| POST DUTIES & RESPONSIBILITIES | |
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| Post:<br>**Observation Management Unit:**<br>**Oakley Training School** | Shift:<br>**3rd Shift** |
| Effective Date:<br>**November 19, 2007** | Approved:<br>**Kathy Pittman, Director** |

All direct care staff (Shift Supervisors, Juvenile Care Workers, and Military Training Instructors) employed by the Mississippi Division of Youth Services (DYS) are directed to comply with all DYS Post Orders. This specific Post Order describes duties and responsibilities for staff to complete and Shift Supervisors to monitor at an assigned Post. This description of duties does not supersede other DYS policies and procedures. Unexpected circumstances do not constitute an exception to following policies and procedures.

## Assumption of Post

Direct care staff members shall arrive at the facility in time (at least 15 minutes prior to the beginning of the shift) to receive their Post assignment from the Shift Supervisor. After receiving their assignment, staff members proceed immediately to their Post, complete the pre-shift work and remain present at their Post at the scheduled beginning of the shift.

**Prior to relieving** the staff going off duty and accepting responsibility for the Post, the on-coming staff person must:

1. Receive a briefing from the staff person(s) going off-duty. This briefing includes information needed by staff during the upcoming shift, such as:

   - changes to DYS policy, procedure and Post Orders
   - youth behavior, youth-at-risk and any needed youth precautions or medical alerts
   - scheduled trips, appointments, activity schedule changes
   - repairs or damage that have been or need to be reported or situations to be corrected
   - unusual events or incidents

   The staff persons going off-duty log the information shared with on-coming staff during the briefing in the Unit logbook. Each staff member assuming a Post must document the log entry regarding the briefing points with their signature, date and time.

2. Review the entries to *Unit logbook over the previous week, or entries since the on-coming staff person was last on duty. Document the logbook review with signature, date and time.

* Staff must maintain the Unit logbook up-to-date, on time, throughout the shift, as per DYS Policy. Pages may not be removed from a logbook for any reason. Use black ink only in logbooks. If a correction is to be made, draw a single line through the error and initial it. Do not use "White out" or completely mark out anything. Logbooks are to be kept in a neat and orderly manner. Staff make all log entries legible, with signature, date and time.

3. Conduct a face-to-face head count to ensure all youth assigned to the Unit are present and in good health. Coordinate youth head counts with the Control Center throughout the shift (at least hourly). Log the head count in the Unit logbook. Document the head count entry with signature, date and time.

4. Complete a security check and inspection of the Unit by walking through the Unit, inspecting all doors (accessible offices, storage areas, etc.), windows, locks, and related security devices. The purpose of the inspection of the Unit locks, security devices and life safety equipment is to ensure all equipment is operating properly and that sanitation problems do pass from shift to shift. Log any problems identified in the Unit logbook and report it to the Shift Supervisor, immediately. Complete a mainenance request form for any broken or inoperable equipment, as required. Log the completion of the security check and Unit inspection, as well as any action taken, in the Unit logbook. Document the check and inspection in the Unit logbook. Document the log entry with signature, date and time.

5. Account for all Unit keys. Count the keys with the staff going off-duty as a method to receive the keys from the person going off-duty. Keep assigned Unit keys in personal possession, at all times. Do not put keys down. Do not hang keys on clothing or a belt without a safety clip. Notify the Shift Supervisor immediately if a key is lost, missing or broken. Log the key count in the Unit logbook. Document the key count with signature, date and time.

6. Log that shift change has taken place and the names of staff on Unit Post in the Unit logbook. All staff coming on-duty document the shift change entry with signature, date and time.

## General Duties

Staff members complete the Post Order duties, i.e. youth supervision, log entries, tracking sheets and file work, while remaining in the Unit day room. When two staff members are on duty, one of the staff persons may temporarily conduct duties from the Control Room that cannot be complete in the day room. Staff may not perform general Post order duties from the Control Room.

*STAFF NOTE: OMU placement is temporary and until he or she works through the misbehavior that led to the placement. OMU placement requires the approval of the Shift Supervisor and can occur only when a youth misbehaves to a level where he or she is beyond the control of staff and cannot remain in open population. OMU placement can also result when a Hearing Officer determines the youth is to serve a term of Disciplinary Segregation.* ***In either circumstance, staff***

***may not permit youth placed in the OMU to play cards, board games, watch Television or videos, etc.), beyond the 1-hour of large muscle activity. Youth placed in the OMU do not leave the Unit for routine services, meals, gymnasium, etc.***

During the duration of this Post assignment, the staff person shall perform the following duties:

- Ensure personal knowledge of current DYS policy, procedure and post orders, which may be found at the following address: http://www.mdhs.state.ms.us/dys_policy.htm. By signing and dating the shift briefing logbook entry each staff is documenting their knowledge of current DYS policy, procedure and post order of what is required to fulfill Post duties. If a staff member needs greater knowledge of requirements needed to fulfill Post duties, complete a policy review. A policy review includes accessing the DYS web site, finding the relevant or most recent versions of polices and procedures and reading them for understanding. Any staff member who completes a policy review should log the policy review in the unit's logbook. Document the log entry in the Unit logbook wih signature, date and time.

  Staff may keep paper copies of policies and procedures in the Unit. Paper copies are "unofficial" documents, and may not be the most current, official version. Official policies and procedures are those on the DYS website.

- Maintain an up-to-the minute account of the Unit schedule and Unit activities throughout the shift in the Unit logbook. Document all log entries with signature, date and time.

- Provide a professional level of supervision and care, direction and support to youth, through line-of-sight observation and instruction during their daily activities. Observe and interact with the youth assigned to the Unit, at all times; investigating any unusual situation. Act proactively to prevent incidents from occurring. Log all unusual activities, any observed unusual behavior, movements, incidents, and injuries in the Unit logbook. Document any observations in the Unit logbook. Document the enty with signature, date and time.

- Monitor youth serving Disciplinary Segregation. Youth must remain in their room, for the duration of the Segregation (24, 48, or 72 hours), as ordered by a Hearing Officer through a Disciplinary Hearing. The duration of time includes all. meals, awake hours and sleep hours, except 1-hour for large muscle activity without interaction with other youth)

- Monitor and supervise youth, other than those on Disciplinary Segregation, in the day room as long as the youth is cooperative with the Unit schedule and working on a Performance Improvement Plan. If not coopertive, contact the Shift Supervisor for approval to place the youth on Room Restriction.

- Implement to OMU Activity Guide and Performance Improvement Plan (PIP). Organize and assist individual youth to understand and complete their assignments within the PIP process, Lead group discussions of the concepts.

- Conduct group discussions and activitie surrounding the concepts and principles in the OMU Activity Guide.

- Organize and implement a thorough Unit clean-up i.e. Unit day room, sleeping rooms, beds, personal belongings, windows, walls, floors, and shower-toilet area. Inspect youth work, afterward, conduct periodic room checks, ensuring rooms are clean with proper beds; personal belongings are stored; windows are not covered; walls are free of graffiti or markings; and that no other sanitation or cleanliness problems exist. Take corrective action as needed. Log the clean-up activities that take place in the Unit logbook. Log an evaluative comment on how youth performed during the activity. Document the clean-up with signature, date and time.

- Conduct random head counts within a 15-minute period on each youth and record the count and check time accurately on the appropriate forms. Log the head counts in the Unit logbook. Document the couint with signature, date and time.

- Manage youth behavior consistent with the OMU Performance Improvement Plan approach (Refer to the OMU Activity Guide in the Control Room), ensuring rewards and consequences, consistent with policy XIII.10: Behavior Modification and policy XIII.8: SMU-OMU.

- Enter youth-related data into the automated Case Management System.

- Communicate with other staff as appropriate using the DYS radio, telephone, and/or computer. Personal cell phones and communication devices may not be present in the Unit.

- Any time the Nurse is distributing medication in the Unit, assign youth to their rooms with the doors open. Organize youth to ensure only one person will visit with the nurse at a time. Assist the nurse by ensuring proper security practices. Log the medication activities that take place in the Unit logbook. Log an evaluative comment on how youth performed during the activity. Document the medication entry with signature, date and time.

- Provide supervision, care and oversight to youth during out-of-Unit activities, including school, treatment services, meals and clinic. Comply with School and any other specialized area Post Order, when assigned.

- Report all unusual and serious Incidents to the shift supervisor. Complete Incident Report form, as per DYS policy. Log any incidents in the Unit logbook. Document the entry with signature, date and time.

- Participate in emergency drills; and conduct fire evacuation and weather emergency safety responses. Log any drills in the Unit logbook. Log an evaluative comment on how youth performed during the activity. Document the entry with signature, date and time.

- Inspect the caustic/toxic material cabinet at the beginning and end of each shift. Inventory the cabinet once during each shift, as per DYS Policy VIII.1: Inventory and Control of

Hazardous, Caustic, and Toxic Materials. Throughout the shift, keep the caustic/toxic material cabinet and all cleaning supplies locked, except when distributing or storing materials. Complete the "Inventory Sheet" as required by the policy on chemicals and caustics. Log each cabinet inspection in the Unit logbook. Document the log entry with signature, date and time.

- Search the entire Unit thoroughly for contraband during each shift. Log the completion of the searches in the Unit logbook. Document the log entries with signature, date and time. Report the discovery of weapons, drugs, or evidence of criminal activity immediately to the Shift Supervisor, taking care to preserve any evidence. Complete an Incident Report and submit it to the Shift Supervisor prior to the end of the shift.

- Ensure against youth idleness, always. Lead activities that promote youth learning, cooperation and growth in pro-social skills according to the Unit Schedule. Log the status of the OMU in the Unit logbook, at least every houir. Log an evaluative comment on how youth performed during the hour. Document the log entry with signature, date and time.

- Assist in the counseling, recreational and educational activities conducted within the pod, as requested. Log each activity in the Unit logbook. Log an evaluative comment on how youth performed during the activity. Document the log entry with signature, date and time.

- Remain on-Post unless relieved for a break by a Shift Supervisor. Only the Shift Supervisor may authorize temporary relief from a Post for a break. Any time a staff member is relieved of their Post even temporarily, log it in the Unit logbook. Document the log entry with signature, date and time.

- Close and lock all Unit doors to empty rooms in order to maintain line-of-sight supervision. If placing an individual youth on Room Restriction for behavior reasons (can occur for no more than 59 minutes, as per VII.9: Youth Discipline) i.e. youths' behavior is beyond the control of staff, the room door is closed and unlocked. In the event a youth is in Room Restriction beyond 15 minutes, complete an Incident Report, log the action in the Unit logbook. Document the log entry with signature, date and time.

- Complete out-of Unit tasks, within the prescribed timeframe, as assigned by the Shift Supervisor. Log an evaluative comment on how youth performed during the activity.

- Supervise youth at all times.

Youth Movement

- Coordinate all youth movement in and out of the Unit and all other areas with the Control Center. List each youth leaving the Unit in the Unit logbook indicating time, purpose of the movement and destination. Leave space in the logbook entry for the return time. Upon return to the Unit, the time returned is added to the exit log entry. Document the entries with signature, date and time.

- Escort and supervise youth during any movement outside the Unit. When there are two (2) direct care staff present during a group movement, one (1) direct care staff is to walk at the rear of the line and the second on the opposite side of the line at the midway point. When only one (1) staff is escorting, the correct position is at the rear of group. Individual staff escort one (1) youth within arm distance.

- Ensure youth comply with the dress code. Inspect youth's attire before any movement out of the Unit. Although it is the 1st shift responsibility to ensure youth are dressed with clean and proper clothing to begin each day, all staff ensure compliance with the "dress code" throughout each day and particularly before exiting the Unit.

- Before entering the Unit from any area, youth are to be thoroughly pat searched.

- Count all youth when exiting and reentering the Unit or any building. Do not rely on any youth "sound off" counts, but rather visually count each youth and account for any youth missing or excused. Log all counts in the Unit log book and document the entry with signature, date and time.

- Ensure youth remain in line during group movement outside the Unit, and that there is no talking or horse playing while during movement from one area to another. Keep moving lines of youth tight, within one arm distance of one another at all times during movements.

- Comply with all Department, Division, and facility policies, procedures and post orders.

## Scheduled Activities

The staff person will complete the following activities during the assigned shift, **as per the posted the Unit Schedule**:

- Inspect the Unit (youth, rooms and all common areas); and ensure any discrepancies are corrected immediately (9:45 pm-10:00 pm). Relieve 2nd Shift on time (10:00 pm).

- Conduct 15-minute period "skin checks" and document details accordingly (10:15 pm–6:00 am).

- Participate in Unit meetings, as requested.

- Distribute clean linen and laundry to youth, if needed during the night.

- Accompany the youth when they leave the Unit for any reason (if one or more youth remain in the Unit, one staff person will remain in the Unit day room, and the second staff person will escort, accompany and supervise the youth while they are outside the pod).

- Complete Unit 1 sanitation duties, as assigned.

- Tally the 1st, 2nd and 3rd shift Point Sheets, as assigned.

- Organize and supervise youth during sleep time (10:00 pm-6:00 am).
- Ensure youth room lights remain out, as scheduled.
- Begin all pre-shift change activities (5:30 am).

## Behavioral Expectations

DYS recognizes that every staff member, employee, and contracted provider has an obligation to model expected deportment and conduct for youth. Therefore, the following behavior expectations apply to all adults interacting with DYS youth:

- DYS direct care staff will, at all times, use appropriate language when speaking to or in the presence of youth.
- DYS direct care staff will address youth by their first name or "Mr. _____" (insert last name). For Example: "Stephen Jackson" is addressed as, "Stephen" or "Mr. Jackson".
- DYS direct care staff will always strive to speak in a calm and respectful tone towards and around youth.
- DYS direct care staff will never be deliberately confrontational with youth, unless warranted therapeutically or programmatically.
- DYS direct care staff will always use appropriate counseling and intervention techniques, time and circumstance permitting, before resorting to physical force. DYS Use of Force Policy, generally, authorizes physical force only as a last resort, when all other options are exhausted, and when there is a compromise to safety and security; and it ceases when resistance ceases.
- DYS direct care staff will provide direction and support to youth without use of threatening statements. Direct care staff will explain options, alternatives, and consequences in a calm and professional manner. Direct care staff will always strive to encourage positive and compliant behavior.
- DYS direct care staff should help youth learn to make pro-social decisions by providing guidance and through positive example.
- DYS direct care staff will always strive to be respectful and courteous to fellow employees and towards youth in our care, even when the direct care staff may face disrespectful conduct.
- DYS direct care staff will always provide for the basic needs of youth in their care, including food, clothing, shelter, medical care and security. DYS direct care staff will not allow these needs to remain unmet, by deliberate inaction or inattention.

## End of Shift

The staff person will remain on post until relieved. During the thirty minutes before shift change, the following activities should be completed:

- Inspect the Unit. Correct any unsanitary conditions or damaged property. Enter any corrective action or continuing problems in the Unit logbook. Account for all youth, visually to identify any injuries or unusual behavior. Log the visual check of youth in the Unit logbook. Document the log entries with signature, date and time.

- Provide the on-coming staff with a thorough briefing, i.e. updates the oncoming shift person concerning key events that have taken place, items to be aware of during the upcoming shift, etc (Refer to the top of this Post Order for more information the briefing).

- Log the briefing information shared with the on-coming staff. Document the entry with signature, date and time.

- Once the briefing has taken place, contact the Shift Supervisor for authorization to complete the shift change. **Shift Relief takes place only with Shift Supervisor authorization.**