

**Idaho Department of  
Juvenile Corrections  
Institutional  
Policy/Procedure**

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**SUBJECT: DUTY OFFICER RESPONSIBILITIES**

**CATEGORY: EMERGENCY OPERATIONS**

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## **Policy**

The purpose of this policy is to establish standards of practice necessary to ensure that administrative coverage for Idaho Department of Juvenile Corrections (IDJC) state facilities is maintained during nonbusiness hours.

It is therefore the policy of the IDJC that a management or administrative staff is designated by the Superintendent to serve as duty officer (DO) in charge of the facility.

The responsibilities of the DO include, but are not limited to:

- Making necessary administrative decisions
- Responding to staff questions and concerns
- Monitoring the facility security and activities
- Responding and providing leadership in emergency situations
- Meeting with visitors, if necessary, to respond to questions and/or concerns
- Responding to incidents reported from regional contract providers
- Ensuring major incidents are reported to the Superintendent, IDJC Director, and Deputy Director, following critical incident protocol

The person serving as DO is “on call” and immediately reachable during the time that they are acting as DO. The DO has access to a cellular phone to maintain contact with the facility. The DO is expected to arrive at the facility within 60 minutes of notification. They are on 24-hour call.

## **Operating Procedures**

### **I. General Guidelines and Responsibilities**

A. The DO assumes responsibilities every Tuesday at 8:00 a.m. and relinquishes them the following Tuesday at 8:00 a.m. The DO is available as a contact person at the facility during regular business hours. On significant matters related to safety and security of the facility, it is the responsibility of the DO to contact the Superintendent, or designee, of the facility.

1. The assigned DO should attend the facility’s planning/security meetings, whether held daily or weekly. The assigned DO must provide the written and verbal information required by the Superintendent and be involved in the discussion of:

- Areas of stress or potential problems within the facility

- Scheduling of activities, including religious/volunteer activities, including date, time, and staff involved
- Functioning of treatment groups
- Individual juvenile concerns, including those who are on suicide precautions, those who present a threat of violence or those who might be considered possible escape risks
- Concerns for staff coverage on living units, security coverage, and receptionist coverage
- Individual concerns regarding visitors
- Other security issues

Minutes or notes from the Planning/Security meeting are recorded and distributed to DO's, supervisors, security staff, as well as to other staff as determined by the Superintendent.

2. The DO, as well as the Receptionist/OS2, maintains a list of names and telephone numbers of individuals to be contacted in case of emergencies. This same information is available in the control booth or other central location.
3. The DO maintains a narrative log on the Duty Officer Report (DJC-275), pertaining to any incidents and/or emergencies, contacts from the facility, and the action taken. Tuesday morning following the week of coverage, the DJC-275, is submitted to the Superintendent and copied to all managers, DO's and the Director, and saved to the facility datacenter in the DO folder.
4. DO's must be knowledgeable of the following IDJC policies and areas of facility operations:

#### POLICY/PROCEDURE

- Duty Officer Responsibilities (621)
- Reporting of Critical Incidents (601)
- Suicide & Self-Injury Prevention and Assessment of Risk (605)
- Prison Rape Elimination Act (PREA) Compliance (613)
- Escapes/Escape Attempts (609)
- Firearms/Weapons and Use of Metal Detector (680)
- Documentation of Incidents (600)
- Contraband Acquisition and Disposition/Searches (620)
- Use of Mechanical Restraints (603)
- Special Management Interventions (604)
- Behavioral Management (602)
- Emergency Disaster Response (624)
- Hostage Situation (117)

## FACILITY OPERATIONS

- Access to Emergency Medical Care
- Behavior Management Options and Levels of Approval
- Managing Disasters such as Fires, Bomb Threats, Riots and Hostage Situations
- Protocol for after hours maintenance emergency calls per the relative Facility Operations Manual

### B. Duty Officer Schedule

1. The DO schedule is developed by the Superintendent's office staff. Every effort is made to not schedule back-to-back rotations.
2. DO personnel generally include management and administrative staff as determined by the Superintendent.
3. If necessary, the DO may exchange duty times. Whenever this occurs, the Superintendent's office and the control booth or the front office is notified.
4. The DO conducts and documents (in the DJC-275) unannounced rounds for purposes including but not limited to, ensuring the safety and security of juveniles and staff and helping to identify and deter staff sexual abuse and sexual harassment in all areas of the facility, both during day as well as night shifts. The frequency of the rounds is determined by each facility Superintendent, but not less than twice per rotation.

### C. Time Recording

1. Each employee assigned to "on-call", serves in that status for a period of one week, beginning on a Tuesday and ending on the following Tuesday. Employees receive on-call time in the following manner: One hour for each workday, two hours for each weekend day, and four hours for each holiday and code them as On Call Earned (OCE) during the week they are in on-call status.
2. Any time actually worked while in on-call status (i.e., time spent at the work site or on the phone) is recorded as hours worked (ACT).

### D. Contacts

1. The DO immediately contacts the Superintendent or designee when any of the following incidents take place:
  - Completed or attempted escapes from supervision of staff
  - Death, possible death, or critical injury of juveniles or staff
  - Workplace violence
  - Any serious misconduct of staff or juveniles at the institution

- Evacuation of any building
  - Anything that may be considered to put juveniles, staff, or buildings in immediate danger
  - Anytime a juvenile is transported to the hospital for emergency care
  - Critical or serious suicide attempts that may require outside medical care or level three suicide precautions
2. Based upon the nature of the incident and based upon the instructions of the Superintendent, the DO also contacts the Program Manager (or other facility managers), Clinical Supervisor, suicide evaluator or other medical, security, or clinical staff. The DO works in coordination with these staff and direct care staff to ensure the safety and security of the facility, staff and juveniles.
  3. In the absence of the Superintendent, the DO may be called upon to initiate a bridge call according to the Reporting of Critical Incidents (601) policy/procedure.

## **II. Duty Officer Training**

For training purposes, the assigned staff trains one to two weeks with a current DO prior to providing DO coverage alone and successfully completes duty officer orientation (if applicable).

- A. The Superintendent, or designated member of the management staff, is the DO training coordinator.
- B. The DO training coordinator directs the training of all newly assigned personnel designated as DO's, and advises the Superintendent when these individuals can be added to the Duty Officer Roster.
- C. Newly appointed duty officers will receive comprehensive training in:
  1. Director's Order for Apprehension, as appropriate
  2. Escape protocol
  3. Suicidal ideation
  4. Use of special management rooms
  5. Medical emergencies
  6. When to notify the Superintendent and other supervisors
  7. Evacuation procedures
  8. Critical incident protocol
  9. Use of restraints
  10. Whom to notify during emergencies
  11. Confidentiality
  12. Emergency staffing issues
  13. Emergency transports
  14. Policies and facility operations listed in Section I, paragraph 1.A. above
  15. Responding to incidents reported from Regional Contract providers
  16. PREA
  17. Contact with Media

# Local Operating Procedures

## JCC–Lewiston

For training purposes, the assigned staff trains two weeks with a current DO prior to providing DO coverage alone and successfully completes a DO exam.

## JCC–Nampa

The DO is available as a contact person for the facility during non-business hours and or when the Superintendent or the designee is unavailable.

Newly assigned DO's signs and obtains DO training coordinator signature on *Duty Officer Training Sign-Off Sheet* to verify review of key policies and processes as part of training.

## JCC–St. Anthony

Upon assuming DO responsibilities, an e-mail will be sent by the receptionist notifying all staff of the DO's contact information.

*Reference:*                    [Glossary of Terms and Acronyms:](#)  
                                      [Juvenile Corrections Act and Rules Book](#)  
                                      [Facility Operations Manual \(Facility Specific\)](#)

*Related Policies:*        [Suicide Prevention and Assessment of Risk \(605\)](#)  
                                      [Escapes/Escape Attempts \(609\)](#)  
                                      [Firearms/Weapons and Use of Metal Detector \(680\)](#)  
                                      [Documentation of Incidents \(600\)](#)  
                                      [Emergency and Disaster Response \(624\)](#)  
                                      [Bomb Threat \(116\)](#)  
                                      [Reporting of Critical Incidents \(601\)](#)  
                                      [Workplace Violence \(308\)](#)  
                                      [Prison Rape Elimination Act \(PREA\) Compliance \(613\)](#)  
                                      [Special Management Intervention \(604\)](#)  
                                      [Documentation of Incidents \(600\)](#)  
                                      [Time Records and Reporting \(350\)](#)

*Related Forms:*        [Duty Officer Report \(DJC-275\)](#)

*Desk Manuals:*        [Director's Order for Apprehension and Detention \(030\)](#)