

POLICY AND PROCEDURES

NUMBER: 146

SUBJECT: Facility Administrator's Tour Policy

ACA STANDARDS: 4-ALDF-2A-06; 4A-15

ACTING DIRECTOR: *Julia Childrey*

EFFECTIVE DATE: 9/97 REVISION DATE: 12/98, 10/99, 11/00,
1/01, 9/06, 1/09, 4/11, 11/13, 12/18



I. POLICY

The St. Louis County Department of Justice Services shall ensure that the Director or a designated Department Administrator visit the facility's living and activity area at least weekly to informally observe the living and working conditions and to encourage informal contact with staff and inmates .

II. RESPONSIBILITIES

The St. Louis County Department of Justice Services' Director and designated Department Administrators are responsible for the following procedures.

III. PROCEDURES

A. Program Organization

1. The Internal Affairs Officer will be responsible for organizing, scheduling and monitoring the Facility Administrator's Tour program.
- [2. Staff scheduled for the Facility Administrator's Tour will be the:
 - a. Facility Administrator (Director)
 - b. Superintendent of Security
 - c. *Superintendent of Human Resources/Operations*
 - d. Community Corrections Superintendent
 - e. Internal Affairs Officer]

3. A Facility Administrator will be scheduled monthly to tour the entire facility. Administrators will informally observe the living and working conditions of the facility at least weekly, completing a full tour of the entire facility within the assigned month.
4. Request to exchange tours of duty will be agreed upon by both parties involved and the Internal Affairs Officer will be informed of the changes.
5. The Facility Administrator's Tour schedule will be distributed to the Director, other Administrative staff and the Watch Commanders. A copy of the schedule will be posted in the Watch Commanders' Office.

B. General Facility Administrator's Tour Duties and Responsibilities

1. The assigned Administrative staff member will visit all levels of the facility at least once during their monthly tour of duty and will observe operational activities to determine if they are effective and efficient.
2. The Administrative staff member shall immediately notify and/or submit to the Watch Commander request for maintenance and/or repairs for situations, which could jeopardize the security of the facility, or interfere with the orderly operation of the facility. All other requests will be submitted prior to the completion of that shift.
3. After completing the tour of duty, the assigned Administrative staff member will submit a Facility Administrator's Tour Report (See Attachment 1) including information on any problems encountered and recommendations for improvement, as well as any other appropriate observations, within three (3) days to the Internal Affairs Officer.
4. The Outgoing Administrative staff member will forward a copy of their completed tour report to each Administrative staff member identified in Section 3-A-2 of this policy.
5. The Outgoing Administrative staff member will notify the Oncoming Administrative staff member of any concerns that he/she may have and any follow up actions that may be necessary.

C. Specific Responsibilities of the Assigned Administrative Staff Member

- 1.** During the tour, the assigned Administrative staff member will be required to informally observe and evaluate the jail's operation to ensure that he/she is getting an overall view of the operations within the facility. It is important that the assigned staff member observe the operations at times when the activity is at its highest and lowest, in order to observe compliance of the policies and procedures.
- 2.** The assigned staff member will observe the operations on Level 0 through Level 8. This will include, but is not limited to:

 - a.** Observing operations in the following areas

 - (1) Level 0 – Kitchen, Laundry, and Warehouse
 - (2) Level 1 – Intake Service Center (Vehicle Sallyport, LEL, Intake, Property Room, Bonding), and Transportation (Staging, Armory)
 - (3) Level 3 – Infirmary/Clinic, Master Control, Watch Commander's Office, Mailroom, Roll Call Room, Training Academy
 - (4) Levels 4 – 8 – Housing Units, Unit Control, Administrative Support Areas, Multi-Purpose Rooms, Staff Dining.
- 3.** The assigned Administrative staff member will enter any necessary personal comments, concerns or recommendations for each area observed and date observed in their report.
- 4.** The assigned Administrative staff member will engage in informal contact with corrections staff and solicit opinions from the staff concerning potential problem areas, significant staff and/or inmate concerns and/or recommendations for improvements and document the following into their report:

 - a.** Job title of staff member(s) engaged in contact and date of contact
 - b.** Comments, concerns and recommendations made by staff member(s) during contact
 - c.** Personal appearance (uniform/clothing, hygiene, etc.) of staff member in area being observed.

5. The assigned Administrative staff member will interview inmates in all areas observed and solicit opinions from the inmates concerning potential problem areas, significant concerns and/or recommendations for improvements and document the following into their report:
 - a. Housing Unit/Activity location of inmate(s) engaged in contact and date of contact
 - b. Comments, concerns, and recommendations made by inmates during contact
 - c. Personal appearance (uniform, hygiene, general demeanor of the inmates in area, etc.) of inmate(s) in area being observed.

D. Items of Concern to Be Noted In Report

1. The condition of the following may also be noted, if necessary, in the report:
 - a. Walls, floors, windows, doors, air vents, tables, chairs, showers, closets, recreation areas, visiting booths, cells, officers' station, examination room, nutrition center, sallyport, dayroom, stairs, lighting, forms accessibility (sick call, grievance, case manager, etc.), atmosphere.

