

UCLA Health System Security Services

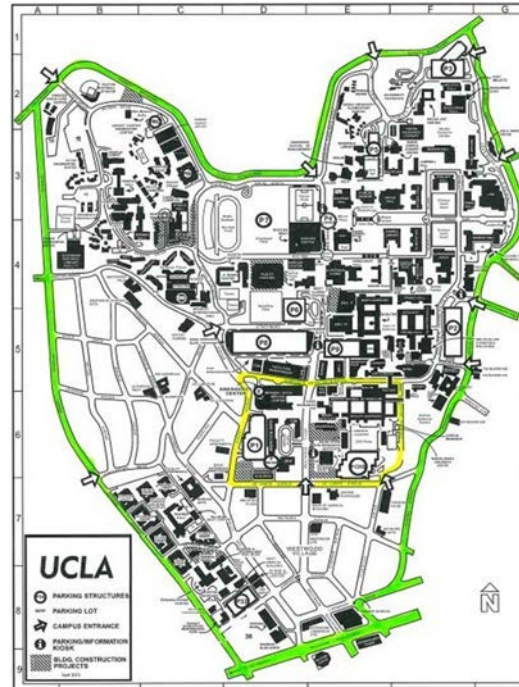
Mission: To maintain a customer service focus with integrity as we provide a safe and secure environment and access for staff, students, faculty, volunteers, patients, and visitors in a courteous, efficient and professional manner that supports the UCLA Health System's commitment to deliver leading edge patient care, education and research.

Vision: Healing humankind, one patient at a time, by improving health, alleviating suffering, and delivering acts of kindness.

Values: Integrity, Compassion, Respect, Teamwork, Excellence, Discovery.

Commitment to Care: I will always keep my commitment to care, as I have been entrusted by patients, colleagues, and society.

Area of Coverage



The primary area of responsibility is the Ronald Reagan Medical Center, Medical Plazas and the Center for Health Sciences (highlighted above in YELLOW). However, we do provide escorts to any area within the boundaries of Sunset Blvd to the North, Hilgard Ave. to the East, Wilshire Blvd to the South, and Veteran Ave to the West (highlighted above in GREEN). We work collaboratively with the UCLA Police Department to ensure a safe and secure environment for the UCLA Health System.



UCLA HEALTH SYSTEM SECURITY SERVICES

Some of the Services Provided:

- **Patrols:** Security Officers perform randomized patrols of building interiors, exteriors and adjacent parking structures.
- **Escorts for Personal Safety:** Staff, visitors, patients, students and volunteers can receive escorts to and from buildings in our area of responsibility.
- **Open Door Requests:** Locked rooms can be opened, so long as the requestor is authorized to be in that area and can produce proper identification.
- **Lost Vehicle Searches:** Visitors can request help in locating their vehicle within adjacent parking structures.
- **Vehicle Jump-Starts:** Assistance with jump starting vehicles with depleted batteries is available within adjacent parking structures.
- **Theft Reports:** Reports for thefts of personal or University property will be taken by security for internal documentation. Incidents of theft must also be reported to the campus police department.
- **Security Assessments:** To request a formal assessment of your work environment for security risks, please contact administrative support at 310-267-7107.

- **Security Education:** In-service programs are available on a variety of subjects. Please contact administrative support at 310-267-7107 to discuss your needs.
- **Security Command Center:** Security dispatchers answer emergency and non-emergency calls for service 24/7. Please be prepared to answer specific questions to aid our service for you.
- **Photo ID Services:** If you need photo ID services, please contact your personnel coordinator for required paperwork before coming to the Photo ID office.
- **Badge Access Entrance Issues:** For problems with electronic ID badge access email (include ID #, prox #, door/area you were denied access):
 - Ronald Reagan and RNPH: proxcardaccess@mednet.ucla.edu
 - Santa Monica: smproxcardaccess@mednet.ucla.edu
 - CHS, Jules Stein, Semel: jfried@mednet.ucla.edu
 - DGSOM research buildings: jmuller@mednet.ucla.edu
- **Lost and Found:** If you have found an item please turn it in at one of the following locations:
 - Ronald Reagan – east entrance information desk
 - Medical Plazas – MP 200 information desk
 - CHS – photo ID office room B8-153 Semel

If you have lost an item please inquire on the Lost and Found website at:
www.lostandfound.ucla.edu

Department Numbers:

Emergency: 911, internally #36

Non-Emergency:

Security Dispatch Westwood

- 310-267-7100

Security Dispatch Santa Monica

- 424-259-9100

UCLA Police Dispatch

- 310-825-1491

Administrative Contacts:

Director, Vernon Goodwin
(WW) 310-267-7098, (SM) 424-259-9104

Operations Manager, Westwood
Jorge Ramirez
310-267-7106

Operations Manager, Santa Monica
Ruben Ruiz
424-259-9103

Photo ID Office, Westwood
310-825-3258

Photo ID Office, Santa Monica
424-259-9109