





San Francisco Juvenile Probation Department

Juvenile Hall Policy and Procedures Manual

Chapter 10 - Security and Control

Policy Number:	10.01
Policy Name:	Central Control
Authority:	
Replaces:	9.7 Patrol and Inspections. Use of Logs (05/01/2000)
Effective Date:	January 1, 2019
Revision Date:	April 16, 2018
Related Policies and Procedures:	10.06 - Youth Count 5.10 - Youth Visiting
Related Forms:	Central Control Log
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I. POLICY

Juvenile Hall shall maintain a 24-hour control center (Central Control) in the facility. Juvenile Hall staff assigned to Central Control shall:

- A. Always monitor the Juvenile Hall security systems.
- B. Maintain the communication system.
- C. Coordinate all building access and youth movement.

Juvenile Hall staff in Central Control shall coordinate with the staff member at the lobby kiosk and other staff members to ensure perimeter security, monitored building access, as well as the secure movement into, out of, and through Juvenile Hall.

Juvenile Hall staff assigned to Central Control shall not leave their post without the authorization of the Officer of the Day.

II. PURPOSE

Maintaining security is of the utmost importance for the safety of youth, staff, and visitors. Providing a central space for monitoring and coordinating the facility's security, safety, and communications systems 24 hours a day always enables effective coverage. Coordinating building access with Central Control ensures that movement is monitored and security is increased.

III. PROCEDURES

A. Central Control Staffing

- i. Juvenile Hall administration shall staff Central Control with at least one core trained staff person 24 hours a day. The Director of Juvenile Hall or designee may assign additional staff as needed including for training purposes.

- ii. Juvenile Hall administration shall include Central Control operation training in both the pre-assignment and annual training curricula.
- iii. Prior to working in Central Control, Juvenile Hall staff shall thoroughly study the security manual and shall be trained in Central Control's daily functions and special procedures such as an emergency reboot.
- iv. Juvenile Hall staff shall have training signed off by a Senior Counselor or designee with experience in all aspects of Central Control operations.
- v. A Senior Counselor or designee shall confirm that all training and preparation has been properly conducted before a Juvenile Hall staff member performs Central Control duties.

B. Central Control Security

- i. Central Control Staff shall not allow unauthorized staff in Central Control.
- ii. Staff shall never permit youth in Central Control.
- iii. Staff shall not permit staff or youth to congregate in front of or around the Central Control.
- iv. Staff shall never permit food or liquids in the immediate vicinity of the control panels.
- v. The sally port doors leading to and from Central Control shall always remain secure.

C. Shift Change Procedures

- i. Upon starting a shift, Central Control staff shall:
 - a. Count and test all equipment.
 - b. Review the Central Control Logbook from the previous shift and sign it.
 - c. Review the history on the alarm panel.
 - d. Ensure all cameras are operating.
- ii. Central Control staff shall immediately inform the Officer of the Day of any irresolvable issues.
- iii. Youth Movement: Central Control staff shall monitor youth movement and ensure that all staff announce the number of youths being transported and their destination.
- iv. When an incident arises in Juvenile Hall, Central Control shall maintain continuous communication with the impacted area(s) via telephone or two-way radio. Central control staff may also use the intercom or alarm system if necessary. Central Control Staff shall be aware that these options broadcast throughout the entire facility.
 - a. Central Control Staff shall keep the Officer of the Day abreast of any unusual issues, breeches of security, and/or areas of concern, and shall also record these issues in the Central Control Log.
 - b. Central Control staff shall brief all relief staff of any observations or problems that may have occurred during the shift.

v. **Staff Relief**

- a. The Officer of the Day shall ensure that staff are assigned to relieve Central Control staff of their screen duties as requested.

D. **Central Control Staff Responsibilities**

Central Control staff shall ensure the following tasks are completed throughout their shift:

- i. **Maintain efficient on-going radio communication:** Central Control staff shall maintain a professional demeanor while using the radio including refraining from banter when communicating via radio.
- ii. **Coordinating movements:** Central Control staff shall work with Juvenile Hall staff to coordinate movements from the living units to the Education Center, Visiting areas, Medical Clinic, and any other facility movement.
 - a. Central Control staff shall acknowledge all radio transmissions requesting movement through the hallways.
 - b. For youth movements, Central Control shall receive from a Juvenile Hall staff member the following information before approving any movement:
 - 1. The Living Unit of the youth being moved.
 - 2. The number of youths.
 - 3. The destination of movement.

- iii. Utilize intercom and alarm systems: Central Control staff shall only use the intercom system for announcements and emergencies.
- iv. Regulate building access:
 - a. Central Control staff shall be responsible for building access through all entrances except the front entrance (see building access procedures listed below).
 - b. Central Control staff shall regulate building access through the front entrance during the hours that Kiosk staff are not present.
- v. Central Control staff shall ensure physical perimeter security in coordination with the Officer of the Day and Juvenile Hall staff members.
- vi. Central Control staff shall answer the first three (3) phone lines of Juvenile Hall.
- vii. Central Control staff shall contact emergency services and act as a liaison when directed to do so by the Officer of the Day.
- viii. At no time shall Central Control staff be involved in an activity (reading, use of non-departmental electronic/communication equipment, wearing headphones or playing loud music) or any activity which may distract their attention from their responsibility to perform their Central Control functions.
- ix. Central Control shall report all concerns, conditions, or incidents to the Officer of the Day as soon as possible.

- a. Central Control staff shall inform the Officer of the Day verbally and record the issue in the Central Control Log.

E. Building Access

- i. Juvenile Hall staff shall ensure that all security perimeter entrances and designated doors remain locked except when used for entrance or exit of staff, youth, or visitors and during emergencies.
- ii. Senior Counselors shall ensure that all internal doors, windows, and locking devices are used correctly and are in functioning condition.
- iii. Front Entrance: The Juvenile Hall Lobby Kiosk is the major pedestrian traffic point for entrance and exit to Juvenile Hall. During the hours in which the Kiosk is staffed, assigned Kiosk staff shall:
 - a. Identify all persons entering and leaving the Juvenile Hall by:
 - 1. Official picture identification.
 - 2. Authorization of the Director of Juvenile Hall or designee.
 - b. Record all admission and departure information including:
 - 1. A record of all visitors entering and leaving Juvenile Hall and their destination within the facility.
 - 2. A record of all persons entering or exiting Juvenile Hall who are not in

possession of an official
identification card.

3. A brief notation of any unusual
circumstances surrounding visits.

- c. When the kiosk is closed but the entrance
foyer is open, release office staff shall come
down to the window and check visitors in.
- d. When the Kiosk is not staffed and the front
door is locked, Central Control Staff shall
assume responsibility for building access via
the front entrance intercom.

iv. Visitation: (Policy 5.10 Youth Visiting).

F. Building Access for Special Circumstances

i. Access for emergency vehicles

- a. Central Control staff shall coordinate access
to the facility for emergency vehicles as
directed by the Officer of the Day.
- b. Central Control shall send a Juvenile Hall staff
member to open and monitor the gate in the
back of the outside recreational yard. This
Juvenile Hall staff member is responsible for
securing and locking the gate when the
emergency vehicles leave. Central Control
shall not be left unattended.

ii. Access for repair work

- a. Building Access for repair persons and
equipment shall be approved by the Director
of Juvenile Hall.

- b. All service workers shall enter Juvenile Hall via the main lobby Kiosk. Kiosk staff shall call for an escort to accompany workers to the designated location.
 - c. The Officer of the Day is responsible for adapting the Daily Unit Activity Schedules and other Juvenile Hall functions as necessary to maintain the security of the facility during repair work.
 - iii. Access to the administration building for special group meetings, such as the Juvenile Probation Commission, Juvenile Justice Commission, shall be authorized by the Chief Probation Officer or designee.

G. Perimeter Security

- i. Central Control Staff is responsible for monitoring all perimeters and access points via camera surveillance 24 hours a day.
- ii. Daily Perimeter Security Inspection: The Officer of the Day will assign a Juvenile Hall staff member daily to check both the internal and external parts of the facility for function and condition. This check shall include, but is not limited to, all doors, sally ports, fences, and gates.
 - a. Juvenile Hall staff members conducting the Perimeter check shall immediately notify the Officer of the Day and the Engineering department of any locations in need of repair or unsafe situations.
- iii. Sally Ports: Senior Counselors and Central Control shall ensure that Sally Ports are always kept closed and locked. Central Control shall communicate with Juvenile

Hall staff to ensure that only one sally port door is open at a time.

- a. Central Control staff shall only admit authorized persons such as court staff, caseworkers, and attorneys and representatives through the restricted sally ports.
 - b. Central Control staff may permit specified peace officers to enter and exit through the Law Enforcement Sally Port
 - c. Juvenile Hall staff shall never enter or exit through the Vehicle Sally Port except when conducting official transportation.
- iv. Should any conditions or security issues arise while youth are outdoors, Central Control Staff are responsible for coordinating all movement to and from the location of the incident.