

**STATEWIDE SECURITY  
ENFORCEMENT & INVESTIGATIONS INC.**



*IMPERIAL GOLF CLUB  
GATEHOUSE  
POST ORDERS*

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## IMPERIAL GOLF CLUB MASTER ASSOCIATION SECURITY OVERVIEW

The Imperial Golf Club Master Association community is situated on private property. The property consists of approximately 802 homes and a clubhouse, golf course and a recreation tract. The owners of this property determine who may, or may not, have access to the community. **Persons entering the community without authorization are trespassing. Regardless how many times per day you see a specific guest or even with a valid pass Photo identification MUST be checked**

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The purpose of the on duty Security Staff is community access control. The Officer-On-Duty at the Community's gatehouse is responsible for ensuring that all visitors and contractors are authorized to enter the community. All traffic: vehicles, bicycles and foot traffic, must participate in the Association's security procedures in order to gain access to the community.

This presentation is designed to familiarize new officers with Imperial Golf Club security procedures and as a reference for all officers. Read everything! Some things may seem to be repeated but they present related information.

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### **THE COMPUTER AND THE GATEHOUSE COMPUTER PROGRAM**

It is very important that none of the settings on the computer be changed in any way. The program we use becomes scrambled when settings are changed. Do not change screen resolution, colors, fonts or resize the frames or add/delete anything in the Guard Workstation program in any way unless authorized by your supervisor.

If it is necessary for you to enter information in a resident's existing record. Enter the information directly on the card and it will be update on the system at the main office. The card displays the following information about the chosen resident:

- Gate Security: Security Officers shall enter into the system the following information on every vehicle and driver entering the community through the guest gate and oversized vehicles entering through the Resident gate: (Emergency vehicles are exempt)
  - a. Date and Time
  - b. Driver's name and license number
  - c. License plate number and State
  - d. Name of resident they are visiting
- Entry Through Visitor Gate: Security Officers shall verify all persons have been approved to enter by:
  - a. Verifying a valid Driver's License.
  - b. Checking Owners guest list.
  - c. Checking Association Vendor lists.
  - d. Exemptions for:
    - Emergency vehicles
    - Government vehicles
    - Persons with official Government ID, on official business
    - USPS, FedEx, UPS, DHL, Amazon and Newspaper deliveries
    - Utility companies
    - Process Server
    - Association Vendors, such as the landscaper
- Anyone that cannot be verified shall be asked to exit the traffic lane and have the guest call the Resident or Association and have them call the gatehouse for approval.
- We do not take someone's cell phone to verify a guest.

## **HOW TO USE GUARDHOUSE COMPUTER PROGRAM**

Please read the Guard Workstation users guide (separate book).

Check the visitors PHOTO Id and if their name is on the list allow them access.

You must scan the government identification and issue a pass for all guests except:

- Deliveries they are to be logged into the computer the same way as all other guests just grant entry without a pass.

If not call the resident and announce the visitors name and ask if they will allow entrance.

The officer on duty is to say to the resident when calling for visitors access:

***Good evening this is Officer \_\_\_\_\_ in the gatehouse Mr./Ms. John Doe is here to see you may I allow them in?***

## **COMPUTER SYSTEM PASSWORDS**

Computer frontgate

Email Password Imperial1!

Statewide Computer: User: Imperial Password: Imperial01

Statewide Database Access User: Imperial Password: Imperial01

## **COMPUTER PROBLEMS**

NOTE - If, at any time, you make a mistake that causes any kind of change in the Guard Workstation program or the cardfile, *or you are not sure if you did or did not*, close the Guard Workstation program by clicking the "X" at the top right of the screen. You will see a screen that asks if you want to save changes...click "NO". When Guard Workstation has closed completely, reopen it by clicking the icon on the desktop. It will reopen without the changes or mistakes you may have made.

If the computer stops responding, try closing and reopening Guard Workstation. If you cannot close it, or closing it does not solve the problem, turn the computer off - wait 20 seconds and turn it back on, then reopen Guard Workstation.

If the computer goes off and is without power, check to see if the power strip, into which the computer is plugged, is firmly plugged into the wall. If so, press the "RESET" button on the power strip. If the computer does not come back on, check all plugs. If you cannot solve the problem call your supervisor.

Before attempting to solve any problem related to the computer, make sure there are no disks in the floppy disk drive.

## **PLEASE READ CAREFULLY:**

***Do not make any changes in the computer.*** Do not make it better. Do not make it prettier. Do not make it easier to use. Do not change the way information is displayed in Guard Workstation. Do not enter information in Guard Workstation in any way other than the format currently in use. Do not add/delete anything anywhere on the computer without authorization from your supervisor.

## **RESIDENT EMAIL**

- Emails need to be checked every 10-15 minutes. Every resident email **MUST** be replied to for confirmation that we have received and processed their request.
- Pre-register the guest under the add a visitor tab. Include in the notes the expected arrival date and any special instructions.
- Remember to change the default date to coincide with the guests arrival. Anything longer than 3 days out will require it to be entered by the office staff.

## **PASSES**

- Only residents, property management office Staff and your supervisor can authorize passes.
- If a guest asks for a pass, advise them to ask the resident to call you and request that you issue a pass the next time the visitor comes. Ask the guest to call the resident to request a pass for a visitor at the visitor's request (*this puts the resident on the spot and it is embarrassing for all if the resident declines*).
- Overnight parking passes for the clubhouse are 24 hours. days up to 3 days. Any pass requested longer must be issued by property management.
- Residents can request an extended pass. These passes shall be issued for no longer than 72 hours (3 Days). Passes issued for a longer duration can only be issued by the Property Manager or their staff.
- Passes issued for parking at the clubhouse shall only be issued one (1) time and no longer than 72 hours (3 Days). Passes issued for a longer duration can only be issued by the Property Manager or their staff.
- Guest passes shall be issued to **ALL ENTERING THE GUEST GATE** except deliveries (see delivery section)and
- Drivers will be advised to make sure passes are visible on the vehicle dashboard. Passes will be limited to 72 hours, unless authorized for a longer period by the office. In which case they will edit the pass in the admin portal so you may print it out.

## **BULLETIN BOARD**

- There are sections on the board, when adding information it is to be placed in its correct spots.
- No one removes things off the board. The post supervisor will determine what is to be removed.

## **TEAMWORK**

- We are all a team. Everyone is an important part of keeping the community safe.
- Any negligence will cause others issues during their shifts.
- Communication between all shifts is extremely important!
- Treat everyone with the same respect you expect to receive.
- A positive work environment is the only environment that will be tolerated.
- Any issues or questions need to be addressed to the post supervisor and/or management and entered into the ***Post Pass Down Logbook***.

## OFFICERS DUTIES ALL SHIFTS- UPON ARRIVAL

- **Review pass down log, paperwork of the previous shift for any significant activity during that shift.**
- Inspect the site, and all equipment for accountability and serviceability.
- The status of equipment, to include' proper functioning of the flashlight phone, cleanliness of the gatehouse and an inspection of the patrol car.
- Prepare paperwork for your shift.
- A review of the posted work schedule, conflicts or problems will be reported to the site supervisor immediately.
- The officer reporting for duty will check post equipment for deficiencies and operating condition. Results will be annotated on the Post Log Sheet Any deficiencies that are found will require the officer to document such on the log sheet and report it to the Site Supervisor immediately.
- **The third shift is responsible for gathering the days call in sheets and vehicle log sheets, stapling them together and filing them in the cabinet at 2400.**
- **Do not rearrange or remove any folders, notices, papers or clipboards. Only post supervisor can make changes.**
- When not dealing with guests the gatehouse officer shall monitor the camera feeds and shall immediately notify the property manager ( if on duty), patrol officer, supervisor on duty, and the police if criminal activity is noted.
- Clean and maintain the gatehouse throughout your shift including the restroom. Document the condition on your post log sheet upon the start of your shift.
- **End of shift you must write in pass down log even if there is no pass down information to pass down. Initial each log.**

## **PROFESSIONALISM & ETIQUETTE**

Professionalism is the backbone of our service. Along with professionalism comes proper etiquette.

- Greet each person with a positive attitude and welcome them to the Reserve.
- Gatehouse: All guest shall be greeted with ***"Welcome to Imperial Golf Club"*** .The officer must be smiling and in a standing position when greeting guests.
- Telephones: When answering a telephone the following must be said; ***Good evening thank you for calling Imperial Golf Club gatehouse this is Officer \_\_\_\_\_ . How may I assist you?***
- Residents: After verifying a resident and granting access you must say ***"Welcome home!!"*** "
- Guests: After verifying a guest and granting access you must say: ***"Have a nice day!!"***
- Stand, smile and wave to all incoming and outgoing vehicles.

## ALLOWING ACCESS TO THE COMMUNITY - OVERVIEW

**Regardless how many times per day you see a specific guest or even with a valid pass the pass MUST be scanned and verify the photo in the computer with the driver.**

- Passes need to be scanned each and every time they come through the gate. Each visitor needs to be logged in every time.
- All information needs to be logged into the computer system. Always check that the correct residents name is selected on the last screen when logging visitor in system.
- Make sure you enter the tag or license plate in the notes section of the database.
- This is a restricted access community; restricting the general public, vendors and pedestrian traffic accessing to the community through the main gate.
- Access to the community is granted in the following ways: Residents with appropriate Association transponder on their vehicles and using the resident's lane will automatically enter using the outside gate.
- Visitors or contractors with current passes will be allowed entrance without contacting anyone.
- Visitors or contractors appearing on the "Temporary Guest List" list for the current day are allowed entrance for the current day only.
- Visitors or contractors whose names appear on the resident's (computer) permanent visitor list are allowed entrance during (business hours for contractors) and anytime for others (*Note: guest's names may not be added to the resident's perm list without an update form from the office - update forms are turned at the office or at the gatehouse*).
- Residents are always to be given the right-of-way through the gate. If you are processing a visitor in the guest lane and a resident pulls up in the residents' lane, you will need to hold the visitor, in order to give the resident the right-of-way into the community.

See the Automatically Admitted list in this document for exceptions. If none of the above conditions exist you must call the resident for authorization.

**Guest passes shall be issued to all entering the guest gate and drivers will be advised to make sure passes are visible on the vehicle dashboard. Passes will be limited to three days MAXIMUM, unless issued for a longer period by the office.**

## ALLOWING ACCESS TO THE COMMUNITY - RESIDENTS WITHOUT TRANSPONDERS

Residents without a transponder may enter through the inside lane (Visitor Lane) after presenting a valid a State issued Drivers License or an previously issued guest pass. The only acceptable proof of identification is a drivers license. If they refuse to present their license they are to be denied entry. X

- State or governmental photo identification (i.e., driver's license passport), must be presented each time they wish entry into the community.
- Verify that the individual (driver) is a resident of the community with either a **driver license only**. The Officer will verify the information on the computer and issue a pass.
- Remember to welcome them to the community & remind them of the speed limits and to keep the pass on the dashboard.
- If the individual is a resident you are to state ***"Smile and say welcome home before they proceed."***

## RESIDENT REQUESTING CHANGES

If a resident requests to make a change to their account have them fill out a resident information sheet and them return it to you or the office. If any update sheets are returned to you place it in the office at the end of your shift. Changes are updated by the Homeowner Association. Again do not make any changes to the computer system or to the Resident book.

### **ALLOWING ACCESS TO THE COMMUNITY - MALFUNCTIONING TRANSPONDERS**

Security Officers will not open the outside resident gate to allow a resident access. If a resident does not have the appropriate or a malfunctioning transponder, the Security Officer will proceed as follows:

- The vehicle will be directed to pull up to the guest lane for verification.
- Residents with malfunctioning transponders will be verified on the computer (with a drivers license).
- Officers will record all malfunctioning Transponders recording date/time, address, resident's name, and vehicle tag number on a Visitor/Vehicle Log.
- Owners & tenants whose transponders do not work due to the sale of their house or their lease expiration shall be denied entry to the community.

**NOTICE:** If the Resident's (renters/lessee) name is not in the computer, during business hours, the Officer will contact the property management office and advise them of the situation. After business hours, email the property management staff. **In either case, deny entry.** Write a notation on the Post Log Sheet, annotating all pertinent information and action taken. In most cases, the resident (renter/lessee) attempting to gain entry is no longer residing or owns a home in the community.

### **ALLOWING ACCESS TO THE COMMUNITY - GUESTS**

Guests may enter the community through the inside lane (Visitor Gate), if the following procedures have been met:

- Guest passes shall be issued to all entering the guest gate and drivers will be advised to make sure passes are visible on the vehicle dashboard. Temporary Guest List Passes will be limited to three days, unless authorized for a longer period by the office.
- Tenants are not permitted to have a permanent guest list.
- Remember to welcome them to the community with a smile & remind them of the speed limits and to keep the pass on the dashboard.
- If access is denied, or no contact at the resident's point of contact, the Security Officer will advise the guest that access is being denied. The Officer will log their information on the computer and or Post Log /Account Activity Report.

### **ALLOWING ACCESS TO THE COMMUNITY - EXPECTED GUESTS LIST**

- The resident is to advise the gate of their guests in advance of the guest's arrival.
- If the guest has not been called in the officer shall call the resident
- If contact cannot be made advise the guest to pull around and call the resident and have them call the gatehouse.
- Never accept verification from the guests cell phone. Advise them to call the gatehouse & supply the number to the gatehouse if required.

### **ALLOWING ACCESS TO THE COMMUNITY - DELIVERIES**

- All deliveries except newspaper, whether it be food, flowers or any other type, **MUST** receive authorization prior to being granted access. You must follow the procedures for a guest. Which includes scanning the drivers license and entering the tag number, **DO NOT** issue a guest pass.
- **Especially food deliveries.**



## **ALLOWING ACCESS TO THE COMMUNITY - VENDORS/ CONTRACTORS**

- Vendors may enter the community through the outside lane (Resident Gate), if they are operating an oversized vehicle only.
- In order for a vendor to be granted automatic access they must have been previously called by the resident on the computer's Voice Server, called the booth directly, the resident created a guest pass for them online and/or their name is on the residents guest list.
- Access may be granted and the Security Officer will log their information on the computer and issue a pass.
- Vendors may only enter the property Monday through Saturday from 0600 to 1800 hours only.
- No access will be permitted on Sunday or after hours unless the Vendor was called by the Resident, **and ONLY** due to an emergency.
- Moving trucks are not exempt from the Vendor schedule. Regardless it is a commercial moving business or a personal rental truck.

### **Association Vendors:**

- Associations shall provide a list of Vendors and keep list current.
- Officers will advise the Vendor that they must be out of the community by 1800 (6:00PM) unless it is an emergency repair.

## **ALLOWING ACCESS TO THE COMMUNITY - LARGE VEHICLES -**

***More than 2 Axles or Long Wheelbase*** - Large vehicles may have problems clearing the roof of the guard booth.

- Give yourself plenty of time before the vehicle arrives at the gate, this ensures that the vehicle uses the resident's lane by waving them to that lane before they arrive.
- Stop the vehicle at the resident's gate and, after authorizing entrance and issuing a pass, direct them to proceed to their destination.
- Make sure the gate is **manually opened and is held in that position until the vehicle clears the gate.**
- Large vehicle procedures may apply to emergency vehicles.

## **ALLOWING ACCESS TO THE COMMUNITY - TOW TRUCKS -**

**Enter on the Vehicle/visitor Log and Post Log Sheet-** Tow Trucks or Service Vehicles Enter are generally not allowed in the community.

- If a resident calls them in you shall document all information for all tow trucks on vehicle entry log as well as the post log sheet (*service vehicles*) that enter the community.
- All tow trucks must be authorized to enter the community.
- **Do not allow anyone in the community for the purpose of repossessing a vehicle.**

## **ALLOWING ACCESS TO THE COMMUNITY - PROCESS SERVERS/PRIVATE INVESTIGATORS**

- Private investigators will not be granted access without authorization from the resident and or the Property Manger or their designee.
- Process Servers shall be granted access to the community without notification or approval.
- The process server must present a valid County Sheriff identification identifying themselves as such.
- All information on their identification card shall be logged onto the Activity report and Guest database and a pass issued.

## ALLOWING ACCESS TO THE COMMUNITY - REALTORS

Realtors/Open House Events. The following protocol will be followed for Realtors and Open House events, to include prospective buyers. Remember they will also receive a pass if access is granted.

Realtors must be verified the same as any other visitor. If approved, Officer will allow them and their clients to enter.

- **Realtors** -Must be verified the same as any other visitor. If approved, Officer will allow them and their clients to enter.
- **Open Houses** - Realtor or Owner shall notify Gate Officer in advance of all open houses and provide maps to the home. Visitors will be allowed entrance and vehicles will be logged in. X
- **Vacant Properties**- Access by office approval only. If after business hours or you cannot get authorization from the office **DENY ACCESS**.
- If property is bank owned the bank must contact the clubhouse & then us. No one is on list. **So DENY ACCESS!** If there is no contact info for the address you are given, they are **DENIED** until owner goes to the clubhouse & their staff can contact's us for verification.
- If realtor says, "well I'm going to another location that is within the community you are to document on the post log sheet both addresses that was given the denied address and the admitted one.

## ALLOWING ACCESS TO THE COMMUNITY - EXEMPTION FROM THE SECURITY PROCESS

The following are exempt from the security vetting process:

- Emergency vehicles
- Government vehicles
- Persons with official Government ID, on official business
- USPS, FedEx, UPS, DHL, Amazon and Newspaper deliveries
- Utility companies
- City/County Services e.g. (Animal control, Water, sewer services)
- Process Server (must check ID) - *do not call resident* **Enter on the Activity Report and database**
- Census Workers
- School busses
- Statewide Security Company vehicles.
- Association Vendors, such as the landscaper
- Remember other than those listed above

\*\*\*\*\* **No VEHICLE IS ALLOWED THROUGH THE GATE WITHOUT A PASS** \*\*\*\*\*

## SPECIAL EVENTS

- **Special Events:** In an effort to maintain security of our community, people trying enter for trick or treating, viewing Christmas lights etc. should not be allowed to enter, unless they are on a guest list.

## ALLOWING ACCESS TO THE COMMUNITY - BOATS/RV'S

- Boats, RV's, trailers are only allowed to be parked in garages overnight.

## ALLOWING ACCESS TO THE COMMUNITY - STRETCH LIMOS/PARTY BUSES

- Stretch limos or party busses are allowed on the property for the purposes of picking up or dropping off only. They are considered a commercial vehicle and not be allowed to be parked within the community overnight.

## **WHEN YOU CANNOT OBTAIN AUTHORIZATION, DENY ENTRANCE.**

No one may "look around inside." or "check for places for sale .

Do not allow yourself to be bullied into granting access. If you have checked all your resources and have not found authorization for a guest then turn them away. Make a note in the proper log when visitors are turned away.

No one may enter who was "sent by" someone else without acceptable authorization no matter how "logical" or "official" it sounds. Example: A surveyor sent by someone from outside the community such as a realtor or financial company. *If you are in doubt, call your supervisor or other contacts.*

Deny entrance to anyone who does not want the resident called except for law enforcement officers. Some can sound very official when they're really not. Example - "I need to take pictures of the house for insurance" or "I'm verifying street addresses" or "We are testing cellular or radio communications in the area." or someone who says they work for the police, sheriff or highway patrol but is not an officer - someone who says they work for fed, state or local Gov. but is not in law enforcement and/or has no official ID. (A name tag or business card is not official ID for law enforcement) *If you are not sure, call your supervisor or other contacts.* Check for official identification on law enforcement officers who are not in uniform or official vehicles. If someone insists that they are on a resident's perm list, check the computer or resident books to see if the guest's name appears on the resident's form and had, somehow, not been entered in the computer.

## **PACKAGES**

Security Officers will not accept packages (pick-up or deliveries), keys or personal items on behalf of the homeowners. Direct all inquiries to the property management office during business hours.

***NOTE: Objects, parcels, envelopes, etc. may not be left at the gatehouse by residents or visitor for someone to pickup.***

## **CLUBHOUSE AND POOL SECURITY**

- Roving Officer shall check pools and clubhouse when in the community. Random checks shall be done throughout the Rovers shift and just prior to the end of Rover's shift. Checks to include security of doors and gates.
- If someone is in the pool or clubhouse after hours the officer shall obtain the individuals identification and instruct all persons to leave the area when pool is closed. If they refuse, to provide or leave the area the officer shall tell them he has no choice but to call the Sheriff and charge the person with trespassing. If the offender does not comply, Officer shall call the Sheriff.
- Guard House Officer shall monitor the community security cameras. IP address of cameras will be provided to Security Administrator.

## **RESOURCES** (finding information)

The "Expected Guests List" contains the listing of residents that have called the gatehouse to authorize specific visitors to enter the community on the current day.

The computer contains the list of visitors and contractors that are allowed to enter the community without notification for each resident.

There is a map of the community in the gatehouse - another map, small enough to handle, is in the Post Orders.

When in doubt about anything, your best resource is the on call supervisor and or the Property management office. Do not hesitate to call someone when you are unsure about anything.

**FORMS, REPORTS AND LOGS** (All forms use 24 hour time - see conversion chart) and must be completed in black ink only. A supervisor visiting a post will sign the log sheet in red ink documenting the time of arrival on post, what he observed on post and the time he left post.

## **ACCOUNT ACTIVITY REPORT - POST LOG SHEET**

The Account Activity Report is filled out daily by each officer during his/her shift. The report should reflect the date, time on and off duty, who the officer relieved, list all equipment on the post and a description and time of all activities that took place during the shift. Fill out the form completely using black ink only.

## **INCIDENT REPORTS**

The Incident Reports are incident reports. They are to be used for circumstances out of the ordinary that involve law enforcement, fire or EMS, or may result in a lawsuit or have negative feedback upon the company. such as a disagreement with a resident, missing equipment , etc. Include all information necessary for the reader to completely understand the situation and be able to contact all involved persons. (Who, what, where, when, why, how) All non-traffic reports shall be emailed to Operations.

## **VEHICLE/VISITOR LOG** (Imperial Golf Club Homeowner Association Visitor/Vehicle Log)

The required information is:

- Time of entry
- The visitor's name
- The visitor's license tag number
- The name of the resident being visited
- Whether the resident called you - or - you called the resident
- If the visitor was refused entry
- Any remarks that you think should be included in the entry

## **TIME SHEETS**

Fill out time sheets when you report for your shift. Time sheets must be completed on a daily basis. Any employee found not to complete it daily may be subject to disciplinary action.

Note - Daily time sheets are not currently in use. Be sure to sign the weekly time sheet on the notice board.

## **THE RADIO SYSTEM**

The radio system we use is the UHF system. The 2-way radio is used to send and receive communications with the security office, supervisor, and mobile posts. The radio is left in the gatehouse with the rest of the equipment. The radio must be placed in the charger at the end of the shift. To use the radio system press the push to talk (PTT) button wait a second before speaking. The radios should be set on channel 2.3 Do NOT alter any settings without the permission of a supervisor!! It is important to wait a second or two after pressing the PTT button before speaking. Speak in a clear voice if you yell into the radio your message will garbled. When using the radio announce your unit first e.g. "Riverstone gatehouse to Unit 130" *See Radio Codes*

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## MISCELLANEOUS INFORMATION

Important - Always make sure that the resident's lane is clear before opening the visitor's gate for visitors. Residents expect to have the right of way and there are some who will deliberately cause "close calls" then call to complain.

When opening the gate for motorcycles, keep in mind that motorcycles will not trigger the gate to close behind them. If you do not close it yourself it will remain open.

Residents with stickers on their vehicles will enter through the resident's lane. The reader will automatically open the resident's gate for them. If a vehicle attempts to enter through the resident's lane and the gate does not open, visually verify the sticker then open the gate. If there is no sticker on the vehicle then question the occupant and proceed accordingly. Don't automatically open the gate when the scanner doesn't scan as some unauthorized people will assume you will open the gate for them if they are in the resident's lane.

BE EXTREMELY CAREFUL walking between vehicles when checking stickers in the resident's lane. When stickers do not work the first time, residents will sometimes back up to try it again. Watch the lights on the back of the vehicle to make sure they are not in reverse gear when you walk behind them. It is very common for them to forget that the vehicle is in reverse after you open the gate.

Guests will not be allowed entrance using someone else's name, i.e.: *My mother is on the list....wife...husband, etc.*

*You will often experience long lines of visitors at the gate. don't let this make you nervous. trying to hurry will actually slow you down and cause mistakes. treat each vehicle as if it were the only one there. Visitors are required to wait as long as necessary while you do your job at your normal, efficient pace.*

## GATE PROBLEMS

Whenever the gate malfunctions and there is a roving patrol officer, the gate officer is to contact the patrol officer to respond to the gate forthwith to assist in screening residents/guests. He should position himself at the resident side and allow vehicles to enter that have a transponder sticker.

If no transponder sticker is visible, he will inspect the driver's license to verify that the person resides in Imperial Golf Club Homeowner Association .

If there is no roving patrol, the gate guard shall call a supervisor and request immediate assistance.

This of course only applies when the line of vehicles extends out to Logan Blvd. and beyond. If the line is short, the guard should use his judgment on when to call for assistance.

If no assistance is available the resident's gate will not open or close, place a barricade or traffic cones in front of the gate to route all traffic into the visitor's lane and use that lane for all people entering the premises.

If the visitor's gate will not open or close, place a barricade in front of the gate. Visitors will approach the gatehouse normally using the visitor's lane. Upon authorization to enter, the visitor will be asked to simply turn into the resident's lane (when clear) for entrance. *You will find this procedure much less confusing for visitors, and yourself, than blocking the visitor's lane as it allows traffic flow to proceed much as normal.*

When a gate problem occurs, first configure the lanes then call your supervisor and the Association office.

## VISITOR GATE - OPENING MANUALLY

Occasionally, guards will be required to open the guest gate manually. With the new system it is extremely rare you will be required to manually open the gate. Since the computer system logs each time the gate is opened manually all officers are now required to note on the Post log sheet the time and purpose of doing so.

- **You must watch that the vehicle is clear of the gate BEFORE closing them.**
- **At no time should the gate be put in the "neutral" position when manually opening the gate.**

## **IN CASE OF POWER OUTAGE**

- The Security Officer will place cones blocking off entry through the outside lane, as well as the inside lane.
- The Security Officer will lock both entrance and exit gates in the upright position. (This will keep the gates from coming down when the power returns and possibly hitting something or someone.)
- Once the gate are locked in the upright, remove the cones from the inside lanes and resume gate access control through the inside lane until power is restored.
- Record all power outages on the Post Log Sheet.

### **When Power Returns the Security Officer will proceed as follows:**

- Cone off the inside lane, and Unlock the gates and visually check that they close (horizontal position). Remove all traffic cones and resume normal operations. Notify the supervisor or security office. Record the times the power returned on the Post Log Sheet.

The following things are of concern when the electrical power fails:

- The computer will fail when the UPS (uninterrupted power supply) runs out. (about 15 minutes) The gates will not function. There will be no lighting in the gatehouse or at the entrance.
- INOPERABLE GATES - Follow the procedures outlined in the "Gate Problems" section of this document.
- COMPUTER FAILURE - See the "Resources" section of this document.
- LIGHTING FAILURE - There are no emergency lights for the gatehouse or entrance area. A flashlight is provided at the gatehouse.
- The Security Officer will place cones blocking off entry through the outside lane, as well as the inside lane.
- The Security Officer will lock both entrance and exit gates in the upright position. (This will keep the gates from coming down when the power returns and possibly hitting something or someone.)
- Once the gate are locked in the upright, remove the cones from the inside lanes and resume gate access control through the inside lane until power is restored.

## **SAVE YOURSELF BIG PROBLEMS - KNOW THE FOLLOWING:**

When the power fails, the gates should open if not the traffic will begin to back up. You can minimize the backup and confusion if you are prepared. In the event of an electrical storm, place the flashlight where you can find it quickly. Take the raincoat off the hanger and put it where you can don it fast and easily. Take the 3 blue "Resident's list" books off the shelf and place them on the desk for fast reference anticipating computer failure. Take the gate keys off the wall and place them within easy reach (*Never put the gate keys in your pocket...chances are you will forget them and take them home*). If the power fails, perform the following steps in the order shown: Don the raincoat - if raining.

Take the keys and keep them in your hand.

While not hesitating in the performance of the following steps, use hand gestures to direct traffic that has already arrived at the gate to back up as far as possible.

## PHONE INTERNET SERVICE ELECTRONIC DEVICES

If the phone ceases to work and there is no power outage, first, check all connections then try unplugging it and plugging it back in. Also, try closing the Guard Workstation program and re-opening it. If it still does not work there should be a spare phone in the cabinet under the desk - plug it directly into the wall jack.

If you are unable to fix the phone, use all the resources at your disposal to continue with normal access control. You may use your own cell phone the company will reimburse you. If visitors do not appear on the Expected Guests list or in any of your other resources then deny entrance. We will apologize later.

- Personal electronic devices include but not limited to laptops, tablets, mobile readers, DVD players, and the like. These devices are not allowed on posts as they cause a distraction in the performance of your duties as well as detracts from the professionalism of our company.
- **UNAUTHORIZED USE OF THE TELEPHONE/INTERNET WILL BE DEDUCTED FROM THE OFFICERS PAY AND MAY BE GROUND FOR IMMEDIATE DISMISSAL**

## RESIDENT COMPLAINTS (Responding to, reporting)

Resident complaints to security are usually advisories about parking, speeding, fishing, noise, etc. All are taken seriously, responded to and reported.

If a resident asks you to have someone come back into the community and resolve a problem, advise them that security cannot leave the gate. If the office is open, advise them to call the property management office at 239-331-7573

If a resident asks you to call the police, advise them that they (the resident) should call since you have no first-hand knowledge of the situation and are not allowed to call the police unless it's an emergency and the resident is unable to do so (*Discuss this with your supervisor*).

If the resident is reporting a physical problem in the community that needs immediate attention such as a problem with a lift station, a tree down across a street, etc, then tell them that you will notify the appropriate persons - then do so. If you are unsure as to how to respond to a Resident Complaint, call your supervisor or the Statewide Office.

## COMMON MISTAKES

- Leaving the visitor's gate open.
- *Motorcycles will not trigger the gate to close.*
- Not carefully checking dates on visitor's passes.
- Opening the gate for a visitor who just waves a pass without stopping. (*pass is almost always expired*)
- Not reading everything on the resident's card before turning away visitors.
- Not checking temporary posted notes (on wall and window) before turning away visitors.
- Calling the wrong resident when there is more than one resident with the same last name. (*this is very common*)
- Opening resident's gate for vehicles in resident's lane without checking for stickers thus letting in unauthorized visitor.
- Marking the wrong name on the "Expected Guests" list as having already entered. The officer on the next shift will probably only check the unmarked names and, if he/she cannot contact the resident, deny access.
- Not filling out forms, as required, leaving the other officers without information they may need.
- Calling a wrong number and, when not getting an answer, denying access to a visitor.
- Not writing down a called-in visitor thinking you can wait till your not busy - then forgetting it - resulting in you, or the next officer-on-duty, turning away a visitor.
- Being too busy to check something.
- Allowing visitors access who say, "I'm on the list" without checking.
- Issuing passes without documenting them.
- Allowing yourself to be bullied into allowing access.

- Allowing access because the visitor sounds "sincere."

### **NUMBER ONE ALL TIME MISTAKE**

Not caring enough to carefully learn your job. This entire document is based on mistakes that are continuing to be made everyday .... some, with serious consequences.

### **DO'S, DON'T, TIPS AND GOOD PRACTICES**

The following will help you prevent situations that have caused, and are continuing to cause, problems.

Never give out information about residents, phone numbers, etc. - even to other residents. The phone number for the gatehouse may be given out to adult residents only. Never give the phone number to kids, contractors or guests. Do not give the phone number to anyone whose identity as an adult resident cannot be verified. Verify by noting caller ID or asking questions.

If a visitor asks if you are calling a certain number, do not confirm. Reply that you are calling the number you are required to call.

Do not discuss guest lists with visitors or confirm that their name appears there. Tell them to discuss it with the resident.

Do not call the police for a resident. Advise the resident that the police will ask you to have the resident making the complaint call them personally. Call the police only when you witness and incident first-hand. - discuss this with your supervisor

If someone walks up to the window of the gatehouse, quickly scroll to the bottom of the card showing on the computer so that the permanent visitor list is not visible. If you must view the resident's card while the visitor is standing there, turn the monitor away from the visitor's line of site.

Before turning anyone away make sure you have read everything on the resident's computer card, looked at all notes on the walls and have checked the Expected Guest list to see if they were, mistakenly, marked as already having entered.

Do not agree to call the phone company for a resident whose phone is out of order. You will not have the information the phone company requires for the call. Do not allow them to use the gatehouse phone as the call takes too long.

There are many residents with the same last name. Make sure you are checking the right name on the computer.....

watch this one....it is a common mistake.

If a resident calls to authorize a visitor after you have turned that visitor away, write *(ret)* for "return" next to the name on the "Expected Guests" list to show that the name was not there when you turned them away.

Never rely on your memory...always "write it down" or "look it up."

Do not open the gate for bicyclists that do not identify themselves at the gate. They are able to get through anyway but you will not be responsible for admitting them.

If you are unsure about the spelling of a resident's or guest's name, ask them to spell it.

Always check that the occupants of taxis/limos are residents - not visitors.

You are not in a hurry. Work at a comfortable, relaxed pace, carefully checking your resources, and you will make fewer mistakes. Try to work fast and you will make lots of mistakes.

Always use the proper colored highlighter for marking entries on the Expected Guests list.

Never sign anything unless authorized to do so.

Never allow persons entrance to the community for the purpose of repossessing a vehicle.

Always ask young persons (*sons, daughters, etc. of residents*) to use the resident's primary home phone when calling to authorize guest for parties. This allows you to check the caller ID to prevent unauthorized persons from calling to authorize guests.

*NOTE: Objects, parcels, envelopes, etc. may not be left at the gatehouse by residents or visitor for someone to pickup.*



**COUNTY AND STATE LAWS**

Officers assigned to Riverstone will immediately notify CCSO of any activity violating County and State laws.

## FLORIDA STATUTES

### **493.6118 Grounds for disciplinary action.**

a. Licensed security officers are not law enforcement officers and are not granted any police powers regarding arrest or use of force.

### **776.06 Deadly force.--**

(1) The term "deadly force" means force that is likely to cause death or great bodily harm and includes, but is not limited to:

(a) The firing of a firearm in the direction of the person to be arrested, even though no intent exists to kill or inflict great bodily harm; and

(b) The firing of a firearm at a vehicle in which the person to be arrested is riding.

(2)(a) The term "deadly force" does not include the discharge of a firearm by a law enforcement officer or correctional officer during and within the scope of his or her official duties which is loaded with a less-lethal munition. As used in this subsection, the term "less-lethal munition" means a projectile that is designed to stun, temporarily incapacitate, or cause temporary discomfort to a person without penetrating the person's body.

(b) A law enforcement officer or a correctional officer is not liable in any civil or criminal action arising out of the use of any less-lethal munition in good faith during and within the scope of his or her official duties.

**776.012 Use of force in defense of person.--**A person is justified in the use of force, except deadly force, against another when and to the extent that the person reasonably believes that such conduct is necessary to defend himself or herself or another against such other's imminent use of unlawful force. However, the person is justified in the use of deadly force only if he or she reasonably believes that such force is necessary to prevent imminent death or great bodily harm to himself or herself or another or to prevent the imminent commission of a forcible felony.

#### **FL Dept of Ag. & Consumer Svcs. Interpretation**

Deadly force may never be used by a security officer except in self-defense or defense of another from imminent death or great bodily harm. The use of deadly force to protect property or to prevent property loss is prohibited by law. Firing a warning shot for any reason, including an attempt to stop a person suspected of the commission of a crime, is prohibited.

**776.031 Use of force in defense of others.--**A person is justified in the use of force, except deadly force, against another when and to the extent that the person reasonably believes that such conduct is necessary to prevent or terminate such other's trespass on, or other tortious or criminal interference with, either real property other than a dwelling or personal property, lawfully in his or her possession or in the possession of another who is a member of his or her immediate family or household or of a person whose property he or she has a legal duty to protect. However, the person is justified in the use of deadly force only if he or she reasonably believes that such force is necessary to prevent the imminent commission of a forcible felony.

#### **FL Dept of Ag. & Consumer Svcs. Interpretation**

Non-deadly force may be used by security officers to the extent necessary for self-defense or defense of another against the use of unlawful force or to prevent or terminate trespass or "interference" with property he has a legal duty to protect.

**776.07 Use of force to prevent escape.--** (1) A law enforcement officer or other person who has an arrested person in his or her custody is justified in the use of any force which he or she reasonably believes to be necessary to prevent the escape of the arrested person from custody.

### **784.07 Assault or battery of law enforcement officers, firefighters, emergency medical care providers, public transit employees or agents, or other specified officers; reclassification of offenses; minimum sentences.--**

(2) Whenever any person is charged with knowingly committing an assault or battery upon a law enforcement officer, a firefighter, an emergency medical care provider, a traffic accident investigation officer as described in s. 316.640, a nonsworn law enforcement agency employee who is certified as an agency inspector, blood alcohol analyst, or a breath test operator while such employee is in uniform and engaged in processing, testing, evaluating, analyzing, or transporting a person who is detained or under arrest for DUI, a traffic infraction enforcement officer as described in s. 316.640, a parking enforcement specialist as defined in s. 316.640, **a person licensed as a security officer as defined in s. 493.6101 and wearing a uniform that bears at least one patch or emblem that is visible at all times that clearly identifies the employing agency and that clearly identifies the person as a licensed security officer**, or a security officer employed by the board of trustees of a community college, while the officer, firefighter, emergency medical care provider, intake officer, traffic accident investigation officer, traffic infraction enforcement officer, inspector, analyst, operator, parking enforcement specialist, public transit employee or agent, or security officer is engaged in the lawful performance of his or her duties, the offense for which the person is charged shall be reclassified as follows:

(a) In the case of assault, from a misdemeanor of the second degree to a misdemeanor of the first degree.

(b) In the case of battery, from a misdemeanor of the first degree to a felony of the third degree.

**784.07 Assault or battery of law enforcement officers, firefighters, emergency medical care providers, public transit employees or agents, or other specified officers; reclassification of offenses; minimum sentences.--**

© In the case of aggravated assault, from a felony of the third degree to a felony of the second degree. Notwithstanding any other provision of law, any person convicted of aggravated assault upon a law enforcement officer shall be sentenced to a minimum term of imprisonment of 3 years.

(d) In the case of aggravated battery, from a felony of the second degree to a felony of the first degree. Notwithstanding any other provision of law, any person convicted of aggravated battery of a law enforcement officer shall be sentenced to a minimum term of imprisonment of 5 years.

(3) Any person who is convicted of a battery under paragraph (2)(b) and, during the commission of the offense, such person possessed:

(a) A "firearm" or "destructive device" as those terms are defined in s. 790.001, shall be sentenced to a minimum term of imprisonment of 3 years.

(b) A semiautomatic firearm and its high-capacity detachable box magazine, as defined in s. 775.087(3), or a machine gun as defined in s. 790.001, shall be sentenced to a minimum term of imprisonment of 8 years.

Notwithstanding s. 948.01, adjudication of guilt or imposition of sentence shall not be suspended, deferred, or withheld, and the defendant is not eligible for statutory gain-time under s. 944.275 or any form of discretionary early release, other than pardon or executive clemency, or conditional medical release under s. 947.149, prior to serving the minimum sentence.

**784.011 Assault.--**

(1) An "assault" is an intentional, unlawful threat by word or act to do violence to the person of another, coupled with an apparent ability to do so, and doing some act which creates a well-founded fear in such other person that such violence is imminent.

(2) Whoever commits an assault shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082 or s. 775.083.

**784.021 Aggravated assault.--**

(1) An "aggravated assault" is an assault:

(a) With a deadly weapon without intent to kill; or

(b) With an intent to commit a felony.

(2) Whoever commits an aggravated assault shall be guilty of a felony of the third degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084.

**784.03 Battery; felony battery.--**

(1)(a) The offense of battery occurs when a person:

1. Actually and intentionally touches or strikes another person against the will of the other; or

2. Intentionally causes bodily harm to another person.

(b) Except as provided in subsection (2), a person who commits battery commits a misdemeanor of the first degree, punishable as provided in s. 775.082 or s. 775.083.

(2) A person who has one prior conviction for battery, aggravated battery, or felony battery and who commits any second or subsequent battery commits a felony of the third degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084. For purposes of this subsection, "conviction" means a determination of guilt that is the result of a plea or a trial, regardless of whether adjudication is withheld or a plea of nolo contendere is entered.

**784.045 Aggravated battery.--**

(1)(a) A person commits aggravated battery who, in committing battery:

1. Intentionally or knowingly causes great bodily harm, permanent disability, or permanent disfigurement; or

2. Uses a deadly weapon.

(b) A person commits aggravated battery if the person who was the victim of the battery was pregnant at the time of the offense and the offender knew or should have known that the victim was pregnant.

(2) Whoever commits aggravated battery shall be guilty of a felony of the second degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084.

**810.08 Trespass in structure or conveyance.--**

(1) Whoever, without being authorized, licensed, or invited, willfully enters or remains in any structure or conveyance, or, having been authorized, licensed, or invited, is warned by the owner or lessee of the premises, or by a person authorized by the owner or lessee, to depart and refuses to do so, commits the offense of trespass in a structure or conveyance.

(2)(a) Except as otherwise provided in this subsection, trespass in a structure or conveyance is a misdemeanor of the second degree, punishable as provided in s. 775.082 or s. 775.083.

(b) If there is a human being in the structure or conveyance at the time the offender trespassed, attempted to trespass, or was in the structure or conveyance, the trespass in a structure or conveyance is a misdemeanor of the first degree, punishable as provided in s. 775.082 or s. 775.083.

© If the offender is armed with a firearm or other dangerous weapon, or arms himself or herself with such while in the structure or conveyance, the trespass in a structure or conveyance is a felony of the third degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084. Any owner or person authorized by the owner may, for prosecution purposes, take into custody and detain, in a reasonable manner, for a reasonable length of time, any person when he or she reasonably believes that a violation of this paragraph has been or is being committed, and he or she reasonably believes that the person to be taken into custody and detained has committed or is committing such violation. In the event a person is taken into custody, a law enforcement officer shall be called as soon as is practicable after the person has been taken into custody. The taking into custody and detention by such person, if done in compliance with the requirements of this paragraph, shall not render such person criminally or civilly liable for false arrest, false imprisonment, or unlawful detention.

(3) As used in this section, the term "person authorized" means any owner or lessee, or his or her agent, or any law enforcement officer whose department has received written authorization from the owner or lessee, or his or her agent, to communicate an order to depart the property in the case of a threat to public safety or welfare.

**810.09 Trespass on property other than structure or conveyance.--**

(1)(a) A person who, without being authorized, licensed, or invited, willfully enters upon or remains in any property other than a structure or conveyance:

1. As to which notice against entering or remaining is given, either by actual communication to the offender or by posting, fencing, or cultivation as described in s. 810.011; or

2. If the property is the unenclosed curtilage of a dwelling and the offender enters or remains with the intent to commit an offense thereon, other than the offense of trespass, commits the offense of trespass on property other than a structure or conveyance.

(b) As used in this section, the term "unenclosed curtilage" means the unenclosed land or grounds, and any outbuildings, that are directly and intimately adjacent to and connected with the dwelling and necessary, convenient, and habitually used in connection with that dwelling.

(2)(a) Except as provided in this subsection, trespass on property other than a structure or conveyance is a misdemeanor of the first degree, punishable as provided in s. 775.082 or s. 775.083.

(b) If the offender defies an order to leave, personally communicated to the offender by the owner of the premises or by an authorized person, or if the offender willfully opens any door, fence, or gate or does any act that exposes animals, crops, or other property to waste, destruction, or freedom; unlawfully dumps litter on property; or trespasses on property other than a structure or conveyance, the offender commits a misdemeanor of the first degree, punishable as provided in s. 775.082 or s. 775.083.

© If the offender is armed with a firearm or other dangerous weapon during the commission of the offense of trespass on property other than a structure or conveyance, he or she is guilty of a felony of the third degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084. Any owner or person authorized by the owner may, for prosecution purposes, take into custody and detain, in a reasonable manner, for a reasonable length of time, any person when he or she reasonably believes that a violation of this paragraph has been or is being committed, and that the person to be taken into custody and detained has committed or is committing such violation. In the event a person is taken into custody, a law enforcement officer shall be called as soon as is practicable after the person has been taken into custody. The taking into custody and detention in compliance with the requirements of this paragraph does not result in criminal or civil liability for false arrest, false imprisonment, or unlawful detention.

**810.09 Trespass on property other than structure or conveyance.--**

(d) The offender commits a felony of the third degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084, if the property trespassed is a construction site that is legally posted and identified in substantially the following manner: "THIS AREA IS A DESIGNATED CONSTRUCTION SITE, AND ANYONE WHO TRESPASSES ON THIS PROPERTY COMMITS A FELONY."

(e) The offender commits a felony of the third degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084, if the property trespassed upon is commercial horticulture property and the property is legally posted and identified in substantially the following manner: "THIS AREA IS DESIGNATED COMMERCIAL PROPERTY FOR HORTICULTURE PRODUCTS, AND ANYONE WHO TRESPASSES ON THIS PROPERTY COMMITS A FELONY."

(f) The offender commits a felony of the third degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084, if the property trespassed upon is an agricultural site for testing or research purposes that is legally posted and identified in substantially the following manner: "THIS AREA IS A DESIGNATED AGRICULTURAL SITE FOR TESTING OR RESEARCH PURPOSES, AND ANYONE WHO TRESPASSES ON THIS PROPERTY COMMITS A FELONY."

(g) Any person who in taking or attempting to take any animal described in s. 372.001(10) or (11), or in killing, attempting to kill, or endangering any animal described in s. 585.01(13) knowingly propels or causes to be propelled any potentially lethal projectile over or across private land without authorization commits trespass, a felony of the third degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084. For purposes of this paragraph, the term "potentially lethal projectile" includes any projectile launched from any firearm, bow, crossbow, or similar tensile device. This section shall not apply to any governmental agent or employee acting within the scope of his or her official duties.

(3) As used in this section, the term "authorized person" or "person authorized" means any owner, or his or her agent, or any law enforcement officer whose department has received written authorization from the owner, or his or her agent, to communicate an order to leave the property in the case of a threat to public safety or welfare.

**812.015 Retail and farm theft; transit fare evasion; mandatory fine; alternative punishment; detention and arrest; exemption from liability for false arrest; resisting arrest; penalties.--**

(3)(a) A law enforcement officer, a merchant, a farmer, or a transit agency's employee or agent, who has probable cause to believe that a retail theft, farm theft, a transit fare evasion, or trespass, or unlawful use or attempted use of any antishoplifting or inventory control device countermeasure, has been committed by a person and, in the case of retail or farm theft, that the property can be recovered by taking the offender into custody may, for the purpose of attempting to effect such recovery or for prosecution, take the offender into custody and detain the offender in a reasonable manner for a reasonable length of time. In the case of a farmer, taking into custody shall be effectuated only on property owned or leased by the farmer. In the event the merchant, merchant's employee, farmer, or a transit agency's employee or agent takes the person into custody, a law enforcement officer shall be called to the scene immediately after the person has been taken into custody.

© The taking into custody and detention by a law enforcement officer, merchant, merchant's employee, farmer, or a transit agency's employee or agent, if done in compliance with all the requirements of this subsection, shall not render such law enforcement officer, merchant, merchant's employee, farmer, or a transit agency's employee or agent, criminally or civilly liable for false arrest, false imprisonment, or unlawful detention.

**FL Dept of Ag. & Consumer Svcs. Interpretation** Security officers in the employ of or contracted with retail establishments who have probable cause to believe that retail theft has occurred have specific statutory authority to detain shoplifting suspects until law enforcement can respond to make an arrest. Law enforcement must be called to the scene immediately.

**COMMUNITY RULES AND REGULATIONS**



# STATEWIDE SECURITY ENFORCEMENT & INVESTIGATIONS INC.

## POST LOG SHEET

# APPENDIX 1

Location: 1101 Elm Street Date: 12/01/2002

Officer Name: S.O. Robert Smith Tour: 0800 X 1500

TIME	COMMENTS
0800	S.O. ROBERT SMITH ON POST, RELIEVED DAVE THOMAS. ON POST WITH THE FOLLOWING EQUIPMENT- 1 SET OF 6 KEYS, 2 RADIOS, 1 RADIO CHARGER, 1 FLASHLIGHT, 1 SET OF POST ORDERS, 1 LOG BOOK. INITIAL TOUR OF AREA REVEALS 23 INCH BLACK MARKS, ON THE EMERGENCY EXIT AT THE REAR OF BUILDING #5, ALL OTHER AREAS APPEAR SECURE AT THIS TIME. <i>R.S.</i>
0900	TOUR OF AREA ALL APPEARS SECURE AT THIS TIME <i>R.S.</i>
0915	UPS ON PREMISES - DELIVERY TO LOADING DOCK <i>R.S.</i>
0925	UPS LEFT PROPERLY <i>R.S.</i> PROPERTY <i>R.S.</i>
1000	TOUR OF AREA ALL APPEARS SECURE AT THIS TIME <i>R.S.</i>
1030	TOUR OF AREA ALL APPEARS SECURE AT THIS TIME <i>R.S.</i>
1100	TOUR OF AREA ALL APPEARS SECURE AT THIS TIME <i>R.S.</i>
1200	TOUR OF AREA ALL APPEARS SECURE AT THIS TIME <i>R.S.</i>
1240	CAPTAIN JOSEPH GREEN ON POST FOR INSPECTION - ALL OFFICERS PRESENT AND ON POST. READ ENTRY REGARDING REAR DOOR APPROPRIATE NOTIFICATIONS MADE <i>JOSEPH GREEN</i>
1300	TOUR OF AREA ALL APPEARS SECURE AT THIS TIME <i>R.S.</i>
1400	TOUR OF AREA ALL APPEARS SECURE AT THIS TIME <i>R.S.</i>
1445	WALTER PARKS MAINTENANCE ENGINEER ON PREMISES <i>R.S.</i>
1500	FINAL TOUR OF AREA ALL APPEARS SECURE AT THIS TIME. S.O. ROBERT SMITH RELIEVED BY S.O. JOHN BROWN END OF TOUR <i>R.S.</i>
	<i>S.O. ROBERT SMITH</i>



**STATEWIDE SECURITY  
ENFORCEMENT & INVESTIGATIONS INC.**

**ACCOUNT ACTIVITY REPORT**

DATE 08/29/2019	SHIFT 1400X2200	ACCOUNT MOODY RIVER ESTATES
TYPE OF POST <input type="checkbox"/> FOOT PATROL <input checked="" type="checkbox"/> GATEHOUSE <input type="checkbox"/> VEHICLE PATROL <input type="checkbox"/> OTHER:		
OFFICER'S NAME DOUG EAGLE	VEHICLE NO.	WEATHER
TICKETS ISSUED <input type="checkbox"/> YES <input type="checkbox"/> NO	NUMBER ISSUED	PHOTOS TAKEN <input type="checkbox"/> YES <input type="checkbox"/> NO
REASON FOR ISSUANCE <input type="checkbox"/> PARKING <input type="checkbox"/> SPEEDING <input type="checkbox"/> TRASH <input type="checkbox"/> OTHER:		
TIMES & COMMENTS 1400 S/O EAGLE ON-DUTY RELIEVED S/S COLE 1423 STORM SMART TO MCGARY 3211 MSD TAG HTC61 1438 PATRICIA MARTINEZ TO ENGH 13168 STL TAG LAHI21 1443 LOWE'S TO GRAY 13225-2 STL TAG BLIT06 1455 AMAZON DELIVERY ON-SITE 1512 INVISIBLE FENCE TO DONNELLY 13027 TCT TAG KXS5T 1529 DHL ON-SITE 1529 NU IMAGE CLEANERS TO TECKOROUS 13120 GHD TAG IB23AQ 1542 REBECCA STARR TO SCOTT 12949 TCT TAG AUEN77 1542 SHIPT TO FLANNERY 13004 TCT TAG LNUT62 1545 ELKIE WAHLS TO GELOK 3200-4 SHC TAG KRG16 1559 ADVANCED ROOFING TO COACH HOMES 1 TAG 299YUP 1600 HOME TECH TO CARLSON 13250-4 STL TAG HTC66 1610 RITA ROMANO TO RIVERA 13080 GHD TAG Y69DKU 1613 MARCIA BRUINIES TO GELOK 3200-4 SHC TAG JCHC81 1630 GULF COAST APPLIANCE TO AKRIDGE 3130 MSD TAG GVCJ02 1658 CINDY TORRISON TO GARBER 3110 MSD TAG 928447 1724 DANIELLE CARNES TO DONNELLY 13027 TCT TAG AZDH17 1744 TRACY FISHLER TO ENGH 13168 STL TAG Y94BVM 1759 JO ELLEN SHAW TO BRIGALLI 13225-8 STL TAG LTRI23 1820 DEJA CHEWNING TO BADER 12996 TCT TAG IHGT42 1851 ALAN STRAND TO ANDERSON 13079 SAS TAG 2013TB 1852 CINDY RYERSON TO ANDERSON 13079 SAS TAG ERCY81 1909 JOHN MARCHESE TO MALONE 13140 GHD TAG MAP152 1912 PAPA JOHN'S TO JAYWANT 13062 SAS TAG RRJ6A 1917 MARTY LEHMAN TO MALONE 13140 GHD KTQK46 1921 TERRY DOBBINS TO ANDERSON 13079 SAS TAG CSOI 1930 TONY FALACOLA TO MALONE 13140 GHD TAG TRGT80 1932 LOCKED POOLS AND ALL RESTROOMS/ SWEPT CLUBHOUSE/ SECURE 1947 RETURNED TO GATEHOUSE 2030 HOME HEALTH TO GREIDER 3100-2 STB TAG BHPZ76 2200 SECURED GATEHOUSE/ S/O EAGLE OFF-DUTY		
OFFICER'S NAME DOUG EAGLE	OFFICER'S SIGNATURE DE	ID NO. 13822





## SAMPLE PASSES

**IMPERIAL GOLF CLUB**

**ADDRESS**

**GUEST**

**EXPIRATION DATE**

**SPEED LIMIT 25**

**ENTRY GRANTED ON**

# ***VISITOR***

## **PLACE THIS SIGN ON YOUR DASHBOARD WHEN PARKING**

- No overnight street parking (Sun-Th Midnight - 6 AM & Fri-Sat 1:00 to 6:00 AM) for all vehicles.
- No commercial vehicles overnight unless enclosed in the garage.
- Vehicles parking overnight at the clubhouse require a pass.
- Vehicles parked in driveways must not protrude into the street or block sidewalks.
- Do not park with tires on grass areas.
- Park in the same direction as vehicle traffic
- Observe **25 MPH** speed limit
- **NO SOLICITATION OF ANY KIND.**

Gatehouse Email: [ImperialGolf@ssei.com](mailto:ImperialGolf@ssei.com)  
Gatehouse: 239 XXX-XXXX  
Voice Server: 239 XXX-XXXX  
Management Office: 239 596-7200





**RESIDENT INFORMATION SHEET**

**New**

**Update**

**Owner**

**Tenant**

Abbey on the Lake

Castlewood

Imperial Gardens

Wedgefield

Bermuda Greens

Estates

Park Place

West Gate

Charleston Square

Golf Member

Park Place West

Weybridge

Address: \_\_\_\_\_ Lease Start: \_\_\_\_\_ Lease End: \_\_\_\_\_

**Resident 1** Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Resident 2** Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Resident 3** Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Resident 4** Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Resident 5** Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**GUESTS AUTHORIZED ACCESS**

**MAXIMUM 6 GUESTS**

Last Name: \_\_\_\_\_

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

First Name: \_\_\_\_\_

**VENDOR AUTHORIZED ACCESS**

Vendor 1: \_\_\_\_\_

Vendor 4: \_\_\_\_\_

Vendor 2: \_\_\_\_\_

Vendor 5: \_\_\_\_\_

Vendor 3: \_\_\_\_\_

Vendor 6: \_\_\_\_\_

**VEHICLE INFORMATION**

**Vehicle #1**

Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_ Color: \_\_\_\_\_

Tag #: \_\_\_\_\_ State: \_\_\_\_\_ Expires \_\_\_\_\_ Bar Code #: \_\_\_\_\_

**Vehicle #2**

Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_ Color: \_\_\_\_\_

Tag #: \_\_\_\_\_ State: \_\_\_\_\_ Expires \_\_\_\_\_ Bar Code #: \_\_\_\_\_

**Vehicle #3**

Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_ Color: \_\_\_\_\_

Tag #: \_\_\_\_\_ State: \_\_\_\_\_ Expires \_\_\_\_\_ Bar Code #: \_\_\_\_\_

**CLUBHOUSE CARD KEY INFORMATION -**

Card Number 1: \_\_\_\_\_

Card Number 2: \_\_\_\_\_

**PET INFORMATION**

Type: \_\_\_\_\_ Breed: \_\_\_\_\_ Color: \_\_\_\_\_ Name: \_\_\_\_\_

Type: \_\_\_\_\_ Breed: \_\_\_\_\_ Color: \_\_\_\_\_ Name: \_\_\_\_\_

**EMERGENCY CONTACT INFORMATION**

Name/House Watch Firm: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

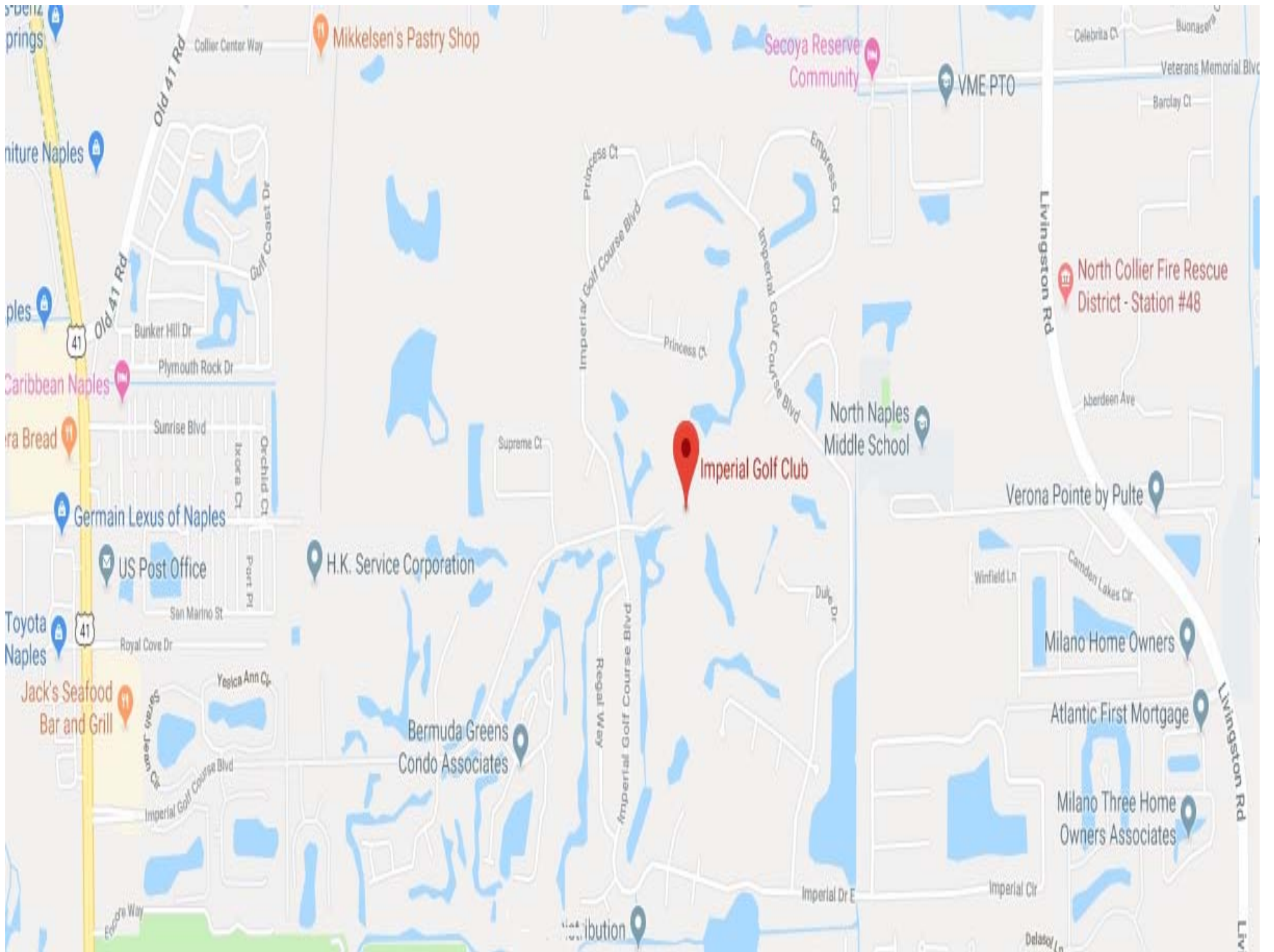
**Please attach copies of any additional pages as necessary for additional residents, vehicles, etc.**

**ADDITIONAL INFORMATION**



## STATEWIDE SECURITY ENFORCEMENT RADIO CODES

GENERAL CODES		CRIMES IN PROGRESS	
10-1	Call your command	10-30	Robbery in progress
10-2	Report to your command	10-31	Burglary in progress
10-3	Call dispatcher by land line	10-33	Report of explosive
10-4	Acknowledgment	10-34	Assault in progress
10-5	Repeat message	10-39	Other crimes in progress
10-6	Stand by	<b>NON CRIME INCIDENTS</b>	
10-7	Verify address	10-50	Disorderly person/group/noise
<b>POSSIBLE CRIMES</b>		10-52	Dispute
10-10	Possible crime (Prowler, suspicious person/vehicle shots fired)	10-53	Vehicle accident
10-11	Alarm(specify type)	10-54	Ambulance case
10-12	Officer holding suspect	10-59	Alarm or fire
10-13	<b>ASSIST OFFICER - EMERGENCY</b>	10-62	Out of service/mechanical
10-14	License number - occupied / suspicious	10-63	Out of service/meal
10-15	License number-verify if stolen	<b>INTERIM ASSIGNMENT STATUS</b>	
10-16	Vehicle is reported stolen	10-80	Cancel
10-17	Vehicle is not reported stolen	10-84	Arrived at scene
<b>CRIMES IN THE PAST</b>		10-85	Need additional unit no emergency
10-20	Robbery(past)	10-86	Female(time in vehicle/out of vehicle)
10-21	Burglary(past)	10-87	Unit to hospital
10-24	Assault(past)	10-90	Unfounded , Unnecessary Gone on arrival
10-29	Other crime in past (specify)	10-98	Resuming patrol/available



**All forms are filled out using 24-hour time (Military time).**

12:00 Midnight = 2400

One minute after midnight = 0001

1:00 AM = 0100 - (oh one hundred)

2:00 AM = 0200

3:00 AM = 0300

4:00 AM = 0400

5:00 AM = 0500

6:00 AM = 0600

7:00 AM = 0700

8:00 AM = 0800

9:00 AM = 0900

10:00 AM = 1000 - (ten hundred)

11:00 AM = 1100

12:00 Noon (twelve hundred)

1:00 PM = 1300

2:00 PM = 1400

3:00 PM = 1500

4:00 PM = 1600

5:00 PM = 1700

6:00 PM = 1800

7:00 PM = 1900

8:00 PM = 2000 - (twenty hundred)

9:00 PM = 2100

10:00 PM = 2200

11:00 PM = 2300

**ALWAYS CALL THE SECURITY COMPANY FIRST UNLESS IT IS A MEDICAL FIRE OR POLICE EMERGENCY**

<b>CONTACT NUMBERS</b>					
<b>MANAGEMENT COMPANY</b> Sandcastle Community Management Derek Cox, CAM					
9150 Galleria Court, Suite 201 Naples, FL 34109					
Phone: (239) 596-7200x 204	Fax: 239-593-4812	<b>VOICE SERVER PHONE</b>		239-XXX-XXXX	
<b>GATEHOUSE ADDRESS:</b> XXXXXXXXXXXXXXXX			<b>GATEHOUSE PHONE</b>		239-XXX-XXXX
<b>CLUBHOUSE ADDRESS:</b> 1808 Imperial Golf Course Blvd, Naples, FL			<b>CLUBHOUSE PHONE</b>		239-XXX-XXXX
Email	DerekC@sandcastlecm.com		<b>Cell - DO NOT GIVE OUT</b>		239-XXX-XXXX
<b>SECURITY COMPANY 13460 RICKENBACKER PKWY SUITE 1 FORT MYERS, FL 33913</b>					
Security Office	877 234 7533	Fax	877 248 4349	Email	mail@ssei.com
On-Call Supervisor ( <i>after hours</i> )		239 895 6007	Post Email	ImperialGolf@ssei.com	
<b>EMERGENCY SERVICES</b>					
Lee County Sheriffs, Fire, EMS Emergency- 911			Non-Emergencies - 239 477 1000		
Collier County Sheriffs, Fire, EMS Emergency - 911			Non-Emergencies - 239 252-9300		
<b>UTILITIES ELECTRIC SERVICE</b>					
FPL	800-468-8243				
<b>TELEVISION SERVICE</b>					
Comcast	239 432 9277				
<b>WATER &amp; SEWER</b>					
Lee County Utilities	239 479 8160		Collier County Utilities	239 252-2380	
<b>TELEPHONE</b>					
Century Link	239 723 8010				
<b>GATE REPAIRS</b>					
TEM	239 390 0615		Cypress Access Systems	239 494-8604	
SEL Security Systems	941 625-8385				