

POLICY AND PROCEDURES

NUMBER: 830

SUBJECT: Housing Unit Supervision

ACA STANDARDS: 4-ALDF-1A-22; 2A-03; 2A-05, 09, 18; 4A-17; 5A-03

ACTING DIRECTOR: Julia Childrey

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11/17, 7/18, 3/19



I. POLICY

The St. Louis County Department of Justice Services shall incorporate the principles of Direct Supervision to establish and maintain an environment that ensures the safety and security of the Justice Center, the public, the staff and the inmates. These principles are also meant to ensure the orderly operation of the facility and encourages the habilitation and well-being of the inmates.

II. RESPONSIBILITIES

All St. Louis County Department of Justice Services' staff are responsible for the following procedures.

III. DEFINITIONS

Direct Supervision: An inmate management system that encourages control of a housing unit through continual officer contact with the inmates. The positive individual living conditions allow the inmates more freedom of movement and reflects the inmate's ability to comply with the facility rules and regulations. Direct Supervision rewards positive inmate behavior and encourages the habilitation of the inmates.

Indirect Supervision: An inmate management system where inmates are incarcerated in high security cells and are allowed less freedom of movement than inmates in the Direct Supervision housing unit. This system is traditionally considered a means of housing inmates that have displayed an inability to comply with the rules and regulations, or who represent a threat to the security of the facility.

Integrated Jail Management System (IJMS): A computerized program designed to organize information necessary to operate the facility and to record entries of activities within the facility.

IV. PROCEDURES

A. General Duties of Housing Unit Officers

Since the Housing Unit Officer has been empowered to manage the unit, it is important that the officer maintain contact with the inmates. This can only be achieved if the officer moves throughout the housing unit. While the officer's station is a vital tool for the officer to effectively manage the housing unit, the officer will not use it as a stationary post.

- 1.** General duties of the Direct and Indirect Housing Unit Officer shall include, but will not be limited to:
 - a.** Coordinating and monitoring the daily activities of the inmates in the housing unit in conjunction with the facility daily schedule.
 - b.** Enforcing inmate rules and regulations fairly and consistently, as set fourth by the St. Louis County Department of Justice Services.
 - c.** Conducting random searches of the inmates and inmate areas of the housing unit to ensure a safe and secure environment for the inmates and staff. (See Policy #813 Inmate Searches)
 - d.** Conducting random cell searches. Generate an Incident Report if there are any problems or contraband found in a cell.
 - e.** Assigning/reassigning inmates to a cell in the housing unit.
Housing Unit Officers:
 - (1) will not assign a cell to two (2) inmates with the same case.
 - (2) will not reassign an inmate to a cell due to a request from an inmate, if that cell is already double occupied. This would cause one inmate to have to depart the cell.

- (3) will assign "civil inmates" with no criminal charges to a single cell general population or a cell in Administrative/Disciplinary segregation (See Policy #1509 Civil Commitments).
 - (4) will assign "certified juveniles" to a single cell or with another "certified juvenile".
 - (5) will assign "precautionary suicidal inmates" in general population to a cell with another inmate close to the officer's station.
- f.** Conducting security tours of the housing unit to ensure that the integrity of the facility and security systems is not compromised. (See Policy #810 Security Inspections)
 - g.** Closely monitoring the action of the inmates in the housing unit and taking appropriate action when an inmate's behavior jeopardizes the orderly operation of the housing unit.
 - h.** Scheduling and monitoring inmate visits, physically checking the visiting booth before and after each visit
 - i.** Taking appropriate action to control altercations between the inmates.
 - j.** Maintaining complete and accurate records of all activities in the housing unit and entering the appropriate information into the Integrated Jail Management System (IJMS). (See Policy #807 Post Daily Activity Log)
 - k.** Maintaining the status board in IJMS so it is accurate at all times
 - l.** Monitoring and controlling the movements of inmates and staff entering and exiting the inner sally port door into the housing unit and entering the information into the IJMS.
 - m.** Conducting accurate inmate counts. (See Policy #831 Inmate Counts)
 - n.** Conducting and monitoring uniform and linen exchanges within the housing unit. (See Policy #1101 Linen/Clothing Exchange)

- o. Monitoring meal service and clean-up in the housing unit. (See Policy #1005 Food Preparation and Delivery)
 - p. Organizing and monitoring daily cell and housing unit clean-up.
 - q. Monitoring and assisting Corrections Medicine staff during medication passes and sick call screening in the housing unit. (See Policy #1307 Sick Call)
 - r. Dispersing available information to the inmates from computer records.
 - s. Ensuring all cell doors remain secure. All other doors (maintenance closet, recreation, staff bathroom, visiting, exam interview room, etc.) will only be opened when the area is in use and will be secured immediately thereafter.
 - t. Keep inventory log of all supplies in janitor closet up-to-date throughout the entire shift
2. All Corrections Officers are required to wear a personal duress alarm, *pepper spray*, and a two way radio on their person at all times, unless assigned to a stationary post such as unit control or an indirect supervision control center.]
 3. Officers assigned to a direct supervision housing unit or the infirmary are required to carry a portable phone on their person at all times, with the exception of staff breaks.
 4. Housing Unit Officers shall remain on their assigned posts unless properly relieved. The housing unit shall not be left without supervision at any time while inmates are not secure in their cells.
 5. When interacting with inmates, Housing Unit Officers shall maintain a professional relationship with inmates at all times. Professional interaction with the inmates will enable the officer to monitor inmates' attitudes and/or problems, evaluate the general atmosphere in the housing unit, and take any appropriate action necessary to maintain the security, safety and sanitary conditions of the housing unit.
 6. Housing Unit Officers shall be receptive to reasonable inmate requests, concerns and complaints and shall take the necessary actions to resolve a situation.

7. Housing Unit Officers shall respect inmate's legal rights and shall not deny an inmate of his/her rights. Housing Unit Officers will not arbitrarily deny an inmate of privileges but these privileges may be taken from an inmate for violation of facility rules.
8. Portions of this record are closed pursuant to Section 610.021 (19) or (21) RSMo and Section 114.020 (18) or (20) SLCRO because public disclosure of such portions would threaten public safety by compromising the safe and secure operation of the Jail, and the public interest in nondisclosure outweighs the public interest in disclosure of the portions of such records.
10. All checks of the housing unit shall be entered into the Daily Post Event Log in the IJMS.

B. Specific Duties of Indirect Housing Unit Officers

1. Portions of this record are closed pursuant to Section 610.021 (19) or (21) RSMo and Section 114.020 (18) or (20) SLCRO because public disclosure of such portions would threaten public safety by compromising the safe and secure operation of the Jail, and the public interest in nondisclosure outweighs the public interest in disclosure of the portions of such records.
2. In addition to the general duties, the Indirect Control Center Officer's duties shall include:
 - a. Maintaining surveillance of the inmates in the housing unit, monitoring their movement and informing the Housing Unit Officer of any unusual activity that could jeopardize the orderly operation or the security of the housing unit.
 - b. Operating panels controlling all security doors in the housing unit allowing entrance to and exit from the unit, ensuring that all doors are secure and functioning properly.
 - c. Communicating with inmates, via intercom, concerning personal needs, court dates, visits, disciplinary sanctions, etc., and relaying the information to the Housing Unit Officer.
 - d. Scheduling and monitoring inmate visits, walk-times, recreation time and use of the telephone.

- e. Monitoring all emergency situations in the housing unit, keeping accurate records and entering all necessary information into the IJMS.
 - f. Maintaining the cleanliness of the Indirect Control Center, (i.e., mopping, sweeping, cleaning the glass, etc.) since inmates will not be allowed in the area. (See Policy #705 Facility Housekeeping)
 - g. Maintaining a Post Daily Activity Log and making the necessary entries into the IJMS.
 - h. Maintaining the status board in IJMS so it is accurate at all times
 - i. Check the Indirect Control Center Officer's Post Orders for additional duties.
3. In addition to the general duties, the Indirect Housing Unit Officer's duties shall include:
- a. Monitoring and controlling the noise level in the housing unit.
 - b. Conducting regular, but random tours of the housing unit to ensure the security of the housing unit and the safety and well-being of the inmates.
 - c. Supervising recreational periods for inmates in Disciplinary and/or Administrative Segregation.
 - d. Responding and assisting Indirect Housing Unit Officers in other indirect housing units and the pre-classification housing unit when problems occur.
 - e. Relieving the Indirect Control Center Officer for meals and breaks, as necessary.
 - f. Assisting Movement and Transportation Officers when picking up inmates for court, medical treatment in the clinic, disciplinary hearings, social services appointments, legal visits, etc..
 - g. Check the Indirect Supervision Housing Unit Officer's Post Orders for additional duties.

4. In addition to the general duties, the Infirmary Officer's duties shall include:

- a. Enforcing the rules and regulations as set down for all direct supervision housing units.
- b. Observing inmate behavior and participating on the Mental Health Team.

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- d. Monitoring and controlling inmate use of the Dayroom.
- e. Maintaining complete and accurate records of all activities in the housing unit and entering the appropriate information into the Integrated Jail Management System (IJMS). (See Policy #807 Post Daily Activity Log)
- f. Maintaining the status board in IJMS so it is accurate at all times
- g. Monitoring the Corrections Medicine staff when issuing medications to inmates housed in the Medical/Mental Infirmary.
- h. Assisting the Corrections Medicine staff when it is necessary to enter the cell of an inmate in the Medical/Mental Infirmary.
- i. Escorting inmates in the Medical/Mental Infirmary to and from the visiting rooms in the Infirmary area.
- j. Assisting the Corrections Medicine staff to ensure the orderly and safe operation of the Medical/Mental Infirmary.
- [k. Downloading the tour pipe at the end of the shift by placing it on the downloader installed at the Officer's computer]*
- l. Check the Infirmary Officer's Post Orders for additional duties.

5. The Suicide Prevention Officer's duties shall include, but not limited to:

- a. Conducting 5-10 minute checks on high risk suicidal inmates on an irregular basis.
- b. Conducting 15 minute checks on medium risk suicidal inmates on an irregular basis.

NOTE: Visually ensure the inmate is safe and secure.

- c. Logging inmate activity using the pipe system.

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[d. Downloading the tour pipe at the end of the shift by placing it on the downloader installed at the Officer's computer]

- e. Check the Suicide Prevention Officer's (Medical Unit) or the Indirect Supervision Housing Unit Suicide Prevention Officer's Post Orders for additional duties.

C. Special Instructions

- 1. All inmates shall be given the opportunity to eat three (3) meals a day. Inmates that are on disciplinary lockdown within the housing unit shall not be denied the opportunity to eat, but they will be fed in their cells. Food or withholding food shall never be used as a form of punishment.
- 2. Televisions, telephones, recreational items and use of the recreation area are inmate privileges and will be controlled by the Housing Unit Officer. (See Policy #1608 Inmate Recreation)
- 3. Direct Housing Unit Officers will inform inmates to personally give the form to the Corrections Medicine staff who distributes the 9:00 AM medication. Indirect Housing Unit Officers will ensure that the Corrections Medicine staff who distributes the 9:00 AM medication, personally collect the sick call forms from the inmates.

NOTE: Due to concern for confidentiality, Corrections Officers will not handle completed sick call forms at any time.

4. Inmates or groups of inmates shall never be given authority over other inmates and the Housing Unit Officer shall never allow preferential treatment for an inmate or group of inmates.
5. If a housing unit is ordered to lock down, it will be the responsibility of the Housing Unit Officer to ensure that the inmates enter their cells and lock the doors. The officer will physically inspect each cell door to ensure that it is secure.
6. Anytime the inmates in the housing units are locked down, the inmates will close their doors after entering the cell. The housing unit officer will physically check each door to ensure it is locked by pulling on the door handle. The officer will then check the panel to verify that all doors show secure. **Portions of this record are closed pursuant to Section 610.021 (19) or (21) RSMo and Section 114.020 (18) or (20) SLCRO because public disclosure of such portions would threaten public safety by compromising the safe and secure operation of the Jail, and the public interest in nondisclosure outweighs the public interest in disclosure of the portions of such records.**

NOTE: When inmates are locked down in the housing unit, the officer will test the lamps on the control panel prior to checking all of the doors. This is to find out if any lights are out on the control panel. The Housing Unit Officer will inform the Corrections Officer Lead who will ensure a work order is submitted to Public Works.

7. If an inmate, or group of inmates, refuses to lockdown when ordered, the Housing Unit Officer will not attempt to physically lock the inmates down. He/she will notify Master Control by radio of the inmate(s) refusal to lockdown and wait for the assistance from other Corrections staff. The officer shall utilize the personal duress alarms to summon assistance if the officer believes that there is a concern for his/her safety.
8. Female housing units shall be supervised by female officers. Due to shift staffing, if these female officers need to be relieved and there are no female officers, they will be relieved by at least two (2) male officers.
9. It shall be the responsibility of the Housing Unit Officer to respect the right of privacy of inmates, especially of the opposite sex, unless the security of the facility will be compromised.

10. If an officer is performing required duties (e.g., distributing meals, gathering food trays, distributing mail, etc.) the food port in the inmates' cell doors (Infirmary and Indirect Housing) may be unlocked, otherwise the food ports will be locked.
11. When an officer on the third shift (10:00 pm - 6:30 am) is conducting a key tour of a housing unit, the officer will contact Master Control via two-way radio at the beginning and the conclusion of the tour. If the officer is interrupted during his/her tour due to emergency inquiries, disturbances, medical emergencies, etc. in the housing unit, the officer will immediately notify Master Control via two-way radio of the situation.
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13. When there are two or more officers working in a housing unit (e.g., Direct, Pre-Classification, Indirect Supervision, Infirmary, third shift general housing unit floors) all officers are responsible for any and all observations being completed. If an officer is not observing the inmates as directed, it is the responsibility of the other officers to remind the officer to observe the inmate as directed and inform the Watch Commander and the Corrections Officer Lead, if there is a Corrections Officer Lead assigned area, of the situation.

