
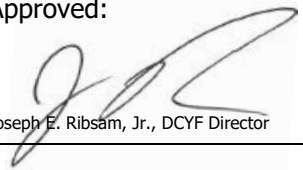


2061 OPERATIONS AND CENTRAL CONTROL	
Chapter: Sununu Youth Services Center	Section: Safety and Security
 <p>New Hampshire Division for Children, Youth and Families Policy Manual Policy Directive: 20-11 Effective Date: March 2020 Scheduled Review Date:</p>	<p>Approved:</p>  Joseph E. Ribsam, Jr., DCYF Director
Related Statute(s): RSA 621 and RSA 621-A Related Admin Rule(s): Ed 1114 Related Federal Regulation(s):	Related Form(s): Bridges' Screen(s) and Attachment(s):

To establish operational security, safety, and communication procedures at the John H. Sununu Youth Services Center (SYSC.)

Definitions

“Central Control” means the designated physically secure area that monitors and coordinates the internal and external security systems, communications systems, safety alarms and detection systems, and other mechanical and electrical systems. All entrance to and exit from the secure perimeter of the facility shall be controlled through Central Control.

“Handcuffs” means the Division-issued temporary, metal mechanical restraints, connected by a hinge or chain, which are locked around the wrist to help control an individual’s movement.

“Legcuffs” means the physical restraints used on the ankles of a person to restrict stride and to prevent running. (also known as shackles or leg irons)

“Sally Port” means a secure entryway, or passageway that consists of a series of doors or gates.

“Staff” means, for the purpose of this policy, any individual employed by the SYSC or working through the SYSC in a contracted position, internship, or volunteer program, including staff at the SYSC School.

“Transport Belt” or **“Waist Belt”** mean a specific belt with an attached D ring that is secured around a youth’s waist for the purpose of attaching handcuffs and keeping the youth’s arms at waist level.

Policy

- I. Central Control is the designated physically secure area responsible for monitoring and coordinating the internal and external security systems, communications systems, safety alarms, and detection systems, as well as other mechanical and electrical systems at the SYSC (including the SYSC School).
 - A. Central Control shall be staffed at all times (24/7/365) by specifically trained SYSC staff.
 - B. Central Control shall remain locked at all times and only authorized personnel shall be allowed access.

- C. In the event of an emergency that calls for full evacuation of the facility, Central Control staff shall coordinate the evacuation in accordance with the SYSC Emergency Preparedness Manual. Central Control staff shall be the last to exit the center.
 - 1. A hardcopy of the SYSC Emergency Preparedness Manual shall be maintained in Central Control at all times.
 - D. Central control staff, along with the Supervisor, are responsible for facilitating the fire alarm process for the Center in accordance with SYSC policy and practice.
- II. Central Control shall serve as the central point for facility-wide communications, including, but not limited to, the monitoring of communication via phones, one and two-way intercoms, and the use of facility-wide all-call paging. The communication system between Central Control and the residential living areas shall be used to supplement direct staff supervision of youth.
- A. One and Two-Way Radios will be distributed to staff through the Supervisor or their designee and will be monitored by Supervisors and Central Control staff. Central Control staff shall have priority over all radio traffic, with the exception of any emergency that warrants otherwise.
 - B. When Reception is not staffed, the responsibility for operating the telephone switchboard shall defer to Central Control.
- III. Central Control shall serve as the central point for facility-wide security, including the monitoring of all video and electronic surveillance devices (door sensors), and mechanical systems (fire and smoke alarms).
- A. Central Control staff shall oversee all entrance into and exit from the secure perimeter of the center, including the sally port interlock system, and shall monitor all electronically operated doors.
 - 1. Central Control staff must record on the arrival and departure times of all SYSC staff, including Clinical staff, Nurses, and Teachers.
 - 2. Central Control staff shall not allow persons not employed by SYSC to enter the center past the secure perimeter without an approved escort, with the exception of a Juvenile Probation and Parole Officer (JPPO).
 - 3. Central Control staff shall be observant of the attire of any person (staff and non-staff) entering the secure perimeter and shall not grant access to any individual wearing clothing that is prohibited.
 - 4. Central Control staff hold authority to deny entry past the secure perimeter to any person if there is a safety concern that cannot be immediately resolved, including persons already cleared by the assigned security staff.
 - (a) In the event that Central Control is not allowing an already cleared person to enter the secure perimeter, Central Control shall contact the Supervisor or their designee for assistance.

5. Central Control staff shall ensure that SYSC staff, with the exception of specifically identified staff, enter and exit the secure perimeter through the front door only, unless directed to do otherwise by an Administrator.
- B. Central Control staff shall manage all non-staff entries when reception is not available by contacting Security staff who shall oversee the required security and search procedure.
 - C. All security equipment, except for unit handcuffs, will be secured in Central Control and must be signed out via the appropriate sign-out sheet.
 1. Central Control staff are responsible for managing the Central Control Security Equipment Checklist; and
 2. Handcuffs, transport belts, and legcuffs shall be housed on the secure panel unless in use.
- IV. Central Control and the Supervisor (or designee) shall work together to take command and direct staff, youth, and visitors to safety during an emergency, including all fire drills, in accordance with SYSC policy and the SYSC Emergency Preparedness Manual.
 - V. Central Control will be the point of contact for requests from SYSC staff to use a state vehicle pursuant to policy 1091 State Vehicle Use.
 - VI. Central Control staff will forward any calls regarding youth to the Supervisor or their designee.

Procedures

- I. Only authorized staff shall enter Central Control.
- II. Central Control staff duties include:
 - A. Monitoring the cameras;
 - B. Managing entrance and exit from the center:
 1. Opening and closing of the secure doors;
 2. Ensuring persons entering the center are wearing only approved attire;
 3. Not allowing any person other than Maintenance staff to enter or exit past the secure perimeter through any door other than the front door unless an Administrator has advised Central Control of an exception;
 4. Not allowing any non-staff other than a JPPO to enter past the secure perimeter without having the assigned security staff for that shift escort them into the facility. This includes the rear exterior door by Maintenance;
 - (a) If Maintenance staff or Kitchen staff are not able to do security for deliveries at the rear doors to the facility, Central Control will notify the Supervisor and the Supervisor will notify the security personnel to facilitate security for the deliveries;

5. Ensuring that any employee of the lessee who needs assistance in entering the H building knows the password (no password-no entrance);
 6. Ensuring safety protocol is followed when the lessee program uses the gym (Monday and Tuesday from 2:15 pm to 4:00 pm and Saturday from 2:45pm to 4:30 pm);
 - (a) Central Control staff will call the Supervisor or designee for a Supervisor Gym Check at 2:15 pm and again at 4:00 pm Monday and Tuesday, and at 2:45 pm and 4:.30 pm on Saturday); and
 - (b) When the Supervisor advises to do so, Central Control staff will hold open A 122 A and A 122 B for the lessee unit to enter/exit the Gym area;
- C. Monitoring the number of staff in the center at all times by entering the entrance and exit times of all staff (including Clinical, Nurses, and Teachers) on the Residential Staffing Report daily;
- D. Facilitating communication between parties as necessary:
1. Central Control staff will call 911 for any emergency requiring a response from law enforcement or the fire department, and coordinate with the Supervisor On-Duty for calls for Emergency Medical Services (EMS);
 2. Central Control staff will notify the lessee Unit by phone of any emergency that could affect the safety of persons in that unit;
 3. If a call is made to Central Control by law enforcement, a JPPO, or a placement provider, the Central Control operator will call the shift Supervisor or designee.
- E. Managing state vehicle use by:
1. Acting as the point of contact for requests to use a state vehicle and managing the vehicle use schedule;
 2. Ensuring that all keys and vehicle logs are maintained in the designated area within the center;
 3. Allowing only authorized personnel (as determined by the Supervisor or their designee) to use the state vehicles;
 4. Ensuring and vehicles are signed out and signed back in properly:
 - (a) On the correct log out form;
 - (b) With the name of the staff utilizing the car, the date, and the destination clearly written; and
 - (c) Beginning and ending miles recorded.
 5. On the last day of the month, the third-shift staff must:
 - (a) Collect the completed mileage sheets for the month;

- (b) Forward them to the Warehouse Manager; and
 - (c) Set up new mileage sheets for the next month;
- F. Managing safety equipment by ensuring that all legcuffs, transport belts, temporary (temp) badges, and handcuffs are maintained in the designated area within the center and that they are signed out and in appropriately on the Central Control Security Equipment Checklist (Outgoing and incoming staff share this responsibility); and
- G. Taking the lead in directing staff, youth, and visitors to safety in the event of an emergency.
 - 1. Central Control staff shall work with the Supervisor to facilitate the fire alarm process for the center following the posted implementation process; and
 - 2. Central Control staff shall follow the procedures outlined in the SYSC Emergency Preparedness Manual.