



## Juvenile Justice Services (JJS) Policies and Procedures (P&P)

**Title** JJS Facilities – Control Center

**Category** Safety and Emergency Operations

**Procedure #** P.05.09

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### 1 Overview Statement

“To maintain the necessary security and control of the facility and to promote safe and orderly operations there shall be a designated Control Center at secure facilities, operating 24 hours per day, to coordinate all security functions and emergency communications. Juvenile Justice Services shall designate space for a Control Center in each of its secure facilities and provide a system that links the Control Center with all program, service, operational, and living areas of the facility.” (NMAC 8.14.5.9)

### 2 Purpose

This procedure establishes assignments and training for employees staffing the Control Center.

### 3 Access

- 3.1 Control Centers are continuously staffed and in operation 24 hours per day, 7 days per week.
- 3.2 Access to the Control Center is restricted to employees performing Control Center official duties.

#### **4 Training**

The Superintendent, in coordination with facility leadership, ensures that all employees assigned to the Control Center are familiar with all requirements of the assignment and have received training regarding the Control Center operations as part of emergency preparedness training.

#### **5 Post Orders**

Post orders detailing instructions, duties, and requirements for operating the Control Center are posted in the Control Center.

#### **6 Daily Operations**

- 6.1 Control Center employees monitor and document client, employee, and visitor movement in and out of the facility. Reception and traffic control stations assist with documentation of visitor and employee movement in and out of the facility.
- 6.2 Control Center maintains an up-to-date account of all client movements, transfers, locations, and total population count.
- 6.3 At the beginning of each shift, the Officer of the Day (OOTD) checks the emergency and communication equipment and security cameras and documents that check in the Control Center log.
- 6.4 If the OOTD identifies an equipment or camera issue or malfunction, they submit a work order request to Physical Plant and document that request in the Control daily log.
- 6.5 If the issue or malfunction occurs after hours, the on-call manager and the administrative Officer in Charge (OIC) determine whether emergency repairs are necessary. If so, the on-site supervisor calls the on-call Physical Plant employee to perform the repairs immediately.
- 6.6 When a Physical Plant employee receives a work request by phone, they document the request in their work log. The reporting facility employee follows up any phone call work requests by completing a work order.
- 6.7 When a work order involves security cameras, the administrative OIC notifies the JJS Deputy Director for Facilities and the Superintendent immediately. Once the security camera work is complete, the Physical Plant supervisor notifies the JJS Deputy Director for Facilities and the Superintendent.
- 6.8 The Control Center maintains a copy of all emergency plans, security facilities' policies and procedures, post orders, and an emergency response kit.

#### **7 Emergency Operations**

- 7.1 The Control Center is the primary point of contact in the event of a critical incident or emergency.
- 7.2 The Control Center dispatches immediate assistance and notifies other employees as required by the nature of the incident and the emergency plan.

- 7.3 The Control Center serves as the incident command center for all critical incidents and emergencies unless the incident commander or Superintendent designates an alternate location.
- 7.4 Control Center employees make notifications and document all activities associated with critical incidents and emergencies unless otherwise directed by the incident commander or Superintendent.

**8 Consequences of Noncompliance**

An employee who fails to follow this Procedure may be subject to disciplinary action in accordance with the CYFD Code of Conduct and the Collective Bargaining Agreement (CBA) between AFSCME and the State of New Mexico.

**9 Additional Forms and Documents**

Emergency Notification Protocol (ENP)

**10 Issue Date**

October 1, 2022

**11 Effective Date**

November 1, 2022

**12 Replaced Procedure**

P.5.9 Control Center Functions, issued 06/15/2010

**13 Applicable Policy (Rule)**

NMAC 8.14.5 Safety and Emergency Operations

**14 Authorizing Signatures**



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