



NH Department of Health & Human Services
Division for Children, Youth & Families

DCYF Standard Operating Procedure
2069.1 EMPLOYEE AND CONTRACTED POSITION ACCESS AND SECURITY

Policy Directive: **22-09**

Effective Date: **June 2022**

Implements Policy: **2069**

Approved:

Joseph E. Ribsam, Jr., DCYF Director

This SOP outlines the requirements for SYSC employee and contracted position access, their personal property within the SYSC facility, and security measures for keys and HID access cards.

Procedure

The following information is to support the implementation of the above referenced policy. This document shall not preclude staff from using their professional judgement based on individual circumstances, consistent with the requirements of the policy.

- I. Employees and contracted positions will be assigned a level of access to the facility by the SYSC Administrator or designee, which includes:
 - A. Issuance of an HID access card programmed with facility access based on assigned job functions; and
 - B. A set of keys to specified doors, as needed for assigned job functions.
- II. All employees and contracted positions arriving for their shift will enter and exit the facility through the main lobby entrance.
- III. Upon entering SYSC, employees and contracted positions will:
 - A. Proceed to the staff lounge and place all personal belongings not permitted within the secured facility in their assigned locker or staff coatroom; then
 - B. Pass through the metal detector in the main lobby and request Central Control staff provide access to the secured facility through the sally port.
 1. The Central Control Operator has the authority to deny entrance to any employee or contracted position who has activated the metal detector, until the On-Duty Supervisor is contacted and conducts a search.
- IV. Employees and contracted positions are solely responsible for keys and HID access cards issued to them:
 - A. Employees and contracted positions are not permitted to share, loan, or otherwise let another person use their keys or HID access cards.
 1. No youth will be given facility keys or HID access cards.

- V. Employees and contracted positions will report any lost keys or HID access cards to the On-Duty Supervisor:
 - A. The On-Duty Supervisor will direct a search for the missing key or HID access card;
 - 1. A YouthCenter Facility Incident Report (Form 2448) must be completed;
 - 2. If the lost key or access card is not found, an SYSC Administrator will determine the appropriate follow-up action, including but not limited to re-keying locks, canceling HID access cards, and personnel action; and
 - B. If an extra set of keys is needed by staff, the On-Duty Supervisor will:
 - 1. Approve the use of extra keys; and
 - 2. Ensure the extra keys are returned to the secure cabinet when no longer in use by staff.
- VI. Employees and contracted positions will use assigned keys to access youth rooms.
 - A. When specific circumstances arise that require remote access, staff will access the youth room via use of the electronic control panel located in each unit staff office.
 - B. The Central Control Operator will be contacted for assistance as needed.
- VII. Employees and contracted positions exiting the facility for a shift break may take their access card with them but must deposit any keys or temporary access cards in the Central Control sally port drawer.
 - A. After exiting the sally port, employees and contracted positions pass through the metal detector to verify that they are not leaving the building with facility keys.
 - B. Employees and contracted positions who are available for call back will:
 - 1. Carry a Unit or Central Control radio (powered on) in the event they need to be called back to the facility; and
 - 2. Not leave the SYSC Campus, unless authorized to do so by the On-Duty Supervisor.
 - C. During their shift, employees and contracted positions may exit and re-enter the facility through doors other than the main lobby, under the following circumstances:
 - 1. Employees and contracted positions taking youth to off-campus appointments exit and re-enter the facility in accordance to the youth's Trust Status;

- (a) Employees and contracted positions charged with care of youth who have not achieved Community Trust will exit through the Admissions sally port, leaving their keys in a locked box in Admissions;
- 2. Physical education staff or other staff members taking youth outside for recreational activities may exit and re-enter SYSC through the sally ports in the H, C, or A corridors;
- 3. Maintenance staff may exit and re-enter SYSC through the loading dock sally port or the exterior doors in the Maintenance Department;
- 4. Warehouse staff and Kitchen staff may exit and re-enter SYSC through the loading dock sally port or the exterior doors in the Maintenance Department, as needed to perform their job functions; and
- 5. With prior notification to the On-Duty Supervisor, Vocational Education staff may exit and re-enter SYSC at locations other than the main lobby, as needed to assist with deliveries or other program-related functions.

Applicable Forms	
Form	Title
2448	Facility Incident Report

Glossary and Document Specific Definitions

A - B C - D E - F G - I J - L M - N O - Q R - S T - V W - Z

Document Change Log			
PD	Modification Made	Approved	Date