

<b>GEORGIA DEPARTMENT OF JUVENILE JUSTICE</b>	Transmittal # 18-8	Policy # 8.10
Applicability: { } All DJJ Staff { } Administration { } Community Services {x} Secure Facilities	Related Standards & References: ACA Standards: 4-JCF-2A-02, 4-JCF-2A-14, 3-JDF-3A-02, 3-JDF-3A-12, 3-JDF-3B-07 DJJ 3.4, 4.2	
Chapter 8: SAFETY, SECURITY, AND CONTROL	Effective Date: 4/20/18 Scheduled Review Date: 4/20/19 Replaces: 6/20/17	
Subject: CONTROL ROOM	APPROVED:	
Attachments:  None	 <hr/> Avery D. Niles, Commissioner	

**I. POLICY:**

Department of Juvenile Justice secure facilities shall operate a secure central control room at all times. The central control room shall coordinate communications and all activities supporting the safety and security of the facility (e.g. internal and external security systems, communication systems, safety alarms, detection systems, and other mechanical and electrical systems).

**II. DEFINITIONS:**

**Central Control Room:** The primary control center for a secure facility that coordinates communication and activities for the entire facility to support safety and security.

**Secondary Control Room:** Control centers located within the activity areas of the facility (e.g., living units) that coordinate activities within a limited area.

**III. PROCEDURES:**

- A. The central control room and secondary control rooms will be secured with access restricted to only authorized staff with access to restrooms. Control rooms are to remain locked and secured with the door closed at all times.
- B. Central control room staff will monitor alarms, motion detectors, emergency lighting systems, telephone and radio communications, intercoms and other activities and systems that support the safety and security of the facility (e.g., key control, restraint distribution, communication equipment distribution, etc.).
- C. The facility's official logbook will be maintained in the central control room. Additional logbooks will be maintained in each secondary control room.
- D. At the beginning of each shift, the operator of each control room will document in the logbook a check of all security devices and electronic equipment to ensure it is in working order.

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1. If any equipment is not working properly, the control room operator will document the issue in the logbook and notify the shift supervisor. The control room operator will generate a work order within that shift to notify maintenance staff that the issue needs to be addressed.
  2. Issues that pose a threat to the safety and security of the facility will be immediately forwarded for immediate maintenance attention. The shift supervisor will immediately notify the facility Director or Administrative Duty Officer (after working hours). The facility Director will ensure that a written work order is submitted. If these issues are not addressed within 48 hours, the facility Director will notify the Deputy Commissioner or designee.
- E. The central control room will serve as the primary point of initial contact in the event of a critical incident or emergency. The control room operator will render necessary immediate assistance and will notify other facility staff as required by the nature of the incident and local procedures.
- F. The central control room may serve as a perimeter and traffic control point. In an emergency, an alternate control room may be designated as a control point. (See DJJ 8.40, Emergency Management.)
- G. A copy of all emergency plans, security policies and procedures, and post orders will be located in the central control room. All facility emergency plans will be placed in a red notebook in the control room. (Each facility Director will determine in which control room(s) the facility emergency plans will be located.)
- H. Control room operators will be thoroughly familiar with all requirements of this post and will receive specific training regarding each aspect of the post duties prior to assignment to the post. All security staff will be familiar with control center operations.
- I. The facility Director will designate trained staff to serve as control room operators. Designated staff must meet the following minimum criteria:
- POST Certified officers;
  - Review and observance of the Customer Service Communications Guide (see DJJ 3.4, Attachment A); and
  - 24 hours of control room training under the direct observation of a trained control room operator documented on the OJT Checklist (DJJ 4.2, Attachment A).

**IV. LOCAL OPERATING PROCEDURES REQUIRED: NO**