next one down):

	<u>Primary Phone</u>	<u>Secondary Phone</u>	<u>Office</u>
1. Christine Lane Environmental Health Director	714-640-9693	714-345-0862	714-433-6473
2. Darwin Cheng Environmental Health Asst. Director	714-936-4346	310-869-3250	714-433-6474
3. David Beal Greenlaw Property Manager	714-388-8081	949-331-1316	949-331-1316
4. Amanda Manrique Greenlaw Property Assistant Manager	951-458-2555	949-331-1316	949-331-1345

AUTHORIZED ACCESS TO THE BUILDING AFTER HOURS

Between the hours of 6PM to 6AM, any individual who is accessing the building or County vehicle must have an official County Picture Identification Card (See sample) for accessing the building and/or County vehicle.

The Private Security Officer is expected to check the County Picture Identification Card with the individual and record the name of the individual and the time of the encounter.

If the individual does not present an official County Picture Identification Card and insists on accessing the building, then the Private Security Officer is expected to deny entry to the building and initiate notification procedures.

Authorized activities/events where employees may access the building after hours include, but not limited to, the following:

1. Hazardous Materials Emergency Resp
2. Food and Pool Emergency Resp
3. Water Quality Emergency Resp
4. Illegal Food Vendor Operatio
5. Used Oil Recycling Events
6. Temporary Food Events



SAMPLE County ID

ATTACHMENT A-3**POST ORDERS**

HCA shall provide post orders detailing important contact information, duties, procedures and hours of operation to each location where Unarmed Security Guards are assigned. A copy of the Post Order must be given to Contractor and Unarmed Security Guard at each location for use by guard staff.

Contractor shall provide unarmed security services on the following HCA Locations in accordance with the requirements set forth in the RCA and in this Attachment A-3.

• Location #1: 401 S. Tustin Street Campus

<u>Building Manager Contact Information:</u> <u>Annie Medina, Assistant Director</u> <u>401 Tustin St. Bldg. A&B, Orange, CA 92866</u> <u>Cell Phone: 626-701-7961; Office: 714-244-4322</u>	<u>Facility Hours of Operation:</u> <u>Monday – Thursday: 9:00 am-9:00 pm</u> <u>Friday: 9:00 am – 5:00 pm</u>
<u>Building Manager Contact Information:</u> <u>Sohail Eftekhazadeh, Program Director</u> <u>401 Tustin St. Bldg. C, Orange, CA 92866</u> <u>714-640-7832</u>	<u>Facility Hours of Operation:</u> <u>Monday-Thursday 9:00am-5:00pm</u> <u>Friday 9:00am-8:00pm</u> <u>Saturday 9:00am-5:00pm</u>
<u>Building Manager Contact Information:</u> <u>Ryan West, Administrator</u> <u>401 Tustin St. Bldg. D, Orange, CA 92866</u> <u>Cell: 909-806-9653 or 714-289-3936</u>	<u>Facility Hours of Operation:</u> <u>24 hours a day/7 days a week/365 days a year</u>
<u>Required Guard training and background:</u>	
<ol style="list-style-type: none"> <u>1. Trained in de-escalation techniques effective with behavioral health clients</u> <u>2. Training on behavioral health topics (e.g. Mental Health First Aid)</u> <u>3. Be approachable, friendly, and kind with population but able to enforce policies and handle difficult clientele</u> <u>4. Prefer that the Guard wear a blazer or casual dress rather than an uniform</u> 	
<u>Guard Duties:</u>	
<ol style="list-style-type: none"> <u>1. Shall regularly patrol and monitor parking lots, interior, and exterior perimeter of building for any unusual or suspicious activities. Rounding to the back exterior perimeter of the campus is needed at least three times a shift in order to ensure the area by the back riverbed is secure.</u> <u>2. Shall record the date/time for each patrol in the DAR (Daily Activity Report).</u> <u>3. Shall observe and report any unsafe and unacceptable behavior to HCA Program staff.</u> <u>4. Shall escort any individual from the premises upon the direction of HCA Program staff.</u> <u>5. Shall check all doors, areas on premises frequently, ensuring places like restrooms and other gathering areas are being used appropriately.</u> <u>6. Shall check all lighting to be sure it is operational and shall report non-operational lighting to HCA Program staff.</u> <u>7. Shall not: carry batons, mace, or pepper spray while performing services under this Contract, including while working on County Property.</u> <u>8. Shall report security problems to the Sheriff's department immediately.</u> 	

<p><u>9. Shall report security problems to HCA Program staff immediately after the Sheriff.</u></p> <p><u>10. Shall check in with HCA Program staff upon arrival to inquire if there are any special situations/circumstances he/she should be aware of on that day and provide cell phone number.</u></p> <p><u>11. Shall not wear headphones, listen to music or read unauthorized materials while on duty.</u></p> <p><u>12. Shall not conduct personal phone calls, except in the event of an emergency while on duty.</u></p> <p><u>13. Shall not use County equipment nor telephone, except to perform assigned duties.</u></p> <p><u>14. Shall not attempt to force or enforce a corrective action other than escort individuals from premise. Also, shall not accept any gratuities, nor be under the influence of drugs or alcohol while on duty.</u></p> <p><u>15. Shall not fraternize with clients. This includes smoking with clients.</u></p> <p><u>16. HCA Facilities and programs shall be immediately notified through Contractor's chain of command should the assigned guard call-out sick. Contractor shall assign a replacement Guard within one hour of notification.</u></p> <p><u>17. Shall complete, sign and provide a written report of all incidents and occurrences to the Program staff within twenty-four (24) hours of the incident.</u></p> <p><u>18. Shall assist employees in evacuating individuals from the building during emergencies and evacuation drills.</u></p>	
<p><u>Emergency Notification Numbers:</u> <u>Orange County Sheriff Department list and phone numbers provided.</u></p>	
<p><u>Emergency Procedures:</u> (please attach additional sheets if necessary)</p>	
<p><u>Fire Alarm System Instructions:</u></p>	<p><u>Security System Operating Instructions:</u></p>
<p><u>Door Location/Lock & Unlock Instructions:</u> <u>Guard has all key to all doors in the building.</u> <u>Exterior building doors to be locked at all times during non-business hours.</u></p>	<p><u>Gate Location/Lock & Unlock Instructions:</u></p>
<p><u>Special Instructions:</u> (please attach additional sheets if necessary)</p> <ul style="list-style-type: none"> <u>Contractor shall maintain and utilize the guard tour (Detex) system or other monitoring system for the Security guard.</u> 	

• **Location #2: HCA/AOABH/CRISIS STABILIZATION UNIT (CSU)**

<ul style="list-style-type: none"> • <u>Building Manager Contact Information:</u> • <u>Sarah Vu – Supervising Comprehensive Care Nurse or Diego Hernandez – Behavioral Health Clinician II</u> • <u>1030 W. Warner Ave, Santa Ana, CA 92707</u> • <u>(714) 641-4936 or (714) 882-9311</u> 	<p><u>Facility Hours of Operation:</u> <u>24 hours a day/7days a week/365 days a year.</u></p>
<p><u>Guard Duties:</u></p> <ol style="list-style-type: none"> <u>1. Shall regularly patrol and monitor parking lots, interior and exterior perimeter of building for any unusual or suspicious activities.</u> <u>2. Shall observe and report any unsafe and unacceptable behavior to CSU staff and supervisor.</u> <u>3. Shall escort any individual from the premises upon direction of CSU staff and supervisors.</u> <u>4. Shall open door and greet individuals in the lobby at any given time.</u> <u>5. Contractor shall ensure to post a guard 24/7, 365 days a year.</u> <u>6. Shall ensure children in the lobby are being supervised by family.</u> <u>7. Shall check facility door, lights and windows are closed or locked appropriately, report any safety concerns to CSU supervisor or staff.</u> <u>8. Shall report security problem to the Police Department and CSU staff.</u> <u>9. Shall record and document in the DAR for every shift covering the 24/7 hour period. Also, shall complete any Special Incident Report within 24 hours and submit to CSU supervisor.</u> <u>10. Shall assist CSU staff in evacuating clients out of the building during an emergency and evacuations.</u> <u>11. Shall patrol and maintain a safe environment in the parking structure/lot for employees and visitors. Also, shall enforce parking structure lot rules and guidelines.</u> <u>12. Shall be present on the nursing unit during shift change to monitor unit safety and as needed/requested by the CSU staff.</u> <u>13. Shall check in with Program staff upon arrival to inquire if there are any special situations/circumstances he/she should be aware of on that day and provide cell phone number.</u> <u>14. Shall not wear headphones, listen to music or read unauthorized materials while on duty.</u> <u>15. Shall not conduct personal phone calls, except in the event of an emergency.</u> <u>16. Shall contact clinic if out sick or running late.</u> <u>17. Shall assist employees in evacuating individuals from the building during emergencies and evacuation drills.</u> 	
<p><u>Emergency Notification Numbers:</u> <u>Orange County Police/Sheriff Department list and phone numbers provided.</u></p>	

<p>Emergency Procedures: (please attach additional sheets if necessary) <u>Emergency evacuation plan discussed and directions provided and posted along facility door/exits. In case of Emergency, there are 2 designated meeting places (Southeast Corner or Southwest Corner of parking lot), follow the Incident Commander direction and assist staff and individual at the CSU from the building in an orderly and safe manner.</u></p>	
<p>Fire Alarm System Instructions: <u>Maintained by private building manager.</u></p>	<p>Security System Operating Instructions: <u>N/A. We are 24 hour program within interior/exterior security system monitoring by another third party, operated by CSU staff.</u></p>
<p>Door Location/Lock & Unlock Instructions: <u>Guard has key to all doors in the building. Exterior building doors to be locked at all times. This is a locked psychiatric facility and both doors leading to the unit will be locked at all times except for admittance and discharge of individual from CSU.</u></p>	<p>Gate Location/Lock & Unlock Instructions: <u>N/A. No gate at CSU.</u></p>
<p>Special Instructions: (please attach additional sheets if necessary) <u>None.</u></p>	

• **Location #3: 200 W. Santa Ana Blvd., Suite 100B, Office of Vital Records**

Program	Contact Information:	Kim	Facility Hours of Operation:
Pickering			Monday- Friday: 8:00AM-4:00PM
	Contact Number: (714) 480-6710		Guard Hours: 9:30AM-3:00PM
<u>Guard Duties:</u>			
1. <u>Shall maintain work station and patrol and monitor interior of building, exterior perimeter, parking lot/structure for any unusual or suspicious activities.</u>			
2. <u>Shall observe and report any unsafe, unacceptable behavior, or security problems to HCA program staff.</u>			
3. <u>Shall check in with HCA program staff upon arrival to inquire if there are any special situations/circumstances he/she should be aware of.</u>			
4. <u>Shall escort any individuals from the premises upon direction from program. Make sure individuals do not leave children unaccompanied.</u>			
5. <u>Shall request the assistance of local law enforcement or sheriff if an individual becomes abusive or unmanageable.</u>			
6. <u>Shall record the date, time, caller, reason for page resulting in activity on the DAR.</u>			
7. <u>Shall not: carry batons, mace, or pepper spray while performing services under this Contract, including while working on County Property.</u>			
8. <u>Shall not wear headphones, listen to music, or read unauthorized materials while on duty.</u>			
9. <u>Shall not conduct personal phone calls except in the event of an emergency.</u>			
10. <u>Shall not have personal visitors on work site.</u>			
11. <u>Shall not use County equipment nor telephone except to perform assigned duties.</u>			
12. <u>Shall not attempt to force or enforce a corrective action other than escort individuals from premise.</u>			
13. <u>Shall not accept any gratuities, nor be under the influence of drugs or alcohol while on duty.</u>			
14. <u>Shall not fraternize with clients. This includes smoking with clients.</u>			
15. <u>Shall contact Supervisor at Contractor, if out sick or running late.</u>			
16. <u>Shall complete, sign and provide a written report of all incidents and occurrences to HCA Program staff within twenty-four (24) hours of the incident or occurrence.</u>			
17. <u>Shall assist employees in evacuating individuals from the building during emergencies and evacuation drills.</u>			
<u>Emergency Notification Numbers:</u>			
<u>Emergency Procedures:</u> (please attach additional sheets if necessary)			

<u>Fire Alarm System Instructions:</u>	<u>Security System Operating Instructions:</u>
<u>Door Location/Lock & Unlock Instructions:</u>	<u>Gate Location/Lock & Unlock Instructions:</u>
<u>Special Instructions:</u> (please attach additional sheets if necessary)	

1

• **Location #4: Recovery Center North**

<u>Building Manager Contact Information:</u> <u>Zorayda Ochoa, Office Supervisor</u> <u>303 W. Lincoln Ave., Anaheim, CA 92805</u> <u>Office: 714-520-7300</u>	<u>Facility Hours of Operation:</u> <u>Monday – Thursday: 8:00 am-6:00 pm</u> <u>Friday: 8:00 am – 5:00 pm</u>
<u>Guard Duties:</u> <ol style="list-style-type: none"> <u>1. Shall maintain work station and regularly patrol and monitor the building (interior and exterior) including the parking lot for any unusual or suspicious activities.</u> <u>2. Shall observe and report any unsafe, unacceptable behavior, or security problems to HCA program staff.</u> <u>3. Shall check in with program upon arrival to inquire if there are any special situations/circumstances he/she should be aware of.</u> <u>4. Shall escort any individuals from the premises upon direction from program. Make sure individuals do not leave children unaccompanied.</u> <u>5. Shall request the assistance of local law enforcement or sheriff (if available) if an individual becomes abusive or unmanageable.</u> <u>6. Shall record the date, time, caller, reason for page resulting in activity on the DAR.</u> <u>7. Shall not: carry batons, mace, or pepper spray while performing services under this Contract, including while working on County Property.</u> <u>8. Shall not wear headphones, listen to music, or read unauthorized materials while on duty.</u> <u>9. Shall not conduct personal phone calls except in the event of an emergency.</u> <u>10. Shall not have personal visitors on work site.</u> <u>11. Shall not use County equipment nor telephone except to perform assigned duties.</u> <u>12. Shall not attempt to force or enforce a corrective action other than escort individuals from premise.</u> <u>13. Shall not accept any gratuities, nor be under the influence of drugs or alcohol on duty.</u> <u>14. Shall not fraternize with clients. This includes smoking with clients.</u> <u>15. Shall contact Supervisor at Contractor, if out sick or running late.</u> <u>16. Shall complete, sign and provide a written report of all incidents and occurrences to the Program staff within twenty-four (24) hours of the incident.</u> <u>17. Shall assist employees in evacuating individuals from the building during emergencies and evacuation drills.</u> 	
<u>Emergency Notification Numbers:</u> <u>Rodrigo Sigala, SC1: 714-520-7300</u> <u>Zorayda Ochoa, Office Supervisor: 714-206-0703</u>	
<u>Emergency Procedures: (please attach additional sheets if necessary)</u> <u>Follow County DSR Evacuation Procedures and report any emergency to Rodrigo Sigala, SC1 or Zorayda Ochoa, Office Supervisor.</u>	
<u>Fire Alarm System Instructions:</u> <u>N/A</u>	<u>Security System Operating Instructions:</u> <u>N/A</u>

<u>Door Location/Lock & Unlock Instructions:</u> <u>All locking/unlocking procedures will be handled by County Staff</u>	<u>Gate Location/Lock & Unlock Instructions:</u> <u>N/A</u>
<u>Special Instructions: (please attach additional sheets if necessary)</u> <u>N/A</u>	

• **Location #5: HCA HEADQUARTERS, 405 W. 5th Street**

Building Manager Contact Information: HCA Facilities Services 405 W. 5th Street, Santa Ana, CA 92701 Office: 714-834-5441	Security Guard Hours: Monday – Friday: 8:00 am-4:00 pm Lunch: 11:00am-12:00pm
Guard Duties: <ol style="list-style-type: none"> 1. <u>Shall maintain visible presence, workstation and monitor 1st floor lobby for any unusual or suspicious activities.</u> 2. <u>Shall observe and report any unsafe, unacceptable behavior, building or security problems to HCA Facilities staff at (714) 834-5441.</u> 3. <u>Shall check in with HCA Facilities staff upon arrival and to inquire if there are any special situations/circumstances he/she should be aware of.</u> 4. <u>Shall not: carry batons, mace, or pepper spray while performing services under this Contract, including while working on County Property.</u> 5. <u>Shall not wear headphones, listen to music, or read unauthorized materials while on duty.</u> 6. <u>Shall not allow public loitering in lobby or public usage of employee restrooms.</u> 7. <u>Shall not conduct personal phone calls except in the event of an emergency.</u> 8. <u>Shall use best judgement to screen all visitors of their nature of visit, meeting, floor and time before assigning a visitor sticker.</u> 9. <u>Shall not have personal visitors on work site.</u> 10. <u>Shall not use County equipment nor telephone except to perform assigned duties.</u> 11. <u>Shall not accept any gratuities, nor be under the influence of drugs or alcohol on duty.</u> 12. <u>Shall not fraternize with clients. This includes smoking with clients.</u> 13. <u>Shall contact Supervisor at Contractor, if out sick or running late.</u> 14. <u>Shall assist employees in evacuating individuals from the building during emergencies and evacuation drills.</u> 	
Emergency Notification Telephone Numbers: Contact 911 during Emergencies Contact (714) 245-8665 for Non-Emergency incidents (homeless loitering on premises)	
Emergency Procedures: (please attach additional sheets if necessary) See following page for Stop think Act numbers.	
Fire Alarm System Instructions:	Security System Operating Instructions:
Door Location/Lock & Unlock Instructions:	Gate Location/Lock & Unlock Instructions:
Special Instructions: (please attach additional sheets if necessary)	

• Location #6: AOABH/CYBH, 14140 Beach Blvd., Westminster, CA 92683

<u>Building Manager Contact Information:</u> <u>Gloria Trejo – Senior Office Supervisor</u> <u>714-896-7591</u>	<u>Facility Hours of Operation:</u> <u>Monday- Friday: 7:30am- 6:00pm, Tuesdays</u> <u>and Wednesdays from 7:30 am to 8:00 pm</u>
<u>Guard Duties:</u> <ol style="list-style-type: none"> <u>1. Shall maintain work station and regularly patrol and monitor the building (interior and exterior) including the parking lot for any unusual or suspicious activities.</u> <u>2. Shall observe and report any unsafe, unacceptable behavior, or security problems to HCA program staff.</u> <u>3. Shall check in with HCA program staff upon arrival to inquire if there are any special situations/circumstances he/she should be aware of.</u> <u>4. Shall escort any individuals from the premises upon direction from HCA program staff. Shall make sure individuals do not leave children unaccompanied.</u> <u>5. Shall request the assistance of local law enforcement or sheriff (if available) if an individual becomes abusive or unmanageable.</u> <u>6. Shall record the date, time, caller, reason for page resulting in activity on the DAR.</u> <u>7. Shall not: carry batons, mace, or pepper spray while performing services under this Contract, including while working on County Property.</u> <u>8. Shall not wear headphones, listen to music, or read unauthorized materials while on duty.</u> <u>9. Shall not conduct personal phone calls except in the event of an emergency.</u> <u>10. Shall not have personal visitors on work site.</u> <u>11. Shall not use County equipment nor telephone except to perform assigned duties.</u> <u>12. Shall not attempt to force or enforce a corrective action other than escort individuals from premise.</u> <u>13. Shall not accept any gratuities, nor be under the influence of drugs or alcohol while on duty.</u> <u>14. Shall not fraternize with clients. This includes smoking with clients.</u> <u>15. Shall contact Supervisor at Contractor, if out sick or running late.</u> <u>16. Shall complete, sign and provide a written report of all incidents and occurrences to HCA Program staff within twenty-four (24) hours of the incident.</u> <u>17. Shall assist employees in evacuating individuals from the building during emergencies and evacuation drills.</u> 	
<u>Emergency Notification Numbers:</u> <u>911 and/or onsite supervisor at 714-896-7591</u>	
<u>Emergency Procedures:</u> (please attach additional sheets if necessary) <u>Please see attached.</u>	
<u>Fire Alarm System Instructions:</u>	<u>Security System Operating Instructions:</u>

<u>Door Location/Lock & Unlock Instructions:</u>	<u>Gate Location/Lock & Unlock Instructions:</u>
<u>Special Instructions:</u> (please attach additional sheets if necessary)	

• Location # 7: 1725 W. 17th St., Santa Ana, CA 92701

Facility: Health Care Agency

Location: 1725 W. 17th St., Santa Ana, Ca 92701

Telephone: 714-834-7929

Cell Phone: 714-390-7606

Facility Keys: Shall be provided to onsite unarmed security guard by the Building Manager.

Alarm Codes and Fire Alarm Instructions: Buildings 1725, 1729E, and Epidemiology alarms are confidential, and therefore shall be provided to onsite unarmed security guard by the Building Manager in addition to the fire alarm instructions.

Entry to the building:

Guards may enter the building during normal business hours through the main entrance. Upon arrival, visit the Business Office Customer Service desk and staff will grant you access to retrieve keys and access card. Arrival after normal business hours will require coordination with the on duty guard.

Facility Mission:

The mission of the Orange County Health Care Agency is to provide low cost medical services to Orange County residents in the following areas: Family planning, Pregnancy testing, Child Health Services, Child Health physicals, Child immunizations, Travel immunizations, WIC (Women, Infants and Children) program, Sexually Transmitted Diseases, AIDS education, AIDS Out-reach, TB testing, and Dental care.

Guard General Duties:

- Shall provide a safe environment to County employees and to the public.
- Shall patrol check the interior and exterior of the facility and campus throughout the day and evening including the offices located in the two trailers next to the building and the three buildings located on the north end of the parking lot.

Guard Specific Duties:

- Shall handle calls for service such as unruly clients, suspicious persons, missing persons, etc.
- Shall identify criminal violations and contact the proper authority to investigate the offense.
- During emergency situations (earthquakes, fire and fire drills), shall assist the building manager in evacuating the building and securing access in accordance with the facility operations procedure.
- Shall patrol the campus as the Security Guard Checklist states.

Special Security Concerns:

It is important for the Guards be visible outside and patrol the area behind the lab. Especially at the ends of the work day for County employees who walk out to their vehicles. This ensures the safety of all building staff.

Guard will inform the Special Sheriff Officer and Building Manager of incidents involving County property, employees, and/or clients experiencing unusual events. Unusual events include suspicious persons: damage to autos in the parking lot: and loss of, or damage to, County property.

NOTE: Notify in extreme facility emergencies only, making sure that all emergency facility contacts have been contacted prior to reaching out to the Building Manager.

PARKING LOT

For the purpose of loading or unloading outside a marked parking stall, a placard may be obtained from reception staff.

No food vendors and/or carts are permitted in the parking lot or anywhere on the premises, and are only permitted to sell their wares on the sidewalk in front of the building on the 17th Street side. The sidewalk is under the jurisdiction of the City of Santa Ana and not subject to County regulations.

The customers of Hacienda restaurant across the street are not permitted to use our parking lot. Restaurant management is aware and in agreement that their patrons are not to use our lot.

Notifications:

As per established bureau procedures, Guards shall notify the Orange County Sheriff's Department of all sensitive or emergency situations including but not limited to: medical aids, use of force, or any criminal incident that results in a physical arrest and/or citation.

Facility Emergency Plan:

Assigned Guards are responsible for developing a working knowledge of facility specific evacuation routes and emergency procedures.

HEALTH CARE AGENCY (HCA)**EMERGENCY NOTIFICATION TELEPHONE NUMBERS AND PROCEDURES**

The Facility Manager is designated as the Building Safety Coordinator. The Building Safety Coordinator is responsible for coordinating the overall response plan for emergency situations.

HCA EMERGENCY CALL LIST

CALL IN THE ORDER LISTED BELOW (if Building Manager is on vacation, call Facilities first):

	Cell Phone	Home	Office
1. Vacant Building Manager			714-834-8008

2. HCA Facilities Services 714-834-5441

3. Orange County Central Plant 714-667-4900
(After Hours Facility emergencies, i.e. electrical, plumbing, trouble signal on fire alarm, but no fire)

EMERGENCY NOTIFICATION TELEPHONE NUMBERS AND PROCEDURES

Telephone Numbers

Fire – Santa Ana Fire Dept. – Non-emergency 714-542-2311

Police (Santa Ana Police Department) 714-834-4211

Sheriff's dispatch 714-647-1832

Water Department:

-General and Emergency 714-647-3380

Gas Company 800-427-2000

Electric Company 800-655-3380

Janitorial Contractor (US Metro Group) 323-674-1862

Landscaping Contractor (SoCal Landscaping) 714-231-1454
(Broken Sprinklers/fallen trees)

HOURS OF OPERATION

General Clinic Hours Monday-Friday 7:30 AM to 5:00 PM

WIC Weekend Clinic Every other Saturday 7:30 AM to 4:00 PM

Outreach & Engagement Weekend Hours Every Saturday and Sunday 7:30 AM to 5:00 PM

Clinics inside 1725

Family Health Clinics - Orange Doors

WIC/Nutrition Services – Red Door

17th Street Testing, Treatment and Care Clinic (STD/HIV) – Green Door

TB Treatment Clinic (PDS) – Blue Door

At the Public Health Lab at 1729 W. 17th Street:

Normal business hours are Monday through Friday 8:00 a.m. to 5:00 p.m. and on Saturday and Sunday 10:00 a.m. to 1:00 p.m.

At the Epidemiology building at 1719 W. 17th street:

Normal business hours are Monday through Friday 8:00 a.m. to 5:00 p.m.

LISTING OF INDIVIDUAL AUTHORIZED ACCESS

No employees are permitted in the building before 6:00 a.m. No employees are permitted to remain in the building after 2200 (10:00 p.m.) hours.

The Building Manager will provide a sign-in sheet listing all authorized employees for building access during off hours every Friday. All employees entering the building must sign in next to their name. **Only people with names that appear on the list may have access to the building.** If the person's name does not appear on the sign-in sheet, they are not allowed entry unless their name appears on the list below. Allowing unauthorized personnel into the building is a violation of the fire code and breaches building security. Additionally, employees are not allowed to be in the building during off hours without their supervisor (whose name will also appear on the list). Additionally, all employees are required to **sign out** upon exiting the building.

The employees listed below have 24-hour access to the building. If they access the building after the normal operating hours, you must note their arrival in your DAR. Scheduled weekend clinics and those not listed below must sign in on weekend sign-in list or memo provided by the building manager.

Janitorial Staff	Lab employees (to drop off specimens)
Sheriff Department Staff	Contractors (co. name provided in advance)
Information Technology Staff	Orange County Public Works

Dr. ChinsioKwong, Chief-of-Operations, Public Health
John Lewis, Division Manager, Management Services
Vacant, Program Supervisor/Building Manager, Management Services
Evelyn Tran, Facilities Analyst, Management Services
Delia Zelaya, Program Manager, Management Services
Ada Clark, Facilities Analyst, Management Services
Anna Peters, Director, Administrative Services
Jenna Sarin, Division Manager, Community and Nursing Services
Tamarra Jones, Division Manager, Health Promotion and Community Planning
Mike Carson, Division Manager, Clinical Services
David Nunez, Medical Director, Family Health
Angelito Bravo, Program Manager, Pulmonary Disease Services
Samuel Monroy, Program Supervisor II, Oral Health Program
Maridet Ibañez, Program Manager, WIC
Judy Ogan, Program Manager, Public Health Nursing
Natalie Silva, Program Manager, 17th Street Testing, Treatment and Care Clinic
Christopher Ried, Medical Director, 17th Street Testing, Treatment and Care Clinic
Sofia Batshoun, Program Supervisor II, 17th Street Testing, Treatment and Care Clinic
Lucy Hernandez, Program Supervisor II, Community and Nursing Services
Veronica Llamas, Information Systems Tech, Information Technology
Vacant, HVAC Mechanic, OC Public Works

• **Location #8: 1241 E DYER RD, SANTA ANA, CA 92705**

Facility: Health Care Agency, Environmental Health

Location: 1241 East Dyer Road #120, Santa Ana, CA 92705

Telephone: 714-433-6473

Access Card: One (1) facility access card is provided to the Guard.

GUARD GENERAL DUTIES:

1. Shall provide a safe environment to County employees and the public.
2. Shall patrol the exterior of the building, County vehicles, and employee vehicles parked on campus throughout the evening; shall patrol the interior of the building, as needed.
3. Shall coordinate with Greenlaw property management, Greenlaw Security Patrol, and local law enforcement agency on any security issues.

GUARD SPECIFIC DUTIES:

1. Shall respond to activities involving trespassers, unruly and suspicious individuals, etc.
2. Shall identify potential and actual criminal activities and notify the proper authority to investigate.
3. Shall check for any signs of trespass, break-in, opened or unlatched doors around the building.

EXPECTATIONS OF RESPONSIBILITIES:

During regular business hours of 8:00AM to 5:30PM, Monday through Friday (excluding County holidays), Guard shall be visible outside and patrol the entire perimeter of the building (especially the North and East facing side of the building). Perimeter checks can be done in a car or on foot. Guard must pay attention at the end of the workday when County employees walk out to their vehicles. This ensures the safety of all building staff. Guard shall close and latch all exterior doors.

Guard shall work with the Greenlaw Property Management Security Patrol and notify the Environmental Health Administration Team of incidents involving County property, employees, and/or the public experiencing unusual events. Unusual events include suspicious persons; damage to autos in the parking lot; and loss of, or damage to, County property.

NOTIFICATION PROCEDURES

In the event of an emergency or a criminal activity, call in the order listed below.

CALL IN THE ORDER LISTED BELOW (if there is no answer, leave a message then call the next one down):

	<u>Primary Phone</u>	<u>Secondary Phone</u>	<u>Office</u>
<u>1. Christine Lane</u> <u>Environmental Health Director</u>	<u>714-640-9693</u>	<u>714-345-0862</u>	<u>714-433-6473</u>
<u>2. Darwin Cheng</u> <u>Environmental Health Asst. Director</u>	<u>714-936-4346</u>	<u>310-869-3250</u>	<u>714-433-6471</u>
<u>3. David Beal</u> <u>Greenlaw Property Manager</u>	<u>714-388-8081</u>	<u>949-331-1316</u>	<u>949-331-1316</u>
<u>4. Amanda Manrique</u> <u>Greenlaw Property Assistant Manager</u>	<u>951-458-2555</u>	<u>949-331-1316</u>	<u>949-331-1345</u>

AUTHORIZED ACCESS TO THE BUILDING AFTER HOURS

Between the hours of 6PM to 6AM, any individual who is accessing the building or County vehicle must have an official County Picture Identification Card (See sample) for accessing the building and/or County vehicle.

Guard is expected to check the County Picture Identification Card with the individual and record the name of the individual and the time of the encounter.

If the individual does not present an official County Picture Identification Card and insists on accessing the building, then the Guard is expected to deny entry to the building and initiate notification procedures.

Authorized activities/events where employees may access the building after hours include, but not limited to, the following:

1. Hazardous Materials Emergency Response
2. Food and Pool Emergency Response
3. Water Quality Emergency Response
4. Illegal Food Vendor Operations
5. Used Oil Recycling Events
6. Temporary Food Events



SAMPLE County ID

