



**STATE OF MONTANA  
DEPARTMENT OF CORRECTIONS  
POLICY DIRECTIVE**

Policy No. DOC 3.1.6	Subject: <b>CONTROL CENTER OPERATIONS</b>
Chapter 3: FACILITY/PROGRAM OPERATIONS	Page 1 of 3
Section 1: Security Operations	Effective Date: Feb.1, 1997
Signature: /s/ Mike Ferriter, Director	Revised: 09/19/11

## **I. POLICY**

The Department of Corrections secure facilities will each maintain a control center that serves as the communications and movement center for the entire facility.

## **II. APPLICABILITY**

The secure facilities that include Riverside and Pine Hills Youth Correctional Facilities, Montana State Prison, Montana Women's Prison, and secure facilities contracted to the Department of Corrections, as specified in contract.

## **III. DEFINITIONS**

Chief of Security – The staff person, regardless of local title (security major, director of operations), designated by the facility administrator to manage the facility security program.

Control Center – The facility area, or non-centralized functional equivalent, that monitors and coordinates facility safety and security systems and supervises staff and offender movement.

## **IV. DEPARTMENT DIRECTIVES**

### **A. Operational Procedures**

1. Each facility will develop control center procedures that may include the following staff functions:
  - a. maintain all necessary count records and supervise facility count in accordance with [DOC Policy 3.1.21, Offender Count and Supervision](#);
  - b. issue keys to appropriate employees and provide other key accountability functions as described in [DOC Policy 3.1.13, Key Control](#);
  - c. maintain inventory on all control center keys, equipment, and emergency supplies;
  - d. issue emergency equipment items;
  - e. control all electronic security equipment, e.g., doors, grilles, and gates that are actuated from this post;
  - f. monitor radios, telephones, intercoms, and other communication systems;
  - g. maintain a mechanical or audio communication system as a supplement to direct staff supervision between the control center and offender housing areas;
  - h. conduct and log checks on all communication systems and emergency alarms;
  - i. record all appropriate information in the control center log;
  - j. notify the shift supervisor of any emergencies; and
  - k. maintain a current list of all employee's telephone numbers.

### **B. Staffing**

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1. Control centers that operate 24 hours-a-day will be continuously staffed by trained correctional personnel who monitor and coordinate the facility's security, life, safety, and communications systems. Officers assigned to the control center will have access to a toilet and washbasin.
2. The appropriate supervisor will identify those periods that may require more than one control center officer on duty.
3. Supervisors may also assign additional staff during peak activity such as shift changes, counts, and facility emergencies.

**C. Access**

1. The control center officer will:
  - a. only allow staff with official duties to access this post;
  - b. require positive identification and ascertain the purpose for entry before permitting anyone in the control center; and
  - c. not permit entrance to the control center when offenders are in the vicinity.

**D. Movement Control**

1. In most cases, control center officers will regulate movement through critical gates and doors and ensure all video and audio equipment function properly to enable positive identification of all persons passing through these points.
2. The control center officer will ensure that all gates, doors, or grilles are closed at all times when authorized traffic is not passing through these areas and, in the case of a sally port, that only one gate is opened at a time.

**E. Emergency Response**

1. If there is a facility incident, staff will immediately notify the control center officer(s) who will respond to the incident in accordance with facility procedures.

**F. Training Issues**

1. Control center operations will be part of initial and annual training curricula and will include on-the-job training assignments.
2. Training will include a thorough knowledge of security policies and control center operations as outlined in the facility operations manual.

**G. Logs and Records**

1. The control center officer will maintain logs and records which may include the following categories:
  - a. counts;
  - b. alarms, both tests and actual;
  - c. visitors;
  - d. key inventories;

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- e. equipment inventories;
- f. equipment tests;
- g. offender movement;
- h. assigned officers;
- i. fire drills;
- j. security inspections; and
- k. any other information deemed necessary by supervisory staff.

## V. CLOSING

Questions concerning this policy should be directed to the chief of security.

## VI. REFERENCES

- A. [2-15-112, MCA](#)
- B. [4-4175; ACA Standards Supplement, 2008](#)
- C. [DOC Policies 3.1.13, Key Control; 3.1.15, Security Inspections; 3.1.21, Offender Count and Supervision](#)

## VII. ATTACHMENTS

None