



GENERAL ORDER

Loudoun County Sheriff's Office

Chapter: Correctional Services	Section: 502.15	
Subject: Adult Detention Center Operations	Topic: Facility Communications Systems	
Accreditation: 6VAC15-40-890		
	Revised: 09/22/2016	Reaffirmed:
Enacted: 04/16/2008	Last Review:	Review:

I. PURPOSE

The purpose of this General Order is to provide directives for staff to follow when using the communication systems of the Loudoun County Adult Detention Center.

II. POLICY

It shall be the policy of the Corrections Division to promote the safety and security of the Adult Detention Center through the use of a variety of comprehensive communication systems. All staff shall use effective and professional communications when using these systems.

III. PROCEDURE

A. Telephone System

1. All duty stations and work areas will have access to a telephone, to be used for internal communication within the facility.
2. Each inmate housing area will have telephones for inmate use as outlined in General Order # 506.7, Inmate Telephone Access.
3. Inmates are prohibited from using any telephones not authorized for their use.
4. All staff will remain professional and courteous when utilizing the telephone system.
5. Personal calls made by Adult Detention Center staff will be made during scheduled breaks or down times away from their duty posts at designated staff areas.
6. If at any time the telephone system is down or has been disrupted, deputies will use their issued radios to maintain communication within the facility.

B. Intercom System

1. All intercom systems located within and along the perimeter entrances of the Adult Detention Center are linked to Central Control.
 - a. In the event that Central Control is unable to visually verify a request for a door to be opened Staff will use this system when communicating requests to access or exit an area through secured doors.
 - b. If in the event that the Intercom System is interrupted and not functional, staff will resort to using their issued departmental radios to request and inform of movement throughout the facility.

C. Paging System

1. Central Control will use this system to make formal announcements and to communicate during emergency situations.
2. In the event that the paging system is interrupted and not functional, Central Control staff will resort to the following means for communication: telephone; radio; and/or by means of staff face-to-face communication. Sensitive information will not be broadcast over the radios or intercoms.

D. Accountability for Portable Radios

1. Upon being issued a radio or receiving a radio at Post, Central Control will be notified detailing which radio is with which Deputy. Central Control staff will log this information on Radio Tracking Log.
2. Radios taken out of service for repair will be forwarded to the Administrative Support Section. Notation that a specific radio has been removed for repair will be made in Central Control on the master Radio Inventory Log.
3. Personnel with issued radios, needing repair, will be responsible for sending the radio to the Administrative Support Section. The information that the radio has been turned over for repair will be noted on the master Radio Inventory Log.

E. Portable Radio System

1. The radio system is available to authorized staff in the Adult Detention Center.

2. Radio communications are designated for coordinating inmate movement and emergency operations and are not to be used to replace telephone communications, unless in the event the telephone system becomes inoperable.
3. When using the portable radio, the following procedures will be used:
 - a. Plain language will be used to avoid confusion.
 - b. Staff will speak briefly and not interrupt other transmissions.
 - c. Staff will not use profanity or other non-essential transmissions.
 - d. Staff will verify that the radio remains fully operational during their scheduled shift.
 - e. When using radios within close proximity to other radios, caution must be taken to avoid radio interference.
 - f. The assigned radio will remain in the staff's possession, physically secured to their person at all times. No radio will be left unattended on a duty post.
 - g. When not assigned, all non-issued radios will be stored in the charging banks in their designated areas.
4. Care and Maintenance of Radios
 - a. Radios will be carried and secured on duty belts or in holsters attached to the load bearing vest at all times. A shoulder microphone/speaker that attaches to the radio will be made available to personnel.
 - b. Radios will not be carried or removed from the duty belt by the antenna.
 - c. Personnel will not attempt to repair or modify any department radio.
 - d. Any damage or problem with a radio must be reported to Central Control personnel and a supervisor promptly for further investigation and/or replacement.
5. In the event the portable radio system is interrupted, staff will use the telephone system to maintain communications within the facility.
6. Further information is outlined in Loudoun County Sheriff's Office General Order # 407.1, Basic Radio Procedures.

IV. DOC STANDARD #

6VAC15-40-890: Mechanical Audio Communications System

The facility shall provide a mechanical audio communications system allowing staff to communicate with each other to facilitate staff supervision.

Compliance Documentation:

- Observation
- Refer to definition of communication system

The ability of staff to communicate ensures the safety of staff and inmates. Staff must have the ability to immediately communicate in situations that may threaten the orderly operation of the facility. Medical or other emergencies may require a prompt response by other facility staff.

This General Order becomes effective September 22, 2016, and rescinds all previous rules and regulations pertaining to the subject.