



Arkansas Community Correction

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ADMINISTRATIVE DIRECTIVE: 19-10 Community Correction Center Duty Officer

TO: Arkansas Community Correction Employees

FROM: Kevin Murphy, Director

SUPERSEDES: AD 17-21

APPROVED: _____ **Signature on File**

EFFECTIVE: April 15, 2019

- I. APPLICABILITY.** This policy applies to all Arkansas Community Correction (ACC) employees, especially to Center Supervisors, Assistant Center Supervisors, Chief Security Officers, and Treatment Supervisors.
- II. POLICY.** ACC will ensure an appropriate administrative staff member is designated to act during the absence of the Center Supervisor during weekends, holidays, and after office hours during the scheduled work week on all matters related to residential facility operations.
- III. GUIDELINES.** In order to ensure continuous residential operations, the following procedures must be followed:
 - A.** The Center Supervisor or Assistant Center Supervisor must be on call at all times and in charge of the residential facility. The Assistant Center Supervisor, Chief Security Officer and Treatment Supervisor may be scheduled to act as Duty Officer in the absence of the Center Supervisor.
 - B.** When the Center Supervisor is absent from the unit for an extended period of time, the Deputy Director must be notified.
 - C.** The following staff members are designated by the Center Supervisor as Duty Officers:
 1. Assistant Center Supervisor
 2. Chief Security
 3. Treatment Supervisor

Other staff members may be authorized as a Duty Officer when necessary as approved by the Deputy Director of Residential Services and Director.
 - D.** A duty schedule is prepared by the Center Supervisor's office as needed and distributed to appropriate staff. At a minimum, schedules will be prepared and distributed to appropriate staff on a quarterly basis.
 - E.** The duty week will commence at 7:00 a.m. on Monday and end the following Monday at 7:00 a.m.

- F.** During his/her duty week, the assigned Duty Officer must be available for immediate contact by telephone or radio and be available for immediate response to the center or departmental emergencies.
- G.** The Duty Officer will be on the unit or in close enough proximity to the unit to allow for immediate response to the center during the duty week should an emergency arise. Close proximity is defined as the unit grounds and/or an area that allows response within a maximum of 45 minutes.
- H.** The Duty Officer is responsible for advising the PBX, Main/Master Control, and the Shift Supervisor of his/her contact number and/or location at all times during the duty week. The Duty Officer is responsible for having his/her assigned cell phone on his/her person during the duty week.
- I.** If there is a substitution made in the Duty Officer coverage, it will be the responsibility of the on-duty person to advise the appropriate staff of the change.
- J.** The Duty Officer will be required during the weekends and holidays to conduct a walk-through of the entire center to ensure meals, special events, and facility operations are carried out smoothly, safely, and securely. The Duty Officer should ensure the walk through is logged in all related area logs for the record.
- K.** The Duty Officer is to work a flex schedule during his/her duty week to be able to periodically attend shift briefings, AMD, PMD, RMT and meet the obligations and responsibilities of his/her job.
- L.** As part of the on-call responsibilities of the Duty Officer, no consumption of alcoholic beverages will be permitted during his/her assigned duty week or while covering the center for another Duty Officer.
- M.** The dress code for the Duty Officer on the weekends and holidays is the same as for any other regularly scheduled work day. Uniformed staff will be required to wear uniforms and non-uniformed staff will wear casual business attire. No jeans, sweat suits, etc.
- N.** The Duty Officer is responsible for the supervision of the entire unit operation, which includes the supervision of other duty personnel, such as maintenance staff who are required to assist in the operation of the facility. A schedule must be given to each Duty Officer and main/master control center.
- O.** Even though he/she is not required to be present in the visitation area during visitation hours, the Duty Officer is encouraged to conduct unannounced walk-throughs of the visitation center to ensure proper procedures are being followed and a high degree of security is maintained consistently. The Duty Officer must make the final decision on any visitor denied access to the facility and/or the termination of any visits.
- P.** The Duty Officer is responsible for prompt reporting of incidents to the Center Supervisor and Deputy Director per procedures outlined in Administrative Directive "Reporting and Investigation Incidents, Hazards and Maltreatment." All incidents warranting contact with the Deputy Director will be reported to the Center Supervisor, as well and if possible, prior to the Deputy Director.
- Q.** Unless otherwise directed by the Center Supervisor, the priority one posts must be staffed in accordance with the Shift Assignment Roster. Any deviation in staffing of these posts will require authorization from the Center Supervisor or Duty Officer.
- R.** Any deviation from these procedures will require the Center Supervisor's prior consent.