



<b>Series:</b>	<b>Operating Procedure</b>	<b>COA: ASE 6.1</b>
<b>Procedure Name:</b>	<b>Visitors Identification and Access</b>	
<b>Procedure Number:</b>	<b>OP BC 1021</b>	
<b>Revision #/Date:</b>	<b>(1)12/05/2012, (2) 2/16/2017</b>	
<b>Effective Date:</b>	<b>11/23/2009</b>	
<b>Applicable to:</b>	Brevard C.A.R.E S. Visitors including BFP Contracted Providers, Community Members and Families Being Served	

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**SUBJECT:** Identification of Visitors at the Brevard C.A.R.E.S. Facility

**PURPOSE:** To outline the process for visitor access, identification and documentation at the Brevard C.A.R.E.S. facility and to ensure pertinent safety procedure and protocols.

**PROCEDURE:**

**Overview**

This operating procedure summarizes how Brevard C.A.R.E.S. takes appropriate measures to protect the safety of all persons in its facility and on the grounds. Brevard C.A.R.E.S. also has an on-site security system and 24/7 security monitoring system to deter facility break in's as well as provides after hour security mechanisms and monitoring.

1. **Visitor Identification:**

- All visitors at the Brevard C.A.R.E.S. facility are required to check in with the receptionist at the front desk and complete and sign the standard log in in sheet provided at the desk.
- The receptionist will request photo identification from the visitor and compare the photo and name with that which has been recorded on the log.
- The receptionist will then keep this identification (ID) and issue a visitor's badge to the visitor while the visitor is in the facility. Visitors are required to wear the badge at all times in a visible location. Brevard C.A.R.E.S. has facility badges specific to the agency and facility. The badge ID number will be recorded on the log for tracking purposes.
- The receptionist is responsible for alerting the appropriate staff members that the visitor has requested. The receptionist will then call the appropriate staff member to greet the visits in the lobby. Visitors are not permitted in staff work areas. Visitors may access the common areas such as the front meeting rooms and Family Resource Center. Visitors are not permitted to wander about the facility unaccompanied. Visitors should never be left unattended and must remain in the lobby area until their escort arrives.

- When the visitor is ready to leave, they are required to sign out on the log and return the badge, at which point the receptionist will return the visitor's ID.

### **2. Visitor Logs:**

- Logs must contain the following information: Name of visitor, date of visit, arrival and departure times for visitor, type of ID provided (examples are Florida driver's license, Employer's badge and Student ID), visitor signature and visitor badge number issued. A scanned copy of the logs must be retained for seven years in the 'visitor log folder', under the Brevard C.A.R.E.S. facility, on the share drive. Logs are saved under the appropriate fiscal year and named for the dates covered on the sheet (ex. 3-1-08 to 4-15-08).

### **3. Staff Escort:**

- Visitors must be accompanied by an appropriate Brevard C.A.R.E.S. staff member at all times. Visitors should never be left unattended or unescorted. Families that use the Family Resource Center will be monitored via four mounted security cameras during normal business hours. All Family Resource activity is viewed via the monitor for the mounted security cameras in the Brevard C.A.R.E.S. reception area.
- Any after hour activities that take place at the Family Resource Center will be supervised by a minimum of two Brevard C.A.R.E.S. staff.
- A Risk Assessment Matrix is completed on all activities before they are held at the Family Resource Center.

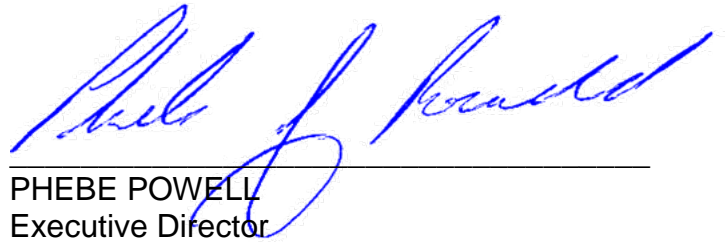
### **5. Lost and/or Damaged Badges:**

- If a badge is lost, that badge number will no longer be used and will be recorded on the log as no longer valid. A new badge will be issued to the facility with a new number to replace the lost badge. The Brevard C.A.R.E.S. Executive Assistant is responsible for badge replacement.
- If a badge is damaged and needs to be replaced, it may be reissued with the same number as long as the damaged badge is returned to the Brevard C.A.R.E.S. Executive Assistant for destruction.

### **6. Visitors without photo identification:**

- Visitors to the Brevard C.A.R.E.S. facility who do not have photo ID must have their identity verified by an appropriate staff member. The staff member providing identification will sign the log in the block designated for 'type of ID' and leave their ID with the receptionist. All other policies regarding visitors remain the same.

BY DIRECTION OF THE EXECUTIVE DIRECTOR



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PHEBE POWELL  
Executive Director  
Brevard C.A.R.E.S., Inc

Signature Date: 05/30/2017