

Organization

Book:	1 – Organization
Chapter	V – Personnel Polices and Procedures
Subject	Visitation
Code	1-V-1
Revised	6/05/2003

1.01 Purpose

To establish policy guidelines relative to visitation at Jersey Village Emergency Services buildings.

1.02 Definition

Visitor: Any person who enters the premises of Jersey Village Emergency Services, having the desire to view the station and apparatus, or wishing to see any of the employees or members on business or otherwise. The only exceptions will be:

1. Employees and members of Jersey Village Emergency Services
2. City of Jersey Village Officials or Employees
3. Any person here on official department business.

1.03 Policy

- A. All visitors to the building, having the desire to view the station and apparatus or wishing to see any of the employees or members on business or otherwise, shall be received courteously.
- B. The employee or member who first greets the visitor shall make every effort to assist the visitor with their request, including accompanying them to the location of the person they are to see.
- C. Visitors shall not be allowed to wander around the building by themselves.
- D. Visitors are not allowed to enter an apparatus bay area, workshop area, supply storage area or office area unless properly escorted by a department member.
- E. When escorting visitors in an apparatus bay, members shall not allow children to play on, around, or with emergency apparatus or equipment unless carefully and closely supervised.
- F. Entrance into the building for the purpose of soliciting shall not be allowed.
- G. An officer may prohibit the entrance to or cause any person to leave when, in the opinion of the officer, such presence may interfere with department operations or policies.

- H. Profanity, improper conduct or indecent language by employees, members, or visitors will not be allowed.
- I. Conduct prejudicial to good order or discipline such as gambling, disorderly, provoking or harmful mischievous conduct, quarreling, threatening, fighting or assaulting, creating discrediting public spectacle, unnecessary disturbance of sleeping persons between 2100 and 0600 hours, meddling with property or belongings of others, hazing, and other similar acts shall not be permitted.
- J. Amorous activity with a visitor is not permitted in any area.
- K. Visitors are expected to abide by department rules and regulations while on or in the premises
- L. All visitors shall leave the premises by 2200 hrs.
- I. Persons desiring group station tours shall be directed to contact the Administrative Office at (713) 466-2130 to schedule such tours.