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|  | <b>JUVENILE JUSTICE SERVICES</b><br>Safety And Emergency Operations | <b>Effective Date: 6/15/10</b> |
|   |   | <b>Issue Date: 6/15/10</b>     |
|   | <b>Title: Administrative Patrols and Inspections</b>                |                                |
|   | <b>Procedure #: P.5.15</b>  |                                |

**1 ISSUING AGENCY** Children, Youth and Families Department (CYFD)

**2 SCOPE** Juvenile Justice Service (JJS)

**3 STATUTORY AUTHORITY** NMSA 32A-2-1, 32A-2-2.E

**4 FORMS** None

**5 APPLICABLE POLICY** **8.14.5.15 ADMINISTRATIVE PATROLS AND INSPECTIONS:** The facility superintendent or designee, deputy superintendents and designated department heads shall conduct patrols and inspections of client living and activity areas on a weekly basis to encourage informal contact with staff and clients and informally observe living, working and activity conditions.

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**7 DEFINITIONS** None

**8 SUPERINTENDENT’S RESPONSIBILITY:**

- 8.1 The facility superintendent, designated deputy superintendent or program manager of a reintegration center shall conduct a weekly tour of all living and activity areas to informally observe client and staff interactions; living, housing and working conditions and overall program implementation and performance.
- 8.2 The facility superintendent shall conduct quarterly “grand rounds” with the health service, behavioral health, physical plant, fire safety, education, classification and safety department heads to promote a cohesive and safe programming environment.
- 8.3 The facility superintendent shall document and report weekly tours and grand rounds, including any observations and corrective actions to the deputy director of facility operations in the quarterly facility performance report.

**9 DUTY OFFICER**

9.1 Each facility superintendent shall establish a duty officer system to provide managerial coverage after the normal work day and on weekends and holidays. On-duty supervisory staff members are responsible for contacting the duty officer during non-operational hours.

- 9.1.1 The duty officer is on call for any incident that occurs at the facility after normal business hours, during weekends and on holidays.
- 9.1.2 Outside of normal working hours, the duty officer shall conduct a tour of all living and activity areas to informally observe client and staff interactions during their tour of duty.
- 9.1.3 The duty officer shall maintain regular duty hours, but be available evenings, weekends, and holidays to make decisions when the superintendent is unavailable. If the superintendent cannot be located, the duty officer has delegated authority to make decisions and sign documents as the superintendent.
- 9.2 Duty officer tours shall begin each Monday morning at 9:00 am, and concluded the following Monday morning at 8:59 am.
  - 9.2.1 If Monday is a holiday, furlough day or otherwise a non-operational day, the assignment of a new duty officer shall commence on the next scheduled work day.
  - 9.2.2 The facility superintendent must approve in advance a change in duty officer assignment on a non-operational day.
- 9.3 The facility superintendent shall post and submit a schedule of duty officer assignments each month by the 15<sup>th</sup> day of the preceding month.
  - 9.3.1 The list shall include all duty officer assignments from all disciplines including the health services, behavioral health and physical plant departments.
  - 9.3.2 The list shall include the name and area of responsibility for the duty officer, the duty officer effective dates and up-to-date contact information.
  - 9.3.3 The duty officer list shall be posted at the control center or security office and submitted to the JJS Director, the Deputy Director of Facilities and to each department head of the facility.
- 9.4 Each duty officer shall maintain a logbook and document their respective tour of duty. All contacts and activities will be recorded, signed, and dated.
  - 9.4.1 The duty officer logbook shall be passed from exiting duty officer to assuming duty officer at the completion of the tour.
  - 9.4.2 The exiting duty officer will brief the assuming duty officer when the logbook is passed.
  - 9.4.3 On a weekly basis, generally during the weekly management meeting, the superintendent shall review the logbook, sign it and direct a briefing of the week's activities to department heads.

## 10 ASSIGNMENT

- 10.1 The Deputy Director of Facilities shall review the duty officer schedules for each facility to ensure compliance with this procedure, and to ensure the following:
  - 10.1.1 The Youth Diagnostic and Development Center has one duty officer assigned from either the superintendent, deputy superintendent or youth care specialist manager designation; one on-call employee from physical plant department, one on-call employee from behavioral health department and one on-call employee from the health services department.
  - 10.1.2 The Camino Nuevo Youth Center has one duty officer assigned from either the superintendent, deputy superintendent or youth care specialist manager designation; one on-call employee from physical plant department, one on-call employee from behavioral health department and one on-call employee from the health service department.

- 10.1.3 The J. Paul Taylor Center has one duty officer assigned from either the superintendent, deputy superintendent or youth care specialist manager designation; one on-call employee from physical plant department, one on call employee from behavioral health department and one on-call employee from the health service department.
- 10.1.4 The Small Facilities has one duty officer assigned from either the superintendent, deputy superintendent or youth care specialist manager designation and one on-call employee from the behavioral health department.
- 10.2 With the approval of the JJS Deputy Director of Facilities, the health services administrator, director of behavioral health and the physical plant manager can assign on on-call employee to cover multiple sites or facilities.

## 11 AVAILABILITY

- 11.1 The facility superintendent shall ensure that each duty officer or on-call personnel are briefed on the requirements of being a duty officer before allowing them to assume a tour.
  - 11.1.1 Each duty officer or on-call personnel shall be made aware they are responsible to be available to immediately respond to the facility and maintain custody and operational readiness over a contact mechanism [i.e., cellular phone, pager or radio].
    - 11.1.1.1 Each duty officer or on-call personnel will immediately report to
      - The facility for the death of any client, staff member or visitor at the facility, any escape or attempted escape from the facility, any mass disturbance or riotous condition, any facility wide or unit evacuation, any assault of a client, staff member or visitor that require emergency medical transport, any incident at the facility that attracts media attention or any assault of a client, staff member or visitor that requires law enforcement intervention.
  - 11.1.2 During the tour of duty, the duty officer or on-call personnel shall respond to telephone contact within 10 minutes from the initial receipt of the telephone call.
  - 11.1.3 During the tour of duty, the duty officer or on-call personnel will remain within reasonable traveling distance of the facility [no longer then 1 hour travel time].
  - 11.1.4 Each duty officer or on-call personnel shall be aware of and follow the requirements set forth and described in the Children, Youth and Families Department's Human Resources Administration Policy Part 4, with special attention to sections that relate to availability and compensation.
- 11.2 By mutual agreement, duty officers and on-call personnel may adjust the schedule to facilitate personal needs (i.e., switch duty tours). Adjustments must be approved by the facility superintendent and reflected on duty officer assignment list.
  - 11.2.1 If a duty officer or on-call personnel is unable to assume or continue their responsibilities due to illness or emergency, the employee shall contact the facility superintendent immediately upon knowing they are unable to meet the requirement.
  - 11.2.2 The superintendent must notify the appropriate department head of on-call personnel unable to complete on-call responsibilities, secure alternate on-call personnel and update the duty assignment list.
- 11.3 A duty officer or on-call personnel claiming two or more hours of paid sick or annual leave on a tour day will not be scheduled for tour.
  - 11.3.1 Duty officer or on-call personnel functions may be performed while on administrative leave for such events as voting or inclement weather.

11.3.2 No employee on administrative leave for investigative purposes, scheduled to work or train in a location outside of one hour travel distance from the facility or scheduled for hearing, court or other subpoena that will prevent them from remaining in telephone contact or restrict their ability to be immediately available shall be scheduled for tour.

12 CONTINUOUS QUALITY IMPROVEMENT

12.1 During the weekly manager's meeting, the superintendent and department heads shall be briefed on the duty tour and on-call notes to make observations and recommendations on how issues and incidents were handled.

12.1.1 Upon completion of the briefing, the superintendent shall enact any corrective action required based on the briefing and sign the logbook completing the tour.

13 AUTHORIZED SIGNATURE



**APPROVED:** \_\_\_\_\_  
**Dorian Dodson, Cabinet Secretary**  
**Children, Youth and Families Department**

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**6/9/10**  
**Date**