

YOUTH SERVICES POLICY

Title: Control Centers at Secure Care Facilities	Type: C. Field Operations Sub Type: 2 Security Number: C.2.23
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<p>References: ACA Standard 4-JCF-2A-02 and other applicable ACA Standards listed on Attachment C.2.23 (a); YS Policies A.1.7 “Risk Management”, A.1.14 “Unusual Occurrence Reports”; A.2.1 “Employee Manual”, B.2.7 “LAMOD Program and Youth Stage Procedures”, B.5.1 “Youth Code of Conduct – Secure Care”, C.1.17 “Monitoring and Use of SmartZone System (700 and 800 MHz Radios)”, C.2.1 “Escapes, Runaways, Apprehensions, and Reporting”, C.2.2 “Facility Riot, Significant Disturbance and Hostage Situation”, C.2.6 “Use of Interventions – Secure Care”, C.2.10 “Safety and Emergency Management”, C.2.13 “Key Control Program”, C.2.14 “Tool Control Program”, C.2.19 “Youth Accountability - Secure Care Facilities”, C.2.20 “Youth Transport – Secure Care Facilities”; C.2.21 “Security Manual – Secure Care Facilities”, and C.5.2 “Regional Office Duty Officers and Facility Administrative Duty Officers (ADOs) Reporting of Serious Incidents”</p>	
STATUS: Approved	
Approved By: <i>James Bueche, Ph.D., Deputy Secretary</i>	Date of Approval: 02/18/2019

I. AUTHORITY:

Deputy Secretary of Youth Services (YS) as contained in La.R.S.36:405. Deviation from this policy must be approved by the Deputy Secretary.

II. PURPOSE:

To establish procedures to enable YS secure facility staff manning control centers to maintain uniform effective operations and promote public safety.

III. APPLICABILITY:

Deputy Secretary, Assistant Secretary, Undersecretary, Deputy Undersecretary, Chief of Operations, Director of Investigative Services (IS), Regional Directors, Facility Directors, and YS facility staff who are assigned to control centers.

IV. DEFINITIONS:

Juvenile Electronic Tracking System (JETS) - The centralized database utilized to track all youth under OJJ supervision custody and to record all case record activity.

National Crime Information Center (NCIC) – A computerized index of criminal justice information (i.e. - criminal record history information, fugitives, stolen properties, missing persons). It is available to federal, state, and local law enforcement and other criminal justice agencies and is operational 24 hours a day, 365 days a year.

Operations Shift Supervisor (OSS) – A supervisor that is responsible for a range of duties which includes, but is not limited to the following: supports management in maintaining a safe, secure facility; oversees administrative and operational security activities during specific shifts; manages employees during each assigned shift; ensures adequate security coverage; leads count procedures; oversees the custody, supervision and control of secure care youth; manages frontline security employees; assists in controlling youth movement; assists in directing the use and issuance of keys, locks, and security equipment.

Security Checks – Inspections of gates and doors to ensure that control centers are safe and secure, and checks of assigned security equipment for accountability and to ensure equipment is operational.

Security Equipment – Items used by custody employees to accomplish assigned duties in a safe manner.

Security Manual – A loose-leaf manual or folder which contains procedures on escapes, riots, hunger strikes, disturbances, hostage situations, medical emergencies, notifications of death, emergency evacuation to include transportation, physical plant inspections, youth counts, youth transport, employee work stoppage (staff shortage), chemical agent control, fire control/inspections contraband control, key, tool and equipment control, emergency power and communication, emergency repairs and replacement, emergency situations, including specialized emergency situations, i.e. natural disasters, etc.

Unusual Occurrence Report (UOR) - A document that must be completed by staff to report incidents or observations of events that may have an impact on any aspect of the agency. UOR forms shall be made available to all employees, working all areas at all times. Employees must complete and submit a UOR prior to the end of their tour of duty on the day the incident was observed or comes to the employee's attention in any way. If a UOR form is not available, the employee must use any paper available to report the pertinent information. UORs may also be submitted by email. [Refer to YS Policy No. A.1.14 (a)].

V. POLICY:

It is the Deputy Secretary's policy that control centers have uniform effective operations to ensure orderly and secure operations of the facility and the safety of YS employees, youth, and the general public are protected.

VI. PROCEDURES:

A. Facility employees assigned to control centers shall have a working knowledge of the following specific policies:

- A.1.7 Risk Management
- A.1.14 Unusual Occurrence Reports
- A.2.1 Employee Manual;
- B.5.1 Youth Code of Conduct – Secure Care;
- C.1.17 Monitoring and use of SmartZone System (700 and 800 MHz Radios)
- C.2.1 Escapes, Runaways, Apprehensions, and Reporting;
- C.2.2 Facility Riot, Significant Disturbance and Hostage Situation;
- C.2.6 Use of Interventions – Secure Care;
- C.2.10 Safety and Emergency Management;
- C.2.13 Key Control Program;
- C.2.14 Tool Control Program;
- C.2.19 Youth Accountability - Secure Care Facilities;
- C.2.20 Youth Transport – Secure Care Facilities;
- C.2.21 Security Manual – Secure Care Facilities; and
- C.5.2 Regional Office Duty Officers and Facility Administrative Duty Officers (ADOs) Reporting of Serious Incidents.

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- B. Control Centers are the operational hubs of YS secure care facilities and are to be manned 24 hours a day, seven days a week. Staff assigned to work control centers shall not leave their post without authorized, appropriate relief.
- C. The Control Center shall remain locked at all times. Only authorized personnel shall be allowed entrance/access. **Under no circumstances shall a youth be allowed inside the control center.**
- D. The names of all who enter/exit the Control Center shall be entered in the Control Center logbook, along with times of entry/exit.
- E. Key Areas of Responsibility of the Control Centers:
 - 1. Conduct youth counts, track youth movements, update youth records in JETS and maintain appropriate documentation in accordance with YS Policy No. C.2.19.
 - 2. Issue/receive/log keys and maintain proper key controls pursuant to YS Policy C.2.13.
 - 3. Sign restraints out/in to appropriate staff as needed and log same in the Mechanical Restraint Log Book pursuant to YS Policy No. C.2.6.
 - 4. Monitor Base Unit and radios constantly. Conduct a radio check on a daily basis. Contact the other facilities' control centers by radio (randomly and at least once per shift). The date and time, who was contacted, etc. shall be documented in the "Control Center Log Book" (refer to YS Policy No. C.1.17, Section IX).

Report any malfunctioning of radios to the appropriate facility staff handling communications to assess the problem and procure a replacement.
 - 5. Monitor cameras which show activities in the housing units, dining hall, gymnasium or other activity areas. Report any unusual, suspicious or potentially harmful activities to the OSS. Complete a UOR whenever it is necessary to alert the OSS prior to the end of the tour of duty in accordance with YS Policy A.1.14.
 - 6. Maintain a current facility telephone number list. Be courteous, pleasant and polite when answering the telephone. Incoming calls shall be routed to the proper location. Take messages in reference to YS business and relay the information to the proper source.

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Handle employee absentee calls by recording each non-custody employee absentee call with name, work location, date, time, reason and length of time expected to be absent from work. Notify the proper locations.

All custody employee absentee calls shall be routed to the OSS.

7. Monitor the fax machine by noting any received faxes and notifying appropriate employees of faxes addressed to them.
 8. Conduct criminal history checks if certified and required to do so.
 9. Enter required information regarding escapes through NCIC, monitor incoming messages, make appropriate notifications, and update JETS records etc., in accordance with YS Policy C.2.1. Maintain the files containing NCIC information.
 10. Report serious incidents to the appropriate Regional Director as required by YS Policy No. C.5.2.
 11. Maintain an up-to-date Security Manual for reference.
 12. Maintain proper control of all assigned security equipment.
- F. Security equipment located at control centers includes the following:
- Handcuffs/Handcuff Keys
 - Leg Irons
 - Restraint Belts
 - Facility Keys
 - Radios/Mobile Telephones and Batteries
 - Metal Detectors
 - Cut-Down Tools
 - Flashlights
 - Extraction Kits
- G. Facility Directors shall be responsible for developing standard operating procedures for Control Centers and issuing post orders that describe the duties and responsibilities of Control Center Operators.

VII. REQUIRED DOCUMENTATION:

Required documentation includes, but is not limited to the following:

- “Control Center Log Book”;
- “Daily Count Form”;
- “Master Count Sheet”;
- “Key Control Log Book”;
- “Mechanical Restraint Log Book”;
- “Midnight Count Breakdown Form”;
- “Off-Campus Movement/Location Form”;
- “Trip Ticket”;
- “Unusual Occurrence Report” (UOR);
- “Vehicle Trip Log”; and
- “Youth Movement Form”.

VIII. STAFF DEVELOPMENT:

- A. Control Center Operators shall receive specific training in the operations of the Control Centers. Documented training shall be entered into TREC and/or LEO by the Staff Development Training Specialist.

Previous Regulation/Policy Number: N/A

Previous Effective Date: 01/31/2018

Attachments/References: Attachment C.2.23 (a) “Applicable ACA Standards”

APPLICABLE ACA STANDARDS

Administration of Correctional Agencies

2-CO-1C-01
2-CO-3A-01
2-CO-3B-01
2-CO-3B-02
2-CO-4D-01
2-CO-5A-01

Performance-Based Standards For Juvenile Correctional Facilities

4-JCF-1A-08	4-JCF-3A-19
4-JCF-1B-01	4-JCF-3A-20
4-JCF-1B-02	4-JCF-3B-01
4-JCF-1B-03	4-JCF-3B-02
4-JCF-1B-04	4-JCF-3B-03
4-JCF-1B-05	4-JCF-3B-04
4-JCF-1C-08	4-JCF-3B-05
4-JCF-1C-17	4-JCF-3B-06
4-JCF-2A-01	4-JCF-3B-07
4-JCF-2A-02	4-JCF-3B-08
4-JCF-2A-03	4-JCF-3B-10
4-JCF-2A-04	4-JCF-3C-05
4-JCF-2A-05	4-JCF-3C-06
4-JCF-2A-10	4-JCF-3C-07
4-JCF-2A-13	4-JCF-3C-08
4-JCF-2A-14	4-JCF-3C-09
4-JCF-2A-15	4-JCF-3C-10
4-JCF-2A-16	4-JCF-3C-11
4-JCF-2A-17	4-JCF-3C-12
4-JCF-2A-19	4-JCF-3C-13
4-JCF-2A-20	4-JCF-3C-14
4-JCF-2A-21	4-JCF-3C-15
4-JCF-2A-22	4-JCF-3C-16
4-JCF-2A-23	4-JCF-4C-47
4-JCF-2A-24	4-JCF-4C-54
4-JCF-2A-25	4-JCF-4C-63
4-JCF-2A-29	4-JCF-5I-03
4-JCF-2A-30	4-JCF-5I-05
4-JCF-3A-03	4-JCF-6E-10
4-JCF-3A-17	
4-JCF-3A-18	