



**State of North Carolina
Department of Public Safety
Prisons**

Chapter: F
Section: .3900
Title: **Control Center Operations**
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POLICY AND PROCEDURE

References 5th Edition Standards for Adult Correctional Institutions

Related ACA Standards 5-ACI-3A-02, 5-ACI-3A-03, 5-ACI-3A-09

.3901 PURPOSE

It is the policy of North Carolina Department of Public Safety, Prisons to set forth procedures in the operation and security of the institution by utilizing to the fullest extent the various control areas. The control areas are essential for integrating various security and communication functions.

.3902 RESPONSIBILITY

- (a) The **Warden** will be responsible for ensuring that the procedures contained herein are adhered to by staff under **their** command and that post orders for each control center are reviewed and/or updated at least annually.
- (b) Staff assigned to control centers are responsible for monitoring and coordinating the institution's security, life, safety, and communication systems (5-ACI-3A-02).**

.3903 GENERAL

The system of control stations consists of a Master Control supported by a network of several supporting stations. A control station is so designated due to staff's ability to perform some control functions from that location. Control functions may consist of any number of control systems listed below, facilitated from the control area:

- (a) Door Control Operation
- (b) Intercom Operation
- (c) Paging Operation
- (d) Fire Alarm System
- (e) Elevator Controls
- (f) Shredder Controls
- (g) Monitor of Fuel Systems
- (h) Emergency Alarms
- (i) CCTV Monitoring
- (j) Lighting Control

- (k) Television Control

.3904 DEFINITIONS

- (a) Master Control – a designated main control area responsible for all other control centers, areas, towers, stations, etc. throughout the facility. Although Master Control might not physically control the actions of other control areas, the Officer in Charge generally operates from this location and thus Master Control serves as the focal point and decision-making center for the institution as a whole. Master Control usually includes the main telephone switchboard, facility-wide intercom system, main fire alarm monitor, and control over access to the arsenal.
- (b) Control Center – a large control area with responsibility for monitoring and controlling large-scale offender movement, main elevators, key points of staff access to the institution.
- (c) Control Station – a small control area with responsibility for monitoring small-scale offender movement, secondary elevators, and non-key points of staff access. Will typically control a designated number of cell doors in a housing area, or access to an area such as the dining hall or industry area. 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.
- (d) Tower – an armed perimeter control area with responsibility for maintaining perimeter security. Towers may act as control centers or stations with similar responsibilities for control of doors, gates, movement, etc.

.3905 ACCESS TO CONTROL AREAS

Maintaining the security of each control station at all times is the only way to assure the security of the institution. It is essential that all security procedures be strictly followed in every situation. ***Control stations are located in or immediately adjacent to offender living areas to permit officers to hear, see, and respond quickly to emergency situations (5-ACI-3A-03).***

- (a) Doors to all control stations are to remain locked at all times to assure the security of that station, except when allowing an authorized entry or exit.
- (b) There will always be at least one locked door between any offenders and a control station.
- (c) Only authorized staff will be allowed inside a control station. Authorized staff will consist of officers assigned to a control station and their supervisors.
- (d) No offender will ever be allowed inside a control station.
- (e) Facility maintenance staff with authorization from the Unit Manager or **Shift OIC** may enter to perform necessary maintenance in the area.
- (f) Access to a control station by any other person must be approved by the Unit Manager or **Shift OIC**.
- (g) Non-staff maintenance workers allowed in a control station must be approved by the Unit Manager or Shift OIC, and must be directly supervised by a correctional officer.
- (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. **These staff are also responsible for knowing the location of staff assigned to floor posts and monitoring their safety inside the housing units.**
- (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.
- (m) Control stations with a sally port will ensure only one door at a time is open to ensure control of offender movement in that area.**

.3906 INFORMATION RECORDED IN CONTROL STATION

Each control station will maintain a Control Station Activity Log to record pertinent information (i.e. routine, emergencies and/or unusual incidents). The date and time will be noted on each item recorded (5-ACI-3A-09).

- (a) All entries and exits to and from the control station are to be recorded, giving date, time in, and time out, name and by whom authorized.
- (b) Any alarms and trouble experienced will be documented with an explanation.
- (c) Any unusual occurrences will be recorded.
- (d) All keys issued will be recorded on a Key Check Out Log in accordance with key control policy.
- (e) All weapons or equipment will be recorded on a Weapon-Equipment Check Out Log.
- (f) When status of offenders assigned to the area requires a DC-141, the form will be kept current by proper entry and signature.
- (g) 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

Control stations are to be kept free of dust, dirt and trash. It is the responsibility of each officer to keep the area clean at all times. Officers on each shift will be responsible for sweeping and picking up trash during their tour of duty. The third shift officer will mop and dust each night. No officer is to be relieved until the station is cleaned. Stations not operated on a 24-hour basis will have other cleaning arrangements. The control center is uncluttered and has 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.

.3908 CLOSE CUSTODY CONTROL STATIONS

In close custody facilities with sliding cell doors or cell doors operated from a control room, the cell doors should remain closed at all times. This is regardless of whether the offender is in or out of the cell. The control station officer is responsible for controlling offender movement within the housing area and will ensure that this procedure is followed. By keeping cell doors secured, the facility maintains a higher degree of control over offender movement and activity, protects against loss/destruction of property, increases offender safety and heightens security and the response time for staff in an emergency situation.

.3909 CONTROL CENTER CAMERA OPERATIONS

- (a) Medium and Close Custody facilities, the following locations are observable by video cameras:
 - (1) Visiting Center
 - (2) Restrictive 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 they move 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

- (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.



Commissioner of Prisons

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Date

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