

**North Carolina Department of Public Safety**  
**Prisons**  
**Policy Summary Sheet**



**Organization of Prisons**

Chapter: F

Section: .3900

**Current Review Date:** January 16, 2019

**Reviewed By:** Prisons Security Accountability Section

**Next Review Due:** **January 16, 2020**

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**Current Revision Date:** January 16, 2019

**Supersedes Revision Dated:** **July 20, 2010**

**Current Revision Summary (if applicable):**

All current changes are highlighted in yellow.

The term “inmate” has been changed to “offender” throughout policy.

**Specific Changes**

**.3904 Definitions**

Page 2 (c) Added information to provide clarity, “Each facility shall maintain an effective communication system that provides communication between the control centers and agencies. Each facility is required to ensure security posts have at least one means of direct communications with a control center. Master Control must have a supervisor, acting supervisor, or an SOP which designates a line of command in the primary supervisor’s absence. Master Control post orders detail control staff’s responsibilities related to:

- (1) Communication with vehicles in transit, work crews and others.
- (2) Management of emergencies including fire, disturbance, hostage situation, offender work stoppage, escape, power failure, or other emergencies.
- (3) Issuance of keys, emergency equipment, emergency supplies, etc.
- (4) Identification procedures related to entrance or exit of the facility/control room.
- (5) Master Control center staff is familiar with initial emergency response responsibilities including response to electronic alarms, initial staff notification and call-back, and the issuing of emergency equipment.

**.3905 Access to Control Areas**

Page 3 Added (h) through (l) which now reads:

- (h) Control Centers will have an emergency access, which is maintained by emergency keys that are accessible and stored in a secured location in the event the control room officers become incapacitated. Control centers shall maintain a means of emergency evacuation plans, procedures, and instructions in the event an emergency situation occurs.
- (i) Staff assigned to control centers are thoroughly trained in job responsibilities to include but not limited to initial emergency response codes, electronic alarms, staff notification, and issuing emergency equipment.
- (j) Proper and accurate identification of staff and offenders shall be exercised before prior access or exit is permitted through any controlled doorways and gates.
- (k) All equipment shall be in operational condition, serviceable and function properly, including but not limited to: video monitors, intercoms, fire alarms, electronic locking systems including indicator lights, and perimeter detection system alarm indicators. Door control panel LED lights shall properly light and indicate the door status as open or closed.
- (l) Facilities shall have a procedure/SOP to maintain constant security and communication with and permit perimeter security to remain intact when officers must be relieved.

**.3906 Information Recorded in Control Station**

Page 4 (g) added language, "No person under duress retains authority to give orders or directions to any staff member and no offender will be released with hostages.

**.3907 Cleaning of Control Stations**

Page 4 Additional language added stating, "The control center is uncluttered and has a sufficient storage space to accommodate all equipment. All equipment is properly stored to facilitate access and counting. No obstacles or objects shall obstruct sight lines to gates, doors and persons provide clear line-of-sight and ability to operate in a safe and secure manner."

**3909 CONTROL CENTER CAMERA OPERATIONS**

Page 4 New section added addressing control center camera operations.

(a) Medium and Close Custody facilities, the following locations are observable by video cameras:

- (1) Visiting Center
- (2) Restricted Housing Area
- (3) Dining Hall
- (4) Corridors and Tunnels
- (5) Loading Dock or Sally Port Area
- (6) Housing Areas
- (7) Parking Areas
- (8) Stairways

(b) Staff assigned to monitor cameras shall be able to quickly move from one area to another on the monitor screen and track the movement of an officer or offender as he or she moves within the facility. The assigned staff must have the ability to record images if the camera is equipped to do so. The assigned staff shall also immediately identify the area of the facility shown on any of the monitors.

(c) Images on the video monitors shall be crisp and clear with no distortion. Cameras must be positioned and angled for optimal viewing and recording. Camera lenses and lens housings must be clean and free of scratches. Review of random video recordings of restrictive housing and housing areas should be conducted.

### **.3910 RESTRICTIVE HOUSING CONTROL OPERATIONS**

Page 5 New section added addressing restrictive housing control operations.

(a) The Restrictive Housing Unit must have a secure sally port entrance that is interlocked, or for which each door is separately keyed, or a procedure is in place to prevent direct entry or exit from Restrictive Housing Unit.

(b) Restrictive housing Unit must have emergency door release keys, equipment and plan should primary door release system fail. At least once annually, a test of the manual/alternate means of release shall be conducted by each shift and documented in a fire drill incident report.

(c) Cell doors in Restrictive Housing Unit that are controlled from a remote location must remain locked at all times except when staff or offender is exiting or entering the cell.

(d) All time limited cells must have emergency door release keys available and plan in place should primary door keys fail.

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Interim Prisons Policy Coordinator Date