



<b>2062 HAND-HELD COMMUNICATION SYSTEM</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: <b>16-38</b> Effective Date: <b>October 2016</b> Scheduled Review Date:
	Approved:  Lorraine Bartlett, DCYF Director
Related Statute(s): <a href="#">RSA 621</a> and <a href="#">RSA 621-A</a> Related Admin Rule(s): Related Federal Regulation(s):	Related Form(s): Bridges' Screen(s) and Attachment(s):

To ensure effective communication within the Sununu Youth Services Center and on the Youth Development Center Campus (YDC Campus), staff shall utilize hand-held communication devices provided by the Department of Health and Human Services. The hand-held devices will enable staff to communicate at all times in a professional manner in support of the safety and well-being of all youth, staff, and visitors of the Sununu Youth Services Center.

### Purpose

The purpose of this policy is to establish the procedures for hand-held communication devices and the communication systems as a whole.

### Definitions

**"DCYF"** or the **"Division"** means the Department of Health and Human Services' Division for Children, Youth and Families.

**"SYSC,"** or the **"John H. Sununu Youth Services Center,"** or the **"Youth Detention Services Unit"** means the architecturally secure juvenile treatment facility administered by the Division for Children, Youth and Families for committed juveniles and detained youth, and for NH youth involved with the NH court system prior to their adjudication.

### Policy

- I. When possible, staff will use office phones to communicate as they are a more secure means of communication.
- II. The Division provides hand-held communication devices for staff use on the SYSC Campus.
  - A. All members of the Response Team shall carry hand-held communication devices while assigned Response Team duties.
  - B. Hand-held communication devices will be assigned to each department within SYSC and staff designated by facility administration.
  - C. There will be six (6) hand-held communication devices available for staff assignment stored in the Unit Manager office on each residential unit.
    1. If there are more than six (6) staff on duty, the Unit Manager or designee will determine who carries a hand-held communication device.

- 2. The hand-held communication devices must be returned to the Unit Manager office at the end of the staff member's shift.
- D. Within the residential program, there must be at least one staff person per floor with a hand-held communication device.
  - 1. Any unit in which there is not a staff person available on each floor with a hand-held communication device must immediately notify the supervisor on-duty.
- E. Any time a staff leaves the SYSC building with youth they shall carry a hand-held communication device.
- III. Hand-held communication devices are the property of the State of New Hampshire and issued for conducting state business.
- IV. Hand-held communication devices must be maintained according to manufacturer's instructions.
- V. Staff shall treat hand-held communication devices with care.
  - A. Staff must report the loss, theft, or damage of a hand-held communication device immediately to their supervisor.
  - B. Staff found to be recklessly damaging hand-held communication devices may be subject to disciplinary action.
- VI. Supervising staff shall:
  - A. Distribute hand-held communication devices to designated staff;
  - B. Account for each hand-held communication device when inventorying issued equipment.

<b>Communication Etiquette</b>
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- I. Except in unusual circumstances or emergency situations, communication over hand-held devices should go through Central Control.
- II. Hand-held communication devices shall be used for official purposes within the scope of the staff member's employment.
  - A. Hand-held communication devices may not be used for excessive personal conversations.
- III. Hand-held communication device conversations shall:
  - A. Be executed when appropriate to the circumstances and surroundings.
  - B. Be professional and respectful. Disrespectful, inappropriate, or demeaning language or remarks, jokes, or other unprofessional language is prohibited.
  - C. Ensure the confidentiality of SYSC youth, including:
    - 1. Compliance with the confidentiality and business use requirements of DCYF and Department of Health and Human Services; and

2. Compliance with the [Health Insurance Portability and Accountability Act](#).
- D. Utilize any code systems developed by the Supervisors.