


<b>2050 MAIN LOBBY AND RECEPTION</b>	
Chapter: <b>Sununu Youth Services Center</b>	Section: <b>Safety and Security</b>
	New Hampshire Division for Children, Youth and Families Policy Manual Policy Directive: _____ Approved: _____ Effective Date: <b>January 1, 2010</b> Scheduled Review Date: _____
	William W. Fenniman, DJJS Director
Related Statute(s): <b><a href="#">RSA 621</a> and <a href="#">RSA 621-A</a></b> Related Admin Rule(s): _____ Related Federal Regulation(s): _____	Related Form(s): _____ Bridges' Screen(s) and Attachment(s): _____

To ensure the Safety and Security of the John H. Sununu Youth Services Center (SYSC), and the staff and residents within, the facility will make use of the Main Lobby.

<b>Purpose</b>
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The purpose of this policy is to establish the procedures for the SYSC Main Lobby and Reception.

<b>Policy</b>
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- I. As permitted by staffing levels and facility needs, the Reception area in the SYSC Lobby will be staffed Monday through Friday from 8:00 AM to 8:00 PM, and from Noon to 6:00 PM on Saturdays, Sundays, and holidays.
  
- II. The Receptionist shall have the following responsibilities:
  - A. Switchboard – During the hours that Reception is staffed, the Receptionist shall be responsible for monitoring the switchboard, answering phones, and directing calls. Responsibility for the switchboard shall be transferred to Central Control when Reception is not staffed.
  
  - B. Sorting Mail
    1. The Receptionist shall utilize the following containers to ensure the proper and timely distribution of mail:
      - (a) Mail Bins - The Receptionist shall sort mail into separate bins for the Administration Building, the School Department, the Warehouse, and any other group or entity, which receives a volume of daily mail too large to be accommodated by the mailboxes. Staff from these groups or entities shall pick up the bins daily and undertake the final distribution of the mail.
  
      - (b) Mailboxes – The Residential Bureau Chief or designee shall assign mailboxes for staff and groups within SYSC.
        - (1) Supervisors: for court orders.
  
        - (2) Admissions: for all materials received related to the admission of a detained or committed resident.

- (3) Records Room: for all non-admission related documents that are to be included in a resident's permanent record.
    - (4) Business Office: as provided in Paragraph below.
  - 2. The Receptionist shall open and process the following categories of mail:
    - (a) All mail generically addressed to DJJS, SYSC, or YDC without a specific individual or department indicated. This opened mail will be placed in an appropriate bin, mailbox, or basket in Reception for proper delivery.
    - (b) If money (cash, check, money order or other) is received the Receptionist will generate a receipt and log of the funds coming in. The funds will be transferred to the Business Office.
  - 3. The Receptionist shall not open any mail addressed to an individual resident, staff member, administrator, or department (except as stated above for Business Office mail). This unopened mail shall be placed in an appropriate bin, mailbox, or basket in Reception for proper delivery.
- C. Other Items Arriving by Delivery, or Other Means
  - 1. Documents arriving by hand delivery, or registered or certified mail shall be deemed to be time sensitive by reason of the manner of delivery. Accordingly, upon receipt of such documents and prior to placing the item in the appropriate bin, mailbox, or basket, the Receptionist will notify the addressee of the arrival of the documents.
  - 2. Admissions materials hand delivered by DJJS Juvenile Probation and Parole Officers shall be placed in the Admissions basket.
- D. Money – The Receptionist shall be the primary source of money transferal between SYSC and the Business Office. Except for money collected from committed residents upon their admission to SYSC, the Receptionist shall receive all money received at SYSC that is destined for the Business Office.
  - 1. The Receptionist shall receive:
    - (a) Any money coming in to SYSC for individual residents (e.g., from a resident's parent/legal guardian or friends, paychecks from outside work, or from the resident him/herself when returning from furlough).
    - (b) Any money coming in to SYSC that is received by the Receptionist, no matter the source or the intended recipient, shall be properly receipted, documented, stored, and turned over to the Business Office, utilizing the appropriate forms provided by the Business Office.
    - (c) The white copy of the receipt shall accompany the money; the yellow copy shall be issued to the giver/sender of funds; and the pink copy shall remain with the Receptionist.

2. The Receptionist shall start a new Record of Daily Receipts each day and shall properly log all money received. All funds collected will be put into the white lock box for the Business Office.
3. The Business Office Cashier will receive all money from the Reception area daily.

**Residents Leaving for and Returning from Furlough**

- I. For residents leaving SYSC on furlough, the Receptionist will:
  - A. Greet the parent/legal guardian of the resident scheduled for furlough and request and verify the identity of that person.
  - B. Check the Furlough Master List to verify that permission for furlough exists and that the arriving person is the individual with whom the resident will be staying.
  - C. Call the resident's unit to inform the residential staff of the arrival of the parent/legal guardian.
  - D. Indicate to the parent/legal guardian that they should wait in the Lobby for the arrival of the resident and accompanying staff.
- II. For residents returning to SYSC from furlough, the Receptionist will:
  - A. Greet the resident and parent/legal guardian as they arrive.
  - B. Call the resident's unit to arrange for residential staff to meet the resident in the lobby and accompany him/her back to the unit.
  - C. Receive any money from the returning resident or his/her parent/legal guardian and follow the procedures outlined as above.

**Emergency**

- I. If the Receptionist feels threatened by an individual or situation in the Lobby, the Receptionist may take any or all of the following actions:
  - A. Utilizing an appropriate form of communication (telephone, radio), notify Central Control of the situation.
  - B. Vacate the Reception area by closing the glass window and moving into the Administrative Office Area.