



# SAN MATEO COUNTY PROBATION DEPARTMENT INSTITUTIONS SERVICES MANUAL

## Central Control Staff Duties

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### Procedure

#### Central Control Staff Duties

##### **PURPOSE AND SCOPE**

This policy provides general guidance for the Control Staff is responsible for authorizing, controlling and monitoring all movements within the facility. Their oversight is maintained by the use of CCTV, radio transmission, as well as conventional phone communications. They have several additional responsibilities, all of which are performed with the care necessary to ensure the facility remains safe and secure. Much of their control is dependent upon the use of the Control Monitor, which provides a thorough and complete overview of the entire facility. By using the Control Monitor they are able to open and close all doors, acknowledge all duress alarms, as well as monitor all movements in and out of the individual units, and secure perimeter. Radio transmissions are an important tool to allow staff to verify and approve all requested movements. In the case of a fire or any other natural disaster, Control staff will be notified via the alarm system, and subsequently notify the ISM/OD, and await for instructions that will be passed along to the involved units. Lastly, it is the responsibility of the Control staff to document all relevant activities in the Control Log to ensure accurate documentation

##### **LOG BOOKS**

The Control Staff enters in the Log Book the time of the shift exchange, and the individual's name that is relieving the outgoing staff. The incoming staff verifies that there are two working radios, 1 cellphone, 1 cellphone charger, and 2 sets of keys. During the AM shift, the opening staff submits the day, date and shift.

##### **PERIMETER INSPECTION**

Control Staff is notified by Admissions staff when a perimeter check is going to begin. They will record the staff's name conducting the perimeter check, and the time it commenced in the Log.

##### **COUNTS**

The AM Control Staff receives the Population Report from Admissions and individual unit counts from the Housing Staff. Control is responsible for verifying unit counts during emergencies, and all other movements.

Before every AM/ PM/ GY shift the PIMS Population Report, Detention Facility Pop Summary and the Daily Mystery Sheet is provided to Control.

## **DURESS ALARM**

When a duress alarm or personal security device is activated, Control Staff hears an audible alarm, as well as a visual identifier of the location of the problem. This will appear on the Control touchscreen monitor. Control Staff verifies the problem and announces the Code over the radio. The ON-DUTY OFFICER OF THE DAY is contacted. Control staff enters the time of Code, and any other pertinent observations in the Control Log. Control Staff is informed of a severe youth injury or illness and initiates a medical code Blue and contacts the ON-DUTY OFFICER OF THE DAY and the Medical Staff.

- a. Code Orange (ALL available Group Supervisor staff respond)
- b. Code Blue Medical Emergency (Medical staff respond)

## **CONTROL**

The Control Staff monitors security functions through the control and use of intercoms, radios, door controls, and CCTV for perimeter and internal areas. The Control Staff monitors and controls door locking and unlocking to maintain security through the control of movement within the Juvenile Hall as well as across the secure perimeter.

The Control Staff records information regarding significant occurrences, activities and operations of the facility via CCTV and / or Log Book and Central Control Emergency Checklist. The Control Staff is a center point of contact to provide staff relieve in emergency situations.

## **RADIOS**

At the beginning of each shift; Control Staff verifies that all units, including Admissions, have working radios. The Control Staff uses radios for communication within the facility. The Control Staff notifies Admissions Staff of any radio malfunctions. Graveyard Control Staff contacts the units and Admissions on an hourly basis to verify that there are no problems to report.

## **POWER FAILURE**

In the event of a power failure, the Control Staff contacts the On-Duty Officer of the Day, Admissions, and each Housing Unit. These notifications will also serve as an opportunity for Control to conduct radio checks.

## **YOUTH MOVEMENT**

The Control Staff is notified by staff of any youth movements. Control Staff acknowledges the requests and monitors each individual movement via CCTV. Control Staff is responsible for opening all doors throughout the movement. Control logs the major movement of units on and off the unit. For example, such as unit movements to school, to the field, gym and returning to units.

## **VISITORS**

After business hours, or when the receptionist is not available, Control Staff will notify Admissions when there is someone at check point wishing to enter the facility. Admissions will determine if the individual, or individuals is authorized to enter. If there is any question as to whether they

meet the criteria for admittance, Admissions staff will contact the On-Duty Officer of the Day for approval.

### **ADULT AND YOUTH SEPARATION**

The Control Staff notifies the Court Holding Staff of the pending Sheriff's Deputy's arrival with an adult inmate and coordinates the actual arrival of the inmate. Notifies PE watch staff of any arrival and alerts PE watch staff to secure their youth before continuing movement of adult inmate.

### **TOURS**

The Control Staff is aware of a scheduled facility tour and monitors movement of the Tour Group directly or via CCTV. Control Staff provides access to all areas previously approved by the On-Duty Officer of the Day or Director.

### **RECEIVING DELIVERIES**

The Control Staff verifies the identity of all individuals wishing to make a delivery within the secure perimeter. The individual expecting the delivery is notified. Control Staff monitors the transaction via CCTV, and enters the arrival and departure times of the Delivery.

### **FIREARMS / WEAPONS**

Upon discovering an individual (staff, visitor or volunteer) who possesses a weapon, the discovering staff immediately contact the Control Staff informing them of the situation and the location. The Control Staff discreetly announces to all areas, via the paging system, "Mr. Smith is in the building", to stop all youth movement and stand by for further instructions and discreetly contacts the On-Duty Officer of the Day. Control Staff monitors the area and contacts the Dispatcher if needed.

### **LOCKDOWN**

The Control Staff announces, via radio or paging system, an emergency facility lockdown.

The Control Staff monitors the Housing Unit via CCTV during special lockdowns and contacts the ON-Duty Officer of the Day via telephone and informs them of the situation. Staff that determines an emergency lockdown is necessary contacts the On-Duty Officer of the Day. On-Duty Officer of the Day clears the Lockdown when incident has been cleared.

Control logs the time, date and who initiated the start and the end of lockdown in the log book.