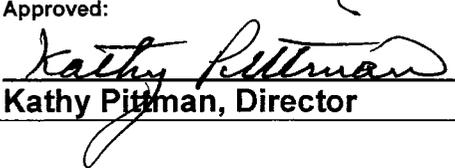


<b>POST DUTIES &amp; RESPONSIBILITIES</b>	
<b>Post:</b> <b>Unit One Control Center:</b> <b>Oakley Training School</b>	<b>Shift:</b> <b>All Shifts</b>
<b>Effective Date:</b> <b>November 19, 2007</b>	<b>Approved:</b>  <b>Kathy Pittman, Director</b>

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 \*Control Center 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 Control Center 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. Obtain an accurate count of youth to ensure all youth assigned to the Units are present and in good health. Coordinate youth head counts with the Unit 1 living units throughout the shift (at least hourly). Log the head count in the Control Center logbook. Document the head count entry with signature, date and time.
4. Complete a security, safety and sanitation check of the Control Center by thoroughly inspecting the Control Center and equipment, locks, and related security devices, all doors, storage areas, the bathroom, desk, counter-tops, windows, floors, and trash cans. The purpose of the inspection of the Control Center locks, security devices and life safety equipment is to ensure all equipment is operating properly and that sanitation problems do not pass from shift to shift. Log any problems identified in the Control Center logbook and report it to the Shift Supervisor, immediately. Complete a maintenance 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 Control Center logbook. Document the check and inspection in the Control Center logbook. Document the log entry with signature, date and time.
5. Account for all Control Center keys and equipment. Count the keys with the staff going off-duty as a method to receive the keys from the person going off-duty. Keep assigned Control Center 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 the name, time called and date of any staff member who calls off sick or late. Report the information to the Shift Supervisor, immediately. Document the log entry with signature, date and time.
7. Log that shift change has taken place and the names of staff on Control Center Post in the Unit logbook. All staff coming on-duty document the shift change entry with signature, date and time.

## General Duties

Staff members assigned to the Control Center Post complete the Post Order duties, i.e. manage youth and employee movement within Unit 1, coordinate head counts youth supervision and care, log entries, tracking sheets and file work, while remaining in the Control Center.

11/19/2007	Post Order Attachment- Unit 1 Control Center	Oakley (OTS)	Policy X.1
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During the duration of the Control Center 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](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 Control Center's logbook. Document the log entry in the Control Center logbook with signature, date and time.

Staff may keep paper copies of policies and procedures in the Control Center. 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 the Control Center in a neat and orderly fashion. Ensure 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.
- Maintain an up-to-the minute account of the Unit 1 schedule and Unit movement activities throughout the shift in the Control Center logbook. Document all log entries with signature, date and time.
- Operate Control Center monitors, cameras and control panels. Keep electronic doors locked, unless opening for authorized access or exit Unit 1, the Control Center, living units, school, and other employee/youth access areas.
- Coordinate Unit head counts every 30 minutes. Call counts in to the Security Station every 30 minutes. Record the 30-minute count in from Units and out to the Security Station. Log the head counts in the Control Center logbook. Document the count with signature, date and time.
- Maintain Unit rosters up to the minute. Collect Unit rosters no later than 900 am on 1<sup>st</sup> shift and 1:00 pm on the 2<sup>nd</sup> shift. Add and remove youth names from the roster immediately, upon admission or release. Log all youth movement out of Unit 1 and the campus. If leaving the campus on a temporary release, also log the purpose, destination, estimated time of return, and the administrator or manager authorizing the release.
- Enter youth-related data into the automated Case Management System, as required.
- Maintain professional telephone etiquette. Answer the telephone, "Hello, Control Center; this is Ms or Mr. \_\_\_\_\_; may I help you?"

- Communicate with staff appropriately using the DYS radio, telephone, and/or computer. Personal cell phones and communication devices may not be present in the Control Center. Limit personal calls to breaks or emergencies.
- Insure all caustic/toxic materials are stored in a locked cabinet, except when in use.
- Report all unusual and serious Incidents to the shift supervisor. Complete Incident Report form, per policy VII.2: Incident Reporting. Log any incidents in the Control Center 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 Control Center logbook. Document the 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 Control Center logbook. Document the log entry with signature, date and time.
- Provide a professional level of interaction with all staff, employees and visitors.
- Provide a professional level of supervision and care, direction and support when interacting with youth. Observe and interact professionally with any youth who approach the Control Center. Act proactively to prevent incidents from occurring. Log all unusual activities, any observed unusual behavior, movements, incidents, and injuries in the Control Center logbook. Document the log entry with signature, date and time.

#### Youth Movement

- Coordinate all youth movement in and out of the Units and all other areas for scheduled and unscheduled purposes. Monitor all movements via video panel. Log all youth movement in the Central Control log. Document the entry with signature, date and time.

Ensure proper staff escort and supervision of youth during any movement. 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.

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

- Staff 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. Staff 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 following activities daily during the assigned shift, **as per the posted Control Center Schedule:**

- Inspect the Control Center, lobby, bathroom, closets and adjacent common areas; get discrepancies corrected within 30 minutes of assumption of the Control Center Post.
- Conduct a radio and telephone check with each living Unit, every hour, throughout the shift.
- Coordinate Unit head counts every 30 minutes, throughout the shift.
- Collect Unit rosters. (1<sup>st</sup> shift, 9:00 am; 2<sup>nd</sup> shift 1:00 pm)
- Begin all pre-shift change activities 30 minutes before the end of shift, i.e. return the Control Center to neat and orderly condition, record briefing points in the Control Center logbook to share with Shift Supervisor and Control Center staff coming on duty.

### **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 DHS youth:

- DHS direct care staff will, at all times, use appropriate language when speaking to or in the presence of youth.
- DHS 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”.
- DHS direct care staff will always strive to speak in a calm and respectful tone towards and around youth.
- DHS direct care staff will never be deliberately confrontational with youth, unless warranted therapeutically or programmatically.
- DHS direct care staff will always use appropriate counseling and intervention techniques, time and circumstance permitting, before resorting to physical force. DHS 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 Control Center. Correct any unsanitary conditions or damaged property. Enter any corrective action or continuing problems in the Control Center 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. Each on-coming staff member documents the briefing log entry with their 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.**