

1. The Role of Security on Campus

Serving our community...

The 80+ officers and staff that make up the Security Department are assigned throughout the University, 24 hours a day, seven days a week. Although officers are not sworn or armed, they respond to calls of any nature, including all campus emergencies - fire, accidents, physical crimes, and disturbances. A wide range of nonemergency-related services is also available to the University community.

Security officers are selected after a thorough investigation designed to choose individuals who are dedicated, sensitive, and display good communications skills. They hold a New York State license (requiring 32 hours of training) and receive an additional 320 hours of in-house basic training.

Approximately 40 trained, part-time student aides assist our professional staff and work in selected areas of the campus and residence halls during the academic year. These students are in constant radio contact with us, should unauthorized persons or other conditions affecting general safety be discovered. [Think Safe, distributed annually as required by the federal Clery Act]

Authority

New York State Education Law (Section 4605) requires the University to establish procedures for the maintenance of public order on its campus. The procedures are outlined in a "Standards of Conduct" statement adopted by the Board of Trustees on July 15, 1970, and are published in the Faculty Handbook, www.cc.rochester.edu:80/FacultyHandbook/.

University Security Services is charged with providing general security services at the University, and takes steps to insure the maintenance of public order consistent with its mission.
[Faculty Handbook, June 1999 edition]

Outline Of Security's Mission

- o Protect people at the University
- o Educate our community about security issues, personal safety measures and protective strategies
- o Prevent disruption of University activities and misuse of premises
- o Protect University and personal property against theft or abuse
- o Provide a visible, reassuring, and readily accessible presence
- o Foster beneficial community relations

[Issued in October 1982; amended 1990, 1995]

Policy On Security Operations

A number of the University's internal policies and procedures are directed to its maintenance of order, discipline, and safety on campus, and to the prevention of activities which impair or jeopardize University services or the legitimate privacy rights and freedoms of members of the University community.

The University of Rochester is an "open campus." Full trust is placed in all members of the University community to be law abiding and to respect the rights of others. Restrictions on members of the UR

community or their activities shall not be imposed unless there is a clear and present physical danger or abridgement of others' legitimate rights, including their right to uninterrupted participation in University programs and services.

Unlawful behavior will not be condoned. Illegal activities, including the possession, trafficking or use of arms and illegal drugs, as well as the disruption of University activities, are prohibited.

A major part of the responsibility for implementing the University's security policies is assigned to the University's Security Division. University Security, acting on its own observations or on a report or complaints from other members of the University community, is obliged to initiate inquiries, conduct investigations, give directions, and exercise certain controls.

Security staff shall at all times perform those duties in a manner consistent with the highest ethical standards.

As a matter of policy, University employees in general and Security staff in particular will not interfere with or intrude upon private communications, intercept mail, make wire taps or the like, or encourage any criminal act for purposes of entrapment.

As a part of its responsibility for liaison with public law enforcement agencies, University Security must report to the appropriate government law enforcement authority unlawful acts or evidence thereof. Security will also request that a public agency produce its warrant or other legal authority before undertaking a search or having access to private quarters, records, or communications. [Black Community Coalition and University Task Force Report on the Security & Traffic Division - October 1984]

University Facilities & Services Mission Statement

To support the University in accomplishing its academic, healthcare, research and public service missions by providing responsive, competitive and high-value services for a safe and functional physical environment. [circa 1996]

Strong Memorial Hospital Mission

We improve health through caring, discovery, teaching and learning.

2. Protocol for Security at Registered Parties

Officer Expectations

- o Conduct 3 or 4 random checks of each registered party
- o Complete a Security Services Alcohol Checklist for each party check

Verifying and documenting the following:

Access Control Checks

- Are sponsors proofing/ checking ID's at event entry points
- Are proper wrist bands/hand stamps being applied
- Are sponsors monitoring and maintaining occupancy limits of event location

Bartending Checks

- Are servers actively checking wrist bands and hand stamps before serving patrons
- Are servers drinking alcohol
- Are servers being attentive to intoxicated condition of patrons
- Are patrons passing alcohol to underage individuals after being served
- Is alcohol being served from locations other than the bar
- Is hard alcohol being served

Event Safety Checks

- Are fire exits clear, freely accessible and not obstructed in any manner
- Are guests behaving in an appropriate manner

General Compliance Checks

- Is the event sponsor's copy of the alcohol registration form posted behind the bar or at the location where alcohol is being served
- Is the proper amount of alternative beverage (non-alcoholic soda, punch ect.) available
- Is the proper amount of food (cheese, crackers, potato chips, pretzels etc.) available
- Has a random ID check of five persons observed consuming alcohol been completed per check

Minor violation of the above listed items that can be corrected will be documented on the Alcohol Check List. Major or repeat violations must be documented on a Security Case Report and the event shut down.

3. Entry into Premises; Confiscation Procedures

Seizure of items by Security in connection with an incident investigation will generally be limited to items or materials evidenced by plain view observation. Items subject to being taken include evidence of a crime or violation of regulations; contraband; weapons; illegal drugs; and, potentially hazardous materials. Searches other than plain view observations are to be conducted only after obtaining consent; at the direction of a senior UR official having program authority for the area; in support to a proper search warrant being executed by a law enforcement officer; or, if an exigent circumstance affecting immediate health/life safety risk is noted. Searches are intended to be limited to the purpose(s) for which entry was made or to resolve immediate health/life safety conditions. Whenever possible, they will be conducted in conjunction with Residential Life and/or Dean of Students Office representative present, unless prohibited by exigent circumstances or for reasons articulated by a law enforcement officer. In cases where a representative is not available or cannot be contacted, other notifications will be made as soon as possible given the event circumstances.

Residential Housing Patrol Guidelines

It is the intention of University Security Services to provide proactive, preventative patrols in public spaces within University residential and leased housing. Security foot patrols of residential areas should be conducted with the goal of promoting the health and safety of the residential community, to provide defense of personal and University property; to provide a visible deterrent and security omnipresence to help repress crime and other behavior deemed unacceptable by the University; to assure that building systems are functioning properly; to ensure adherence to University Policy/Procedures/Sanctions and to cultivate positive attitudes and open avenues of communication with those residing, working and visiting the housing areas.

Definitions:

Preventive Foot Patrol: A consistent, thorough and random check of an area where officers avoid predictability in their patrol method.

Public Space: Any space not considered private living space. In residence halls and fraternity houses, public space generally includes lounges, community rooms, kitchens, eating areas, building entrances, lobbies, porches, patios, stairways, balconies, elevators, hallways, tunnels, mechanical spaces, trash rooms and loading docks. Public space may be expanded to include areas such as walk-in coolers and storage rooms in response to sanctions imposed by the Dean of Students Office.

Residential/Leased Housing: All River Campus and Eastman School of Music Dormitories and River Campus Fraternity Houses.

Security Officer Patrol Expectations

1. Must demonstrate interest and ability to initiate patrol related activity.
2. Must maintain a honed awareness of the geography and changes in program within patrol areas.
3. Must strive to complete at least one complete foot patrol check of all residential/leased-housing areas per shift.
4. Must avoid establishing a routine in patrol methods. Individual building checks, travel routes and general patrol patterns should be staggered on a regular basis.
5. Must enter residential areas through established doorways. (use fire escapes or other means of entry only in emergency situations)
6. Must restrict general foot patrols to areas within residential buildings classified as "public".
7. Must accurately complete patrol log sheets indicating date/time areas were individually patrolled.
8. Must provide equal attention among all residential/leased housing areas. Note: Security Management may put individual areas/buildings on "Special Attention" in response to a specific activity or incident.
9. Must promptly report and document building deficiencies, hazardous conditions, suspicious activity, activity that necessitates action and violations of New York State Laws and /or University Policy/Procedure/Sanctions noted during patrol of area. Inform area leadership staff or house officer whenever possible if activity or incidents are documented on a Security Case Reports in their area.
10. Must facilitate positive community relations through active communication and personal demonstration of consistent, fair, impartial, helpful and courteous conduct.

Leased Housing Room Entry Guidelines

It is the intention of University Security Services to assure all reasonable privacy is extended to those residing in rooms and apartments leased from the University. When appropriate, advance notification should be given to housing occupants before Security Staff enter an individual room or apartment. However, there will be instances when it will become necessary for Security Staff to enter housing rooms and apartments without notice to carry out protective or personal safety duties.

Entry Steps

1. Knock loudly on the room or apartment door, clearly announce your identity, ask occupants to allow you to enter and state your intention (to enter) if occupants do not respond to your entry request.

2. Under all circumstances, Security Officers shall contact and obtain authorization from a Security Supervisor before entering a housing room or apartment when the occupant has not requested the door opening or invited the officer to enter.
3. When a decision is made to open a housing room without the occupant's knowledge or permission, Security Staff shall, whenever possible, make contact with a Housing Staff Representative from the list below. Housing Staff will provide assistance in obtaining a key for the room (as needed) and act as a witness to the entry. Security Staff shall not enter a locked housing room without a witness unless entry is required to investigate an immediate personal safety concern, serious property concern, or fire/fire alarm investigation (with Security Supervisor knowledge and approval).
 - A) Building Manager,
 - B) Property Management Representative,
 - C) Resident Adviser,
 - D) Community Assistants,
 - E) Area Coordinator,
 - F) Residential Life Director, or
 - G) Fraternity House Officer
4. All entries made to housing rooms without the occupant's knowledge or permission must be appropriately documented (Case Report) outlining the incident in question, persons present and reason for entry.

4. Security's Relationship with Rochester Police Department

Criteria Used for Summoning Police to the University

- 1) When requested by any person regardless of University affiliation. Regardless of type of affiliation to the University, Security Officers shall attempt to obtain the nature of the problem from the individual and make notification to the appropriate law enforcement agency.
- 2) To prevent or respond to a significant disruption of a University activity or threat to public safety. The appropriate law enforcement agency shall be contacted in the event that Security staffing levels do not allow for controlling a significant disruption or threat to public safety at the University.
- 3) When personal injury motor vehicle accident or University property damage. The police shall be summoned in the event that a motor vehicle accident has occurred with personal injury or University property damaged.
- 4) When a felony has occurred on University property or the University is the victim of a felony. Police shall be contacted in all cases where the University is a victim of a felony or a felony crime has been committed on University property.
- 5) When the University is the victim of a crime with a loss in excess of \$1,000. The police shall be notified when the University is a victim of a crime where the loss exceeds \$1,000.
- 6) To obtain or confirm identification of a suspect. The police shall be contacted in the event that a suspect is uncooperative in identifying him/herself on University property, or when verification of identification is deemed necessary.

- 7) When a pattern or series of misdemeanors have occurred. The police shall be contacted in the event that a pattern or a series of misdemeanors has been reported/observed on University property.
- 8) To pick up evidence of crime. The police shall be notified in the event that evidence, such as rape evidence kit, is needed by the victim to assist in placing charges.
- 9) To surrender contraband, weapons or other items that legally cannot be held in custody by the Division. Notification to the appropriate police agency shall be made in the event that contraband, weapons or other items have been obtained by the Division.
[Think Safe; professional standards, NYS laws, Clery Act requirements]

5. Informational Programs and Other Crime Preventive Measures

Crime prevention and victim assistance

Through Student Orientation Programs, Parent Orientation Programs, Services Fairs, new employee orientations and individual residence hall floor presentations, crime prevention staff addresses thousands of students, parents, and employees on personal safety issues yearly. We respond to special requests from groups of staff members or students and present individualized workshops on topics of particular concern. We also conduct office/building safety surveys.

We make available victim assistance support services for a crime against the person. Assistance may begin shortly after a crime is reported and may continue through the often-confusing stages of the criminal justice process.

6. Residential Life's Responsibility in Reporting and Investigating Incidents

Residential Life Staff will often contact Security for assistance in documenting and resolving alleged or observed violations of Student Conduct Standards, University Policy or NYS Laws occurring in and around their respective living areas, halls and buildings.

Residential Life Staff are only expected to investigate minor, low level incidents involving violations of University Policy, Housing Rules and Student Conduct Standards. Residential Life Staff are never expected to put their personal welfare in jeopardy while investigating incidents.

7. Campus Notification Procedures

Ways we get information to you

Urgent:

- Posted "Safety Bulletin" and "Community Alert" notices
 - o Announcing incidents affecting personal safety occurring at or adjacent to the University (robbery, assault, arson, etc.) or in response to a series of interrelated property incidents (auto theft, computer theft, phone scam, bike theft, etc.)

- Hard copies distributed to all Residential Life Area Offices, University Health, University Property Office, South Campus Offices, Eastman Campus Offices, Medical Center Departments, for posting.
- Phone mail tree to RAs, others
- Emergency fax to departments
- Emergency e-mail notifications
- Mailings to departments
- Special meetings at any time needed

Ongoing:

- Campus Crime Log
- Security Web page
- Direct mailings
- Fax network
- "Security Updates" in Campus Times
- Other campus media
- Bulletin boards
- Notices on pay stubs
- Meetings with customer groups
- Daily Activity Report (DAR) Summaries

NOTE: Numerous protocols and call lists exist for use in informing program administrators of events that occur in their area(s).

8. Efficacy of Monitoring Security Cameras and Blue Light Emergency Telephones

Blue Light Emergency Telephones (BLEP's)

- There are currently over 140 BLEP's in operation at the University
- The first BLEP's were installed in frequently traveled remote areas of the University to provide a means for the community to contact Security as needed. Additional BLEP's were installed individually and as part of renovation projects in locations that were a comfortable walking distance from the existing BLEP's.
- BLEP's are automatic ring down phones. No dialing is required to make calls. When the phone handset is lifted, the telephone automatically dials the Security Number
- BLEP's are answered in the Security Communication Center by Security Dispatchers 24 hours a day.
- BLEP's can be used to contact Security for any reason.
- The Security Dispatchers receive a visual indication providing the exact location of BLEP callers.
- A Security Officer is immediately sent to the BLEP's location if a call is received where the caller does not speak.
- Each BLEP is checked on a weekly basis by Security Staff to ensure proper operation.
- BLEP's, as are all telephone lines in the Security Communication Center, are recorded at all times.

Security Cameras

- There are currently over 100 Security cameras in operation at the University. Among those, 32 cameras are installed on the River Campus - Wilson Blvd., River Lot, Hill Court Lot, Wilson North Lot, Dandelion Square, Park Lot, GLC Lot, NSRL Lot and River Road Buildings.

- Security Dispatchers monitor security cameras in the Security Communication Center twenty-four hours a day.
- Security camera images are recorded twenty-four hours a day in the Security Communication Center. Signals from each group of sixteen cameras are encoded to allow the digital recording of all sixteen cameras on a single DVR.
- Camera images are archived for about 15 days and then over-written.
- Security Investigators review images as needed when following up on reported incidents or concerns.
- Camera images are available under subpoena and for review by senior security staff only.
- Camera images are classified as University Security Records and are not released to the public.

9. Relationship with Surrounding Community

University Security Services Communicates and participates with members of the surrounding community through the below listed forums/groups.

- Individually
- Crittenden Neighborhood Association
- 19th Ward Community Association
- South West Area Neighborhood Association (SWAN)
- Southeast Area Coalition (SEAC)
- Mt Hope Business Association

10. Guidelines for use of Force and Detainment of a Suspect

The Security Division Mission Statement charges Security personnel with the protection of people and property at the University. In order to carry out this charge, Security officers are often called upon to enforce state and local statutes and University regulations. In certain situations, enforcement may involve use of force, and/or arrest. These procedures outline the range of authority for Security personnel relative to such enforcement actions.

GENERAL POLICY

USE OF FORCE against an individual or ARREST of an individual SHALL OCCUR ONLY when ALL FOUR of the following conditions have been met:

- A) All other acceptable forms of resolution of an incident have failed;

AND,

- B) All the requirements of the law have been met (all legal elements of the crime or violation exist, and the evidence supports those elements);

AND,

- C) The officer or supervisor involved has the legally defined authority to engage in such action (the actions to be taken are described in the Penal Law or Criminal Procedure Law as legal for citizens);

AND,

D) Division procedures regarding the action to be taken have been satisfied.

USE OF FORCE --GENERAL

- A) **PSYCHIATRIC RESTRAINTS.** Officers, acting under the direction of a physician or psychiatric nurse, may use physical force on a patient to the extent that the officer reasonably believes it necessary to promote the welfare of such person.
- B) **MEDICAL RESTRAINTS.** Officers acting under the direction of a physician (or his designee) may use physical force for the purpose of administering a recognized form of treatment.
- C) **SUICIDE PREVENTION.** A staff member may use physical force upon a person to the extent that he reasonably believes it necessary to thwart a suicide attempt or the infliction of serious physical injury upon the person.
- D) **DEFENSE OF SELF OR THIRD PARTY.** An officer may use physical force upon another person to defend himself or a third party from the use or IMMINENT use of unlawful physical force by such person.
- E) **PREVENTION OF COMMISSION, OR ATTEMPTED COMMISSION OF A CRIME.** Officers may use physical force in defense of premises, to prevent CRIMINAL trespass upon University premises, or in order to prevent larceny of or criminal mischief to University property.
- F) **TO AFFECT AN ARREST, OR PREVENT ESCAPE FROM CUSTODY.** Officers may use physical force to affect an approved arrest, or to prevent escape from custody after an approved arrest has been made.
- G) **DEGREE OF PHYSICAL FORCE PERMITTED.**
 - 1) In NO case may officers use a degree of physical force greater than is MINIMALLY allowed to satisfactorily resolve the above. ("A" through "F").
 - 2) In NO case may officers use a degree of physical force greater than is being used by an aggressor against themselves or a third person.
 - 3) Officers may use DEADLY physical force ONLY in defense of self or third parties, and then ONLY when DEADLY physical force is being used by an aggressor.

H) USE OF FORCE PROCEDURES

- 1) Whenever an officer uses physical force upon an individual (other than psychiatric restraints), the officer shall:
 - a) Call for immediate back-up (if not already present);

AND,

- b) Request the presence of the Security Supervisor;

AND,

- c) Immediately evaluate the need for medical attention or treatment for the person upon whom physical force was used and arrange for such treatment if the person is injured, or complains of injury or discomfort.

AND,

- d) Complete a USE OF FORCE REPORT.
- 2) Whenever an officer uses physical force upon an individual (other than psychiatric or medical restraints), the Security Supervisor shall assess the need for appropriate law enforcement involvement and documentation of the incident.

ARREST PROCEDURE (if Officer or University is victim)

- A) When an arrest is contemplated, the Security Supervisor shall request the presence of the appropriate law enforcement agency.
- B) TURNOVER ARRESTS MUST BE APPROVED BY THE SECURITY SUPERVISOR.
- C) Circumstances not requiring an immediate TURNOVER (or appearance ticket) arrest, but for which an arrest is appropriate, shall be dealt with through the WARRANT ADVISED process.
- D) An officer who desires to personally arrest an individual for an offense committed against himself (the officer), WHILE ON-DUTY, must follow the procedures contained herein.
- E) Whenever an arrest is made (by turnover, by appearance ticket or warrant advised), an Arrest Record (three copies--white, yellow, and blue) shall be completed and submitted with the Case Report.
- F) Division members are prohibited from making arrests for the following offenses:
 - 1) Loitering
 - 2) Disorderly Conduct
 - 3) Possession of Burglary Tools
 - 4) Any offense for which the officer or the University is not the victim.

OVERRIDING GUIDELINE for matters of arrest and use of force shall be:

- o WHEN IN DOUBT, DON'T USE FORCE AND DON'T ARREST.
- o All personnel are required to adhere to the principles, practices and procedures of Division-supplied TRAINING when using force or making arrests.
- o Failure to comply with these procedures constitutes grounds for suspension and/or termination.

[Operations Procedure 98-09-052, last reviewed w/legal counsel Fall 2002]

11. Regulatory Requirements/Cleary Act & Crime Statistics Reporting to Community and Government

The Federal Student Right-to-Know, Crime Awareness and Campus Security Act now cited as, "Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act" requires institutions of higher learning to prepare, publish, and distribute a report concerning campus crime statistics and security policies on an annual basis through appropriate publications, mailings or computer network to all current students and employees, and to any applicant for enrollment or employment upon request. This report contains the annual report concerning specific campus arrest and crime statistics as well as information about campus programs and activities intended to promote crime awareness, campus safety and security.

See University of Rochester THINK SAFE Publication

12. Follow-ups with Victims and Community

Security Investigators

- Two full time Security Supervisors/Investigators specifically assigned to follow-up on reported incidents and track security related trends at the University.

Victim Assistance

- With the assistance of Supervisors, Crime Prevention and Administrative Staff, Security Services provides victim assistance support services for a crime against the person. Assistance may begin shortly after a crime is reported and may continue through the often-confusing stages of the criminal justice process.

13. Communicating with Targeted Groups

Crime Prevention for Targeted Groups

- In a joint effort with The College, Dean of Students Office, Residential Life, University Health Service and the University Intercessor University Security Services Staff provide support and guidance to individuals and groups that have been targeted by unacceptable or criminal behavior. Meetings between these groups result in collective plans aimed at eliminating the cause of unwanted behavior and puts in place special accommodations for victims or survivors of the behavior.