


2067 INTERCOM USE	
Chapter: Sununu Youth Services Center	Section: Safety and Security
	New Hampshire Division for Children, Youth and Families Policy Manual Policy Directive: _____ Approved: _____ Effective Date: January 1, 2010 Scheduled Review Date: _____
	William W. Fenniman, DJJS Director
Related Statute(s): RSA 621 and RSA 621-A Related Admin Rule(s): _____ Related Federal Regulation(s): _____	Related Form(s): _____ Bridges' Screen(s) and Attachment(s): _____

To ensure the safety and security of staff, residents, and visitors, staff shall utilize various intercom systems to facilitate communication throughout the facility. Central Control shall oversee all facility-wide communications.

Purpose

The purpose of this policy is to establish guidelines for use of the intercom system.

Policy

- I. Intercoms: The following categories of intercoms shall be in use at SYSC:
 - A. Two-Way Intercom - These intercoms are located at external doors and in the various sally ports. These intercoms allow direct communication between Central Control and persons seeking entrance into or exit from the secure perimeter at SYSC.
 - B. Two-Way Resident Room Intercom - These intercoms are located in all resident rooms and allow communication between the resident room and the Unit Counselor's office, the Unit Manager's office, or Central Control, depending on which control area is actively staffed. (The primary line of communication shall be with the Unit Counselor's office, followed next by the Unit Manager's office and then Central Control.) When an intercom inside a resident's room is pending, the light above his or her room will light, allowing the counselor to see that the resident needs attention even if the counselor is not inside an office area. There are also call buttons in each residential bathroom; these are without speakers, so there can be no two-way communication between the resident and staff through this system.
 - C. School Intercom - This is a dedicated one-way intercom system that originates in School Administration and broadcasts only to the School areas and classrooms.
 - D. Paging (Including Facility-Wide All-Page) - Paging speakers are located throughout the facility. These can be activated by Central Control either individually, in zones, or in their entirety (all-page). This is a one-way paging system that is used to make announcements from Central Control to designated zones or to the entire SYSC facility. The all-page system shall be used only in situations where other means of communication, such as telephones and two-way radios, are not adequate, including:
 1. When immediate physical assistance is needed from as many staff as possible.
 2. When trying to locate a staff member for an immediate emergency message.

3. When necessary for other emergency situations.
 4. Other situations, such as the testing of the fire alarm system, as determined by the Supervisor or Central Control
- II. Professional Use of the Intercom System: The intercom systems shall be used for official purposes only; personal conversations are not an appropriate use of the intercom systems.
- A. The language, content, and tone of intercom communication shall be respectful and professional and shall protect the confidentiality of residents. Joking or inappropriate language or references to residents, staff, or others is not permitted.