

Red Seal Door Program F.A.Q.



Q: There are sensitive materials stored in my office suite and I need to be certain no unauthorized persons are allowed access to the office after business hours. What can I do?

A: Request a Red Seal designation for the office space in question. Go to the Division of Police webpage (<http://ser.ors.od.nih.gov/police.htm>) and click on the link for a “Red Seal Request” form. Complete the form and email it to the ORS Division of Police Director, Chief Alvin D. Hinton: (hintaal@ors.od.nih.gov).

Q: I want to be sure I can gain access to my office if I do not have my keys. I am going to request a Red Seal for the office. How can I be sure the DP will unlock the door for me if I must call for help?

A: When you submit a Red Seal Request form, also complete and forward an Assisted Entry Authorization/Emergency Contact form. The form can be obtained at: <http://ser.ors.od.nih.gov/police.htm>. Include your name, as well as that of one or two additional persons on your staff that you designate should be allowed assisted entry privileges.

Q: What happens if no Assisted Entry Authorization/Emergency Contact form is submitted?

A: The only persons for whom the police will unlock a Red Seal door will be emergency responders.

Q: Since I am the one requesting the Red Seal, won't the NIH Police unlock the door for me? For the person whose name appears on the door? For my Director? For the (fill in the blank)?

A: No. Absent a current “Assisted Entry Authorization/Emergency Contact Form”, the NIH Police will only unlock a Red Seal door for emergency responders (i.e., NIH Fire Dept. investigating smoke or fire, NIH maintenance staff investigating a burst pipe).

Q: How will we know if emergency responders enter our office/lab after hours?

A: When requesting a Red Seal, complete an Assisted Entry Authorization/Emergency Contact form, listing two contacts the NIH Police will seek to notify in the event of such an emergency. If neither of those persons can be successfully contacted, we will attempt to notify the building's Facility Manager.

Q: There is a Red Seal decal on our door, but our office doesn't need the “Red Seal” designation. How do we get it removed?

A: Go to the NIH Police webpage, and click on the link for a “Red Seal Removal” form. Complete the form and submit it, via email, to the Community Policing Officer: NIHCommunityPolicingOffice@mail.nih.gov

Q: An employee whose name was included on our most recently submitted Assisted Entry Authorization form or one of our most recent emergency contacts has been (transferred, resigned). How do we get their name removed from the list?

A: Complete a new Assisted Entry Authorization/Emergency Contact form, with the employee's name deleted, along with a replacement (if desired), and submit it to the NIH Police. The form should be emailed directly to the Community Policing Officer: NIHCommunityPolicingOffice@mail.nih.gov. The police will remove their name from the list, and add the replacements' name, if provided. Please remember, the Red Seal lab/office manager is solely responsible for ensuring the NIH Police have been provided accurate, current names.

Q: If we have a Red Seal on our office door, must the door always remain locked?

A: No. During normal business hours (defined as non-holiday weekdays between 8:30 a.m. and 5:00 p.m.), and at the discretion of Red Seal facilities' lab/office managers, Red Seal doors may be left unlocked and workers are not required to be present.

During other periods (non-business hours), Red Seal doors may be left in an open or unlocked condition only when the facility is occupied by a worker assigned to that facility. If a Red Seal door is left open or unlocked in this manner, an authorized worker must be present in the facility in such a way that enables the worker to observe entries and to challenge any unauthorized individual who may enter. If no such worker is in place and a Red Seal door is found in an open or unlocked condition, the police will consider the condition a security breach, and will take immediate action to ensure the integrity of the room(s) in question.

Q: What will the police do if they find an unoccupied Red Seal office door unlocked?

A: They will investigate to ensure a burglary hasn't occurred. If they find that a crime *has* occurred, they will attempt to notify one of the room's emergency contact persons. If neither is successfully contacted, they will attempt to notify the building's Facility Manager.

Q: What if the door was just accidentally left unlocked?

A: The NIH Police Community Policing Coordinator will contact the Office's manager the following business day to notify them that the door was left unlocked.

Q: Our office is located off site. Can we get a Red Seal?

A: No. The Red Seal Door program only applies to office space on the main Bethesda campus.

Q: I still have questions about the Red Seal Door program. To whom should I direct my question?

A: Please contact the NIH Community Policing Coordinator, at 301-496-3020, or at: NIHCommunityPolicingOffice@mail.nih.gov

3/19/2010