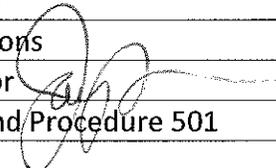




**DEPARTMENT FOR CHILDREN AND FAMILIES**  
Family Services Division  
Woodside Juvenile Rehabilitation Center

Chapter:	Safety and Security	
Subject:	Front Desk Operations	Page 1 of 4
Approved:	Jay Simons, Director 	Effective: 4/11/2018
Supersedes	Woodside Policy and Procedure 501	Dated: 2/28/2017.

## Purpose

The purpose of this policy is to establish directions for the operation of the front desk by staff.

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## Policy and Procedure

The front desk operator controls the pace and smooth operations of the facility. A front desk operator must be aware of all pedestrian traffic both in and outside the facility and how they facilitate that traffic. In addition, they monitor radio transmissions, answer the main line of the phone, monitor the video system of the facility, monitor the fire alarm system, perform key inventories, screen visitors to the facility and complete all required documentation.

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### *Video Monitoring*

The front desk operator is responsible for monitoring any area of the building observed via camera, this is required by the Prison Rape Elimination Act (PREA) regulations. The monitoring of the video system can assist the front desk operator with prioritizing pedestrian traffic throughout the facility, considering, rank of staff, placement of residents in relationship to staff, sally port doors and importance of clearing an area of resident traffic. The front desk operator will inform staff of any concerns regarding resident behavior they observe on the video monitoring system.

### *Door Control*

The front desk operator is responsible for the electronic opening of doors throughout the facility. Special care is used when opening sally port doors as they lead to exterior areas of the facility.

The front desk operator will verify who is at the door via the video monitoring system in conjunction with a radio call for the door from staff (staff will always identify themselves while calling for a door). If the front desk operator cannot identify who is standing at a door, they will not open it. Front desk operators will prioritize which door(s) to open based on needs of the facility's safety and security. Priority will be given to staff responding to an emergency or escalated resident behavior. The front desk operator will not open the S2 door until the area is clear of all residents.

In the event the video monitoring system is down, front desk will monitor door security via the main panel and radio calls for door(s). A green indicator light on a door indicates the door is secured, a red indicator light indicates the door is open. The front desk operator is responsible for the front entrance security, doors E1 and E2.

When visitors approach the front entrance, the front desk operator will not open the door until they screen the visitor via the intercom system. If the front desk operator cannot determine the identity of the visitor or the reason for their entrance, the front desk operator will contact the on-duty Operations Supervisor for assistance.

### *Fire Alarm System*

The front desk operator is responsible for monitoring the fire alarm system panel located to the left of the main panel.

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In the event of a fire alarm activation, the front desk operator will identify the location and type of alarm and relay this information to the staff in the facility via radio transmission.

The front desk operator will silence the alarm klaxons in the facility by turning the key in the "Alarm Silence" key slot as soon as practical.

In the event of an accidental activation, front desk staff will notify the Home Security of the false alarm. If the fire alarm system is in "Trouble Alarm", the klaxons may not activate although the panel will emit an alarm sound. The front desk operator will silence the alarm by turning the key in the "Trouble Silence" key slot as soon as practical. The front desk operator will inform the on-duty Operations Supervisor immediately of the trouble alarm.

Front desk staff will prioritize any evacuation of residents and staff per Woodside policy 601, Evacuation Plan.

### *Radio Communication*

The front desk operator is responsible for monitoring all radio traffic and responding appropriately utilizing the "10 code" system. Front desk operators will transmit and respond identifying themselves at "Front Desk".

### *Key Control and Inventory*

All facility keys are stored in a bio-metric key cabinet and system. Front desk operators will complete a manual key inventory at the beginning of each shift. If there are any keys missing, the front desk operator will notify the on-duty Operations Supervisor immediately.

The completed key inventory and results are recorded in the front desk log book.

### *Facility Headcount*

The front desk operator will facilitate a facility headcount at the following times every day and record it in the front desk log book:

0730, 1130, 1530, 1800, 2020, 2300, 0300

If the headcount is not correct, staff will notify the on-duty Operations Supervisor immediately.

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### *Front Desk Log Book*

The front desk operator will chronologically document events affecting the facility to include: headcounts, intakes and discharges, calls for assistance (10-25 or 10-33), key inventory, facility wide activities, visitors, (this list not all inclusive and the intent of this section is not to dictate each log book entry).

Front desk operators will document all entries in black or blue ink except for headcount entries which are made in red ink.

### *Phone Communication*

The front desk operator will answer the main phone line of the facility, the call will be answered with the front desk operator stating the name of the facility, their name and ask how they can direct the caller's call. The front desk operator will forward calls to the appropriate party as soon as practical. In the event of an emergency, the front desk operator may not answer the phone immediately. When Woodside is upgraded to VOIP and the phone system is answered by a computer, the front desk operator will answer and direct calls as previously stated above when someone calls them for further information.

### *Intercom System*

The intercom system is located to the right of the main panel. The front desk operator will utilize the intercom system to screen the person activating the system. The front desk operator will request their name and reason for activating the intercom. The front desk operator will open the door or pass on the information to the responsible party in the facility. This paragraph includes the audiovisual intercom for the back fence and large gate.

### *Sewer Pump Alarm*

The sewer pump alarm is located on the panel to the right of the main panel and is a large square red light. An audio alarm may or may not accompany the light activating. In the event of a sewer pump alarm activation, the front desk operator will notify the on-duty Operations Supervisor who will then notify the appropriate BGS staff.

### *Special Projects*

Front desk operators may be required to complete special projects assigned by management, these duties will not circumvent the need for the front desk operator to be diligent in maintaining the safety and security of the facility.