



*State of North Carolina
Department of Correction
Division of Prisons*

Chapter: F
Section: .3900
Title: **Control Center Operations**
Issue Date: 07/20/10
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POLICY & PROCEDURES

.3901 PURPOSE

This directive is established to set forth procedures in the operation and security of the institution by utilizing to the fullest extent the various control areas. The control areas are essential for integrating various security and communication functions.

.3902 RESPONSIBILITY

The institution or facility head will be responsible for ensuring that the procedures contained herein are adhered to by staff under his / her **command and that post orders for each control center are reviewed and/or updated at least annually.**

.3903 GENERAL

The system of control stations consists of a Master Control supported by a network of several supporting stations. A control station is so designated due to staff's ability to perform some control functions from that location. Control functions may consist of any number of control systems listed below, facilitated from the control area:

- (a) Door Control Operation
- (b) Intercom Operation
- (c) Paging Operation
- (d) Fire Alarm System
- (e) Elevator Controls
- (f) Shredder Controls
- (g) Monitor of Fuel Systems
- (h) Emergency Alarms
- (i) CCTV Monitoring
- (j) Lighting Control
- (k) Television Control

.3904 DEFINITIONS

- (a) Master Control- a designated main control area responsible for all other control centers, areas, towers, stations, etc. throughout the facility. Although Master Control might not physically control the actions of other control areas, the Officer in Charge generally operates from this location and thus Master Control serves as the focal point and decision-making center for the institution as a whole. Master Control usually includes the

main telephone switchboard, facility-wide intercom system, main fire alarm monitor, and control over access to the arsenal.

- (b) Control Center- a large control area with responsibility for monitoring and controlling large-scale inmate movement, main elevators, key points of staff access to the institution.
- (c) Control Station- a small control area with responsibility for monitoring small-scale inmate movement, secondary elevators, and non-key points of staff access. Will typically control a designated number of cell doors in a housing area, or access to an area such as the dining hall or industry area.
- (d) Tower- an armed perimeter control area with responsibility for maintaining perimeter security. Towers may act as control centers or stations with similar responsibilities for control of doors, gates, movement, etc.

.3905 ACCESS TO CONTROL AREAS

Maintaining the security of each control station at all times is the only way to assure the security of the institution. It is essential that all security procedures be strictly followed in every situation.

- (a) Doors to all control stations are to remain locked at all times to assure the security of that station, except when allowing an authorized entry or exit.
- (b) There will always be at least one locked door between any inmates and a control station.
- (c) Only authorized staff will be allowed inside a control station. Authorized staff will consist of officers assigned to a control station and their supervisors.
- (d) No inmate will ever be allowed inside a control station.
- (e) Facility maintenance staff with authorization from the Unit Manager or Lieutenant in charge of the control station may enter to perform necessary maintenance in the area.
- (f) Access to a control station by any other person must be approved by the Unit Manager or Lieutenant in charge of the control station.
- (g) Non-staff maintenance workers allowed in a control station must be approved by the Unit Manager or Shift OIC, and must be directly supervised by a correctional officer.

.3906 INFORMATION RECORDED IN CONTROL STATION

Each control station will maintain a Control Station Activity Log to record pertinent information. The date and time will be noted on each item recorded.

- (a) All entries and exits to and from the control station are to be recorded, giving date, time in, and time out, name and by whom authorized.
- (b) Any alarms and trouble experienced will be documented with an explanation.
- (c) Any unusual occurrences will be recorded.
- (d) All keys issued will be recorded on a Key Check Out Log in accordance with key control policy.
- (e) All weapons or equipment will be recorded on a Weapon-Equipment Check Out Log.
- (f) When status of inmates assigned to the area requires a DC-141, the form will be kept current by proper entry and signature.

.3907 CLEANING OF CONTROL STATIONS

Control stations are to be kept free of dust, dirt and trash. It is the responsibility of each officer to keep the area clean at all times. Officers on each shift will be responsible for sweeping and picking up trash during their tour of duty. The third shift officer will mop and dust each night. No officer is to be relieved until the station is cleaned. Stations not operated on a 24-hour basis will have other cleaning arrangements.

.3908 CLOSE CUSTODY CONTROL STATIONS

In close custody facilities with sliding cell doors or cell doors operated from a control room, the cell doors should remain closed at all times. This is regardless of whether the inmate is in or out of the cell. The control station officer is responsible for controlling inmate movement within the housing area and will ensure that this procedure is followed. By keeping cell doors secured, the facility maintains a higher degree of control over inmate movement and activity, protects against loss/destruction of property, increases inmate safety and heightens security and the response time for staff in an emergency situation.



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