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			POST TITLE: AREA CONTROL CENTER OFFICER
			SITE LOCATION: INSTITUTIONAL
EFFECTIVE DATE: 07-11-03 REVISION DATE: 06-30-2012 REVIEW DATE: 06-30-2017		RELATED SOPs: 03.01.01; 03.28.01; Chapter 16—Security and Control Chapter 17—Safety and Emergency Procedures	

I GENERAL INSTRUCTIONS:

1. These Post Orders cite specific and general instructions for the operation of this post assignment. However, every incident or event can not be covered. You shall be expected to use good judgement, tact and pay careful attention to details in discharging your duties whether referenced in the Post Order or not. All personnel shall become familiar with all Post Orders associated with the posts they are assigned to. The immediate supervisor shall be responsible for any problems or questions that may arise while performing the duties assigned to this post.
2. All Staff assigned to the Area Control Center shall comply with Mississippi Department of Corrections (MDOC) policies relating to Dress and Grooming Standards and General Standards of Professional Conduct.


II. POST ASSUMPTION AND LOGGING PROCEDURES:

The Area Control Center post is staffed 7 days a week, 24 hours per day. You shall report to muster on time. Upon completion of muster, you shall report directly to post and:

1. The Area Control Center Officer shall conduct checks of all communication systems, Keys, first aid kit, restraint gear, surveillance systems and monitoring systems at the beginning of each shift and report all discrepancies to the Shift Commander immediately.
2. The Area Control Center Officer shall maintain an accurate Radio Log, which should include all radio traffic, Mobile S&E, Foot S&E, Housing Unit and Housing Unit Control Center Officer information.
3. The Area Control Center Officer shall remain at his/her post until count has cleared and all paperwork relevant to the post has been properly completed.

III. AREA OF RESPONSIBILITY:

1. The Area Control Center Officer shall be responsible for the control center and the immediate surrounding area limited to the officer's range of visibility within the building.
2. At no time shall the control tower officer have, while on duty, in their possession reading material, radios or tape players, electronic games or any other item that may distract them from their primary responsibility of security.
3. Area Control Center Officers without a restroom inside the Area Control Center are to contact the designated Correctional Commander to request relief to use the restroom.

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4. The Area Control Center Officer will only allow authorized personnel to enter the Control Center. **(SEE AUTHORIZED PERSONNEL MEMO POSTED ON ENTRANCE DOOR)**

IV. MOVEMENT OF NON-INMATE PERSONNEL:


1. The Area Control Center Officer shall make a positive identification (check picture ID or drivers license) and record the names of all (non-inmate) persons entering or exiting the unit.
2. The Area Control Center Officer shall ensure that all visitors pass through the metal detector scanner. If the scanner is activated, the visitor will be directed to wait in the lobby. The Correctional Commander will be immediately contacted and will conduct a search of the visitor's personal affects.
3. The Control Room Officer shall ensure that all visitors sign the Visitor Log upon their entrance and departure.

V. INMATE MOVEMENT:

1. The Area Control Center Officer shall receive all transfers on inmates entering and departing their respective areas. No inmate shall be allowed to transfer into or out of an area without the proper transfer. Once the movement is complete the Area Control Center Officer shall notify Central Control. Once Central Control has been notified, then Central Monitoring shall be notified that the movement has been completed and the Area count will be adjusted to reflect each completed movement.
2. The Area Control Center Officer maintains a bed/alphabetical roster.
3. The Area Control Center Officer shall prepare certified count sheets and submit them to the Inmate Locator Department upon each Certified Count.
4. The Area Control Center Officer shall receive and record all transfers of inmates leaving or entering this area. The area count shall be adjusted accordingly.
5. The Area Control Center Officer shall maintain files on all count sheets, certified count sheets, transfers and daily movement slips within the area.
6. The Area Control Center shall complete a black and white count sheet following each shift change and submit it to Central Control.

VI. COUNT PROCEDURES:

ALL counts (Formal, Certified, Informal, Emergency and etc.) are conducted in accordance to MDOC Policy 16.06 and SOP 16.06.01 and adhered to. Also, ensure inmates arriving and departing the area are added to or dropped from the Area Count and that Officers are conducting counts in accordance to count procedures.

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The Area Control Center Officer shall record all counts from the housing units at designated times:

1. FORMAL COUNT

Formal Counts are made at specific times during the day or night, in an organized manner and reported to the Area Control Center. The Area Control Center will report the count to the Central Control Center. Formal Counts shall be as follows:

- a. First Shift Officers- 0700, 0900, 1100, 1300, 1500 and 1700 hours.
- b. Second Shift Officers- 1900, 2100, 2300, 2400, 0100, 0200, 0300, 0400, 0500, 0600 hours.

2. CERTIFIED COUNT

Certified Counts are made by the reporting officer and the on-duty officer. These counts shall be verified by both staff members and recorded in the unit register. The count will then be reported to the Area Control Center. Certified counts shall be as follows:

- a. First Shift Officers- 0700 hours.
- b. Second Shift Officers- 1900 hours.

3. OUT COUNT


The Area Control Center Officer shall keep an accurate count of all inmates departing the area. When the officer makes the informal, formal or certified count, he/she shall report the number and location of all inmates out of the unit.

4. Informal Count:

Informal Counts are made at irregular or unscheduled times and are only reported when an inmate is found to be missing.

5. Emergency Count:

Emergency Counts are conducted during and/or after any emergency, power outage, inclement weather, escape, riot, fire, etc. The Area Control Center Officer shall ensure that correct emergency counts are conducted when told to do so.

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VII. KEY CONTROL AND EQUIPMENT ACCOUNTABILITY:


Area Control Center Officer will ensure that MDOC Policy 16.08 and SOP 16.08.01 are adhered to in accordance to Key Control Procedures.

1. Key Control

- a. The Area Control Center Officer shall be responsible for all keys kept in the Area Control Center.
- b. Employees shall be required to submit all personal vehicle keys to the Area Control Center Officer. Vehicle keys shall be placed on an individual hook that has been assigned a chit number. Chits with numbers corresponding to the hooks shall be issued to the employee. Upon exiting the unit, the employee shall submit the chit to the Area Control Center Officer to be exchanged for the keys on the hook with the corresponding chit number.
- c. The Area Control Center Officer shall log requested key ring #, dept of keys, Staff names, date and time out on appropriate Key Log.
- d. The Area Control Center Officer shall insure that employees sign for the requested keys, once Staff signature is received, the Control Center Officer will issue appropriate keys to staff.
- e. The Area Control Center Officer will record date, time and initial the Key Log for all returned keys and the keys shall be returned to the designated hooks.
- f. The Area Control Center Officer shall inventory and sign for all keys at the beginning of each shift, by use of the Area Control Center Key Log.
- g. Any discrepancies noted shall be reported to the Shift Commander immediately. The supervisor shall initiate the necessary steps to correct the discrepancy.
- h. Keys must be exchanged hand to hand; **NEVER** tossed or thrown.
- i. **INMATES SHALL NOT BE ALLOWED ACCESS TO KEYS AT ANY TIME.**
- j. **Keys will only be issued to authorized staff**
- k. **Keys will not be left in the pass thru box at any time.**

2. Security Equipment

Any security equipment, restraints, etc. issued shall be recorded on the Equipment Sign-Out Sheet with the necessary information. The Area Control Center Officer shall inspect the First Aid Kit during each shift change to ensure the protective seal has not been broken. In the event the First Aid Kit has been used or is used during

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your tour of duty an Incident Report shall be submitted to your Correctional Commander/Supervisor and the kit routed to the clinic to be restocked and resealed.


VIII. COMMUNICATION PROCEDURES:

The Area Control Center shall be equipped with a telephone and a two-way radio. It is essential that proper radio procedures be used when operating this equipment. You shall use the ten-dash codes and refrain from using plain language, sarcasm, derogatory remarks, profanity, or "CB" jargon. Sensitive and/or confidential information shall not be given over the radio. The following procedures shall apply:

1. Monitor the radio and respond as necessary
2. The telephone shall be your primary means of communication. It is provided to aid in the performance of your duties and shall be restricted to institutional business only.
3. The Area Control Center Officer shall operate radio equipment in accordance with F.C.C Regulations and MDOC Procedures. (See F.C.C Regulations located in Central Control Center)
4. Communication between the central control center and the perimeter patrol officer(s) shall be conducted via two-way radio.
5. In the event that the perimeter patrol officer(s) does not contact the Central Control Center at any of the required 30 minute checks, the Central Control Center staff will contact the Shift Supervisor/Designee immediately. The Shift Supervisor will report the findings and the Central Control Center will log the information.

IX. CONTROL OF ENTRANCE AND EXIT POINTS:

1. The Area Control Center Officer shall be responsible for the mechanical operation of all doors within his/her zone of control.
2. The Area Control Center Officer shall allow only authorized personnel access to the Control Center. This includes Warden, Deputy Warden, Associate Warden, Armory Officer, Key Control Sergeant, Correctional Commander, Correctional Supervisor, Superintendent and Staff Duty Officer.
3. The Area Control Center Officer shall record all persons entering and exiting his/her zone of control.
4. Maintenance staff shall escort all inmates performing maintenance duties within the control center.
5. The Area Control Center Officer shall ensure that all entrance and exits remain secure at all times.
6. The Area Control Center Officer shall ensure that both entrance or exit doors are **NEVER** opened at the same time.

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7. The Area Control Center Officer shall ensure that the Control Center door is never opened when inmates are in the area or when an entrance or exit door is open.
8. The Area Control Center Officer shall direct all visitors to sign the Visitor Log.
9. The Area Control Center Officer shall ensure that offenders do not have access to the Control Center. If repair work must be performed by offenders, the Warden or Deputy Warden must approve and take measures to ensure that offenders do not have access to security equipment, fire arms, communication equipment, etc.

X. REPORTING DIFFICULTIES:

1. Any unusual circumstances occurring in or around your area of responsibility shall be immediately reported to the immediate supervisor and an Incident Report written. This would include accidents or injuries to staff, guests or inmates.
2. Equipment malfunctions shall be reported immediately to your immediate supervisor.
3. ALL reports will be completed and submitted prior to exiting for the day.

XI. EMERGENCY PROCEDURES SPECIFIC TO POST:


1. GENERAL

All emergency information shall be transmitted by the most expeditious means available, depending on your location and the type of emergency.

2. ESCAPE (RED ALERT)

Upon notification of a possible escape, the Area Control Center Officer shall do the following:

- a. Notify the Correctional Commander and Central Control Personnel as soon as possible.
- b. STOP ALL INMATE MOVEMENT. The Area Control Center Officer shall begin to have all inmates escorted back to their housing units.
- c. Limit radio and telephone traffic to EMERGENCY traffic only.
- d. Wait for the Correctional Commander to announce a RED ALERT or that the YELLOW ALERT has cleared.
- e. In case of a RED ALERT: Record the name and MDOC number of the escapee in the Radio Log.
- f. Notify Central Control Personnel of the name and MDOC number of the escapee as soon as possible.
- g. Provide all reports as requested by the immediate supervisor.

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- h. Ensure that the escapee(s) property is secured.

3. HOSTAGE/RIOT SITUATION (CODE BLUE)


Upon notification of a hostage/riot situation, the Area Control Center Officer shall:

- a. Notify the immediate supervisor and advise them of information obtained from the staff member reporting the disturbance.
- b. Monitor and observe all activities within your area of view to collect information.
- c. The Area Control Center door shall remain secured at all times, other than the brief periods necessary to permit staff access. To ensure the security of the Area Control Center, at no time shall the door be opened while inmates are in close proximity of the control center area.
- d. The assigned Area Control Center Officer shall not vacate the post under any circumstances, unless properly relieved by another staff member (or a life-threatening emergency occurs in the Area Control Center.)

4. FIRE (CODE RED)

In the event of a fire, the following procedures shall be followed:

- a. Immediately notify Central Control Personnel, the Correctional Commander and dial 911 or **6666** requesting assistance.
- b. Area Control Center Officer shall announce the location of the fire (CODE: **RED**) over the intercom system or the two-way radio if the intercom system is malfunctioning. The Area Control Center Officer shall request for all departments to evacuate the unit.
- c. The Area Control Center Officer shall be responsible for notifying the proper authorities within the unit.
- d. Have all necessary emergency equipment such as keys, flashlights, radios and the Emergency Evacuation Plan in hand.
- e. In the case of an evacuation, local law enforcement officials shall be notified of the evacuation. The Superintendent or designee shall only request assistance from local law enforcement officials.
- f. Know the location of all fire extinguishers within your work station.

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5. **TORNADO/HAZARDOUS WEATHER (CODE BLACK)**

In the event that the institution is faced with a possible tornado, the Area Control Center Officer shall do the following:

- a. Advise the Shift Commander, Foot S&E, Perimeter Tower Officers, Mobile S&E, Housing Units etc. when a **TORNADO WATCH** or **TORNADO WARNING** as provided by the National Weather Service has been placed into effect.
- b. In the event that a **TORNADO WARNING** is issued, Central Control Personnel shall notify the proper authorities as listed on the notification list.
- c. Limit radio traffic to **EMERGENCY TRAFFIC ONLY**.
- d. Instruct the Foot S&E Officer to escort inmates back to their housing units with the exception of the kitchen workers.
- e. Advise the Perimeter Tower Officers that a tornado has been sighted and to remain alert and report any adverse weather conditions that may present an immediate threat to the Institution.
- f. Notify all units as to any changes in the weather conditions.
- g. Instruct Foot S&E Officers to remain mobile.
- h. The Area Control Center officers shall take cover in the Control Center's control console.


XII. **HOUSEKEEPING AND SANITATION PROCEDURES:**

The sanitation of this post is the responsibility of each officer. You shall:

- a. Ensure that the Area Control Center is maintained in a clean and sanitary condition during your tour of duty.
- b. No inmate shall be allowed to enter the control center to clean.
- c. Sweep and wet mop floors on all shifts.
- d. Bag and dispose of all trash in the proper receptacles.
- e. Clean window areas twice each week on the Second Shift or as needed.
- f. Keep all areas of the post free of dust and debris at all time.

XIII. **TEMPORARY ABSENCES:**

1. Temporary absences from this post shall only be authorized with proper approval from immediate supervisor.
2. If deemed necessary, absences shall only be authorized to satisfy the requirements of minimum staffing.

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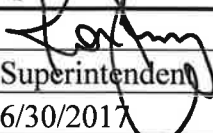
XIV. OTHER DUTIES SPECIFIC TO POST:

1. All necessary documentation shall be completed prior to the end of your work period and forwarded to your immediate supervisor.
2. You shall be required to notify your immediate supervisor of missing Post Orders and any changes necessary to be in compliance with the facility procedures. Post Orders shall not to be added to or deleted from. All changes in Post Orders shall require the signature of the Superintendent or designee.
3. All staff assigned to this post shall be required to read their regular and special orders twice monthly and acknowledge this reading by signing the current month's Sign-off Sheet. The Officer assigned to this post on the last day of each month shall forward the current monthly Sign-off Sheet to their immediate supervisor.
4. You shall be required to be familiar with institutional and MDOC policies pertinent to your zone of control.

XV. ADDITIONAL ASSIGNMENTS:

1. Ensure that all inmates shall be frisk searched when reporting to or departing from details off grounds.
2. The Area Control Center Officer shall comply with any additional orders issued by a higher authority.

THIS POST ORDER SHALL BE REVIEWED ANNUALLY AND REVISED AS NECESSARY.

REVIEWED & ISSUANCE APPROVED	NAME	
	TITLE	Superintendent
	DATE	6/30/2017