

**POLICY & PROCEDURES**

<b>CHAPTER:</b>	3	Institutional Operations	<b>3.1.1</b>
<b>SECTION:</b>	1	Security and Control	<b>EFFECTIVE DATE:</b> 7 / 21 / 2020
<b>SUBJECT:</b>	1	<b>Master Control</b>	
<b>STANDARDS: ACA – 4 – ALDF:</b> 2A-01			
<b>APPROVED:</b>			<b>REVIEW DATE:</b> 7 / 21 / 20
_____ Dale Glass <b>COMMISSIONER OF CORRECTIONS</b>			<b>REVISION DATE:</b> 7 / 30 / 20
Rescind: 3.1.1 dated 6/2/13 Cancel:			

**I. POLICY**

It is the policy of the Division of Corrections to maintain a Master Control Center that serves as the life safety and security coordinating center and communication systems and movement control hub for the entire facility.

**II. RESPONSIBILITIES**

All Division of Corrections staff, visitors, volunteers, and contractors entering and exiting Divisional facilities are responsible for adhering to the following procedures.

**III. DEFINITIONS**

**Interlocked Doors:** Two doors forming a security vestibule; these doors cannot be opened at the same time, except by electronic override from Master Control or by mechanical key.

**Master Control:** Located on the 1<sup>st</sup> floor of each Divisional facility and operates 24/7, is the hub of the facility’s communication systems.

**IV. PROCEDURES**

**A. General Information**

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1. The procedures governing the operation of Housing Unit Control Panel are addressed in Policy #3.1.16: Door Controls.
2. The Master Control is designed to monitor and coordinate the facility's security, life safety, and communication systems, and is staffed on each shift, at a minimum, by two (2) trained Correctional Officers, twenty-four (24) hours a day, seven (7) days a week, in accordance with the facility staffing plan. A Supervisor will be assigned to the area and may serve as relief officer for the Master Control officers during meal breaks.
3. The Master Control is equipped with toilet and wash basin for use only by staff assigned to the unit. No access is granted to any other person.
4. The interlocked doors/gates leading to Master Control should never be opened at the same time. The outer door to the free community must not be opened when inmates are in the vicinity of the doors. The Master Control Officer has to properly identify everyone coming through the gates prior to granting gate access. (See policy #3.1.16: Door Control).
5. The Master Control Supervisor or the Shift Supervisor must be notified prior to anyone, regardless of rank, gaining entrance into the Master Control whether or not the person was authorized by any authorizing personnel. The Master Control Supervisor must notify the Shift Supervisor prior to authorizing any subordinate employee not assigned to the area, to enter the Master Control. The authorization will be documented in the appropriate log.
6. Correctional Officers assigned to, or reporting for, duty in the Master Control will remain in their assigned post for the duration of their duty hours and will leave the area only after being properly relieved by the Master Control Supervisor or the Shift Supervisor/Area Supervisor.
7. The Master Control Officers' duties and responsibilities include, but will not be limited to:
  - a. Operating all electronic security gates and doors,
  - b. Storing and issuing of the facility's Video Camcorder and photo Camera to approved staff,
  - c. Inventory of keys and control of key distribution. (See policy #3.1.13: Key Control)
  - d. Identifying all persons entering and exiting the secure areas of the facility via, intercom and closed circuit television and/or by requesting another custody staff or a Supervisor to physically identify persons whose identity is in question. (See policy #3.1.16: Door Controls).

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- e. Monitoring all electronic security devices including the cameras, doors, fire alarms, emergency elevator controls, etc.
  - f. Monitoring all “in-house” radio transmissions for movement of staff and inmates. (See Policy #3.1.15: Facility Radios).
  - g. Receiving in-coming telephone communications and responding as appropriate.
  - h. Directing and monitoring outside agencies responding to emergency situations within the secure areas and perimeter of the facility via, CCTV, etc.
  - i. Directing, monitoring, and providing access to custody staff responding to emergency situations within the facility.
  - j. Maintaining accurate records of all major activities occurring within the facility.
  - k. Receive and verify facility counts at the beginning and end of shift.
  - l. At MSI, the Master Control Officer is responsible for documenting the intermittent perimeter rounds and record times the round is made in the Master Control log/IJMS.
  - m. At CJC, the Master Control Officer is responsible for documenting the times that the interior and exterior surveillance cameras was scanned, and records the time in the IJMS.
8. The system of Two-Way Radio communication connected with the Downtown St. Louis Emergency Preparedness Organization (DESTEP) is an integral part of the Division’s Master Control and is activated during emergency only, in accordance with the rules and regulation of the Down town partnership.
9. The Master Control cannot be used as a Command Center during any disturbance. The Shift Supervisor/Area Supervisor will direct Incident Command personnel to appropriate location in the Administrative Area of the facility. (See Policy # 3.1.29: Emergency Situations and 3.2.4: Emergency Evacuations).
10. In a hostage situation or other such emergencies, officers assigned to Master Control Center are prohibited from obeying any, and all direct orders of a supervisor or management personnel regardless of rank, who is under duress from inmates, to open the entrance or exit doors in any part of the facility. All orders to open an entrance or exit doors must come from the appropriate Incident Commander.

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**B. Emergency Situation**

1. Except as provided in item #10 of the General Statement in this procedure and work rule, during emergency situations, the Master Control Officer will adhere to the directives given by the Shift Supervisor/Area Supervisor or appropriate Incident Commander.
2. The Master Control Officer will lock and secure all doors and gates in any areas of the facility where security devices or equipment are stored if the security of the area is in jeopardy or on the verge of being breached.
3. The Master Control Officer will assume control of movement in all security elevators, where equipped, in the facility during emergencies. When the St. Louis Fire Department responds to a fire emergency within the secure perimeter of the facility, the Correctional Officer may cede the operation of all security elevators to the Fire Dept. and the elevators will be controlled from the Fire Command Center by the Fire Dept. to expedite the movement of emergency personnel and equipment throughout the facility.
4. At CJC, the Housing Unit Officer will cede Unit Control Panel operations to Master Control Officers during emergency situations.
5. At MSI, the Master Control Officer will assume control of the Control panels in the POD housing units 1 and 2.
6. If the Master Control unit is to be evacuated, the Master Control Supervisor or Officers must retrieve the Master Key Lock Box prior to exiting the center, and immediately turn over the Master Key Lock Box to the Shift Supervisor or the Chief of Security.

**C. Testing of Security Equipment and Alarms**

1. The Master Control Officer will initiate a test of all radios in service once per shift. This will be completed immediately after assuming the post, to ensure that all radios are operating properly. (See Policy 3.1.15: Facility Radios).
2. The Master Control Officer will, in coordination with the Shift Supervisor/Area Supervisor initiate tests for all Panic Alarms at least once a month, within the first week of each month. The Shift Supervisor/Area Supervisor will reset the alarm systems after they have been tested.

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3. The Master Control Officer will test all Control Panels at the end of each shift, to ensure systems are functioning properly. The testing will be recorded in the IJMS/Daily Activity Log.
4. The Master Control Officer will view each camera at the beginning of the shift, to ensure that the lens in each camera is unobstructed, is properly focused and aligned; and that the cameras are in good working order. Staff will document and immediately report all deficiency to Master Control Supervisor or the Shift Supervisor/Area Supervisor.
5. If the Master Control Officer observes a camera that is in need of service or needing to be cleaned or adjusted, the Officer completes a Maintenance Order and submits the completed Form to the Master Control Supervisor. If the Camera is obstructed, the Shift Supervisor/Area Supervisor will make physical inspection of the location to determine what was obstructing the camera's view, and submits report to the Chief of Security.

**D. Inventory and Control of Equipment in Master Control**

1. During shift change, the Master Control Officers from both shifts will:
  - a. Conduct an inventory of all the keys issued from Master Control.
  - b. Conduct an inventory of Master Keys.
  - c. Conduct an inventory of all other security equipment kept in Master Control.
  - d. Conduct inventory of supplies in Master Control
  - e. Inspect and ensure that the Video Camcorder and the photo Camera are functional and in proper order.
2. The supply and equipment inventories will be completed before staff can exit their post and the secure perimeters of the facility. All daily paper work must be submitted to the Shift Supervisor/Area Supervisor as appropriate and in accordance with policy.

**E. Implementation**

The Detention Center Superintendents of each facility will ensure that a Post Order unique to their respective facilities is developed and in accordance with the provisions of this policy and procedures.