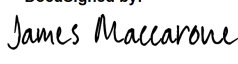


<b>POST DUTIES &amp; RESPONSIBILITIES</b>	
<b>Post:</b> <b>Assessment Management Unit/Intake  Management Unit  OYDC</b>	<b>Shift:</b> <b>1<sup>st</sup> Shift</b> Attachment X1.E (Two Shift Schedule)
<b>Effective Date:</b> <b>November 19, 2007</b> <b>Revised: July 19, 2018</b>	<b>Approved:</b> DocuSigned by:  2C316EF5186B4A2...

All direct care staff (Shift Supervisors and Juvenile Care Workers) employed by the Mississippi Division of Youth Services (DYS) are directed to comply with all DYS Post Orders. This specific Post Order describes duties and responsibilities for staff to complete and Shift Supervisors to monitor at an assigned Post. This description of duties does not supersede other DYS policies and procedures. Unexpected circumstances do not constitute an exception to following policies and procedures.

### **Assumption of Post**

JCWs shall arrive at the facility in time (at least 15 minutes prior to the beginning of the shift) to receive their Post assignment from the Shift Supervisor. After receiving their assignment, staff members proceed immediately to their Post, complete the pre-shift work and remain present at their Post at the scheduled beginning of the shift.

**Prior to relieving** the staff going off duty and accepting responsibility for the Post, the on-coming staff person must:

1. Receive a briefing from the staff person(s) going off-duty. This briefing includes information needed by staff during the upcoming shift, such as:
  - changes to DYS policy, procedure and Post Orders
  - youth behavior, youth-at-risk and any needed youth precautions or medical alerts
  - scheduled trips, appointments, activity schedule changes
  - repairs or damage that have been or need to be reported or situations to be corrected
  - unusual events or incidents.

The staff going off-duty log the information shared with on-coming staff during the briefing in the Unit logbook. Each staff member assuming a Post must document the log entry regarding the briefing points with their signature, date and time.

2. Review the entries to the Unit logbook over the previous week, or entries since the oncoming staff was last on duty. Document the logbook review with signature, date and time.

Staff must keep the Unit logbook up-to-date, on time, throughout the shift, as per DYS Policy. Pages may not be removed from a logbook for any reason. Use black ink only in logbooks. If a correction is to be made, draw a single line through the error and initial it. Do not use "White out" or completely mark out anything. Logbooks are to be kept in a neat and orderly manner. Staff make all log entries legible, with signature, date and time.

3. Conduct a face-to-face head count to ensure all youth assigned to the Unit are present and in good health. Coordinate youth head counts with the Control Center throughout the shift (every 10 to 15 minutes based on pod and shift). Log the head count in the Unit logbook. Document the head count entry with signature, date and time.
4. Complete a security check and inspection of the Unit by walking through the Unit, inspecting all doors (accessible offices, storage areas, etc.), windows, locks, and related security devices. The purpose of the inspection of the Unit locks, security devices and life safety equipment is to ensure all equipment is operating properly and that sanitation problems do not pass from shift to shift. Log any problems identified in the Unit logbook and report it to the Shift Supervisor, immediately. Complete a maintenance request form for any broken or inoperable equipment, as required. Log the completion of the security check and Unit inspection, as well as any action taken, in the Unit logbook. Document the check and inspection in the Unit logbook. Document the log entry with signature, date and time.
5. Account for all Unit keys. Count the keys with the staff going off-duty as a method to receive the keys from the person going off-duty. Keep assigned Unit keys in personal possession at all times. Do not put keys down. Do not hang keys on clothing or a belt without a safety clip. Notify the Shift Supervisor immediately if a key is lost, missing or broken. Log the key count in the Unit logbook. Document the key count with signature, date and time.
6. Log that shift change has taken place and the names of staff on Unit Post in the Unit logbook. All staff coming on-duty document the shift change entry with signature, date and time.

### **General Duties**

Staff members complete the Post Order duties, i.e. youth supervision and care, log entries, tracking sheets and file work, while remaining in the Unit day room. Staff may not perform general Post order duties from the Control Room.

*STAFF NOTE: The Assessment Management Unit (AMU) is a Special Management Unit (SMU) and temporary placement for youth who (1) need Intake services upon arrival to OYDC, and/or*

*(2) when circumstances warrant removing youth from the general population for specialized assessment and treatment. Youth in the AMU receive continuous one-on-one supervision within five physical feet, at all times, while the youth is sleeping and awake.*

During the duration of this Post assignment, the staff person shall perform the following duties:

- Ensure personal knowledge of current DYS policy, procedure and post orders, which may be found at the following address: <http://www.mdhs.ms.gov/youth-services/policies-procedures/>. By signing and dating the shift briefing logbook entry each staff is documenting their knowledge of current DYS policy, procedure and post order of what is required to fulfill Post duties. If a staff member needs greater knowledge of requirements needed to fulfill Post duties, complete a policy review. Any staff member who completes a policy review should log the policy review in the unit's logbook. Document the log entry in the Unit logbook with signature, date and time.

Staff may keep paper copies of policies and procedures in the Unit. Paper copies are "unofficial" documents, and may not be the most current, official version. Official policies and procedures are those on the DYS website.

- Maintain an up-to-the minute account of the Unit schedule and Unit activities throughout the shift in the Unit logbook. Document all log entries with signature, date and time.
- Provide a professional level of supervision and care, direction and support to youth, through line-of-sight observation and instruction during their daily activities. Observe and actively monitor the youth assigned to the Unit, at all times; investigating any unusual situation. Act proactively to prevent incidents from occurring. Log all unusual activities, any observed unusual behavior, movements, incidents, and injuries in the Unit logbook. Document any observations in the Unit logbook. Document the entry with signature, date and time.
- Organize and implement a thorough Unit clean-up (i.e. Unit day room, sleeping rooms, beds, personal belongings, windows, walls, floors, and shower-toilet area. Inspect youth work). Afterward, conduct periodic room checks, ensuring rooms are clean with proper beds; personal belongings are stored; windows are not covered; walls are free of graffiti or markings; and that no other sanitation or cleanliness problems exist. Take corrective action as needed. Log the clean-up activities that take place in the Unit logbook. Document how youth performed during the activity on the youth's point sheet or, when applicable, on the youth's SMU plan. Document the clean-up with signature, date and time.
- Conduct random head counts within a 15-minute period on each youth and record the count and count time accurately on the appropriate forms. Log the head counts in the Unit logbook. Document the count with signature, date and time.

- For youth placed on a Safety Alert or Precautionary Status, regular checks are to be conducted at random intervals, 5 minutes minimum and 10 minutes maximum, to ensure that observation of the youth is on an unpredictable schedule in order to promote youth safety. These checks are to be reported to central control.
- Administer the youth Point System ensuring appropriate rewards and consequences, consistent with policy XIII.10: Behavior Incentive System.
- Communicate with other staff as appropriate using the DYS radio, telephone, and/or computer. Personal cell phones and communication devices may not be present in the Unit.
- Any time the Nurse is distributing medication in the Unit, assign youth to their rooms with the doors locked or other secure area approved by administration. Organize youth to ensure only one person at a time visits with the nurse. Assist the nurse by ensuring proper security practices. Log the medication activities that take place in the Unit logbook. Log an evaluative comment on how youth performed during the activity on the youth's point sheet. Document the medication entry with signature, date, and time. When transferring students to the clinic, no more than 4 youth are to be transported at a time. The nurse will log the medication and the staff will log a comment on the youth's point sheet and/or SMU plan on how the youth performed.
- Provide supervision, care and oversight to youth during out-of-Unit activities, including school, treatment services, meals and clinic. Comply with School and any other specialized area Post Order, when assigned.
- Report all unusual and serious incidents to the shift supervisor. Whenever necessary complete an Incident Report form, as per DYS policy VII.2: Incident Reporting. Log any incidents in the Unit logbook. Document the entry with signature, date and time.
- Participate in emergency drills and conduct fire evacuation and weather emergency safety responses. Log any drills and student performance in the Unit logbook. Log an evaluative comment on how youth performed during the activity on the youth's point sheet. Document the entry with signature, date, and time.
- Inspect the caustic/toxic material cabinet at the beginning and end of each shift. Inventory the cabinet once during each shift, per policy VIII.1: Inventory and Control of Hazardous, Caustic, and Toxic Materials. Throughout the shift, keep the caustic/toxic material cabinet and all cleaning supplies locked, except when distributing or storing materials. Complete the toxic and caustics materials "Inventory Sheet" as required by the policy. Document the log entry with signature and date.
- Search the entire Unit thoroughly for contraband during each shift. Contact Control to log the completion of the searches in the Unit logbook. Document the log entries with signature, date and time. Report the discovery of weapons, drugs, or evidence of criminal activity immediately to the Shift Supervisor, taking care to preserve any

evidence. Complete an Incident Report (OYDC policy VII.2) and submit it to the Shift Supervisor prior to the end of the shift.

- Constantly ensure against youth idleness. Lead activities that promote youth learning, cooperation and growth in pro-social skills according to the Unit Schedule. Log each activity in the Unit logbook. Log an evaluative comment on how youth performed during the activity on the youth's point sheet and/or SMU plan. Document the log entry with signature, date and time.
- Supervise and actively monitor youth during Unit activities, as scheduled.
- Recreation staff will plan and implement activities on non-school days.
- Assist in the counseling, recreational and educational activities conducted within the Unit, as requested. Log each activity in the Unit logbook. Log an evaluative comment on how youth performed during the activity on the youth's point sheet and/or SMU plan. Document the log entry with signature, date and time.
- Remain on-Post unless relieved for a break by a Shift Supervisor and/or Security. Only the Shift Supervisor may authorize temporary relief from a Post for a break. Any time a staff member is relieved of their Post even temporarily, log it in the Unit logbook. Document the log entry with signature, date and time.
- Close and lock all Unit doors to empty rooms in order to maintain line-of-sight supervision. If youth is/are placed on Behavior Management Isolation (BMI-policy VII.10) and/or Safety Delay (policy VII.13), staff are to follow all instructional procedures and required documentation per the designated policy.
- Complete out-of-Unit tasks, within the prescribed timeframe, as assigned by the Shift Supervisor. Log an evaluative comment on how youth performed during the activity on the youth's point sheet and/or SMU plan.
- Supervise and actively monitor youth during out-of-Unit activities.
- Accompany the youth when they leave the pod for any reason (if one or more youth remain in the pod, one staff person will remain in the Unit dayroom, and another staff person will escort, accompany and supervise the youth while they are outside the pod).
- Supervise youth at all times.

### **Youth Movement**

- Coordinate all youth movement in and out of the Unit and all other areas with the Control Center. List each youth leaving the Unit in the Unit logbook indicating time, purpose of the movement and destination. Upon return to the Unit, the time returned

is added to the exit log entry. Document the entries with signature, date and time.

- Escort and supervise youth during any movement outside the Unit. When there are two (2) JCWs present during a group movement, one (1) JCW is to walk at the rear of the line and the second on the opposite side of the line at the midway point. When only one (1) staff is escorting, the correct position is at the rear of group. Individual staff escort one (1) youth within arm distance.
- All staff are to ensure youth comply with the dress code. Inspect youth's attire before any movement out of the Unit and monitor attire during movement.
- Before entering the Unit from any area, youth are to be thoroughly pat searched when deemed necessary and when appropriate staff are available.
- Stop and Count all youth when exiting and reentering the Unit or any building. Do not rely on any youth "sound off" counts, but rather visually count each youth and account for any youth missing or excused. Log all counts in the Unit log book and document the entry with signature, date and time.
- Ensure youth remain in line during group movement outside the Unit, and that there is no talking or horse playing during movement from one area to another. Keep moving lines of youth tight, within one arm distance of one another at all times during movements.
- Comply with all Department, Division, and facility policies, procedures and Post Orders.

### **Scheduled Activities**

The staff person will complete following activities daily during the assigned shift, **as per the posted Unit Schedule:**

- Inspect the Unit i.e. all rooms, common areas, etc. (to and from activities and at the end of shift).
- Monday through Friday, "Lights On" at 5:45 am. Saturday through Sunday, "Lights On" at 7:30 am. Monday through Friday, Youth are to be awake at the start of shift (Monday-Friday). Organize and supervise morning grooming, the Unit clean-up, and clean and straighten-up rooms (Monday-Friday 6:00 am-7:45 am, Saturday-Sunday 7:30 am to 9:00 am).
- Staff of the opposite gender are to announce their presence when entering housing unit/areas where youth are likely to be showering, performing bodily functions, and/or changing clothing. Youth are not to be observed by non-medical staff of the opposite gender when showering, performing bodily functions, or changing clothing unless under exigent circumstance which have been approved by the shift supervisor(s) and/or

agency administration.

- Youth placed on AMU shall receive meal services in the cafeteria, unless the youth's QMHP and/or treatment team determine it is in the best interest of the youth to remain on the unit for mealtime services (Policy XIII.7).
- Supervise the youth at mealtime when youth are assigned to eat meals in the AMU including: distribution of food when needed, monitoring of youth behavior, after meal cleaning-distribute, collect and store cleaning supplies.
- Escort and accompany the youth to the cafeteria and monitor youth behavior during breakfast (Monday through Friday 6:45 am-7:45 am. Saturday and Sunday 8:00 am-9:00 am).
- Organize and supervise linen exchange (i.e. sheets, blankets) Monday through Thursday 8:15 am-8:30 am pick up and 3:00 pm-3:30 pm return.
- Inspect the rooms and all common areas and get discrepancies corrected before youth leave for school and/or receive Educational Services on the Unit (Monday-Friday, 7:00 am-7:30 am).
- Escort and accompany the youth for medication administration (6:00 am-8:00 am for am meds, 12:00 pm-1:00 pm for mid meds, 2:00 pm-4:00 pm for afternoon meds, and from 6:00 pm-8:00 pm for pm meds). If youth's QMHP and/or treatment team determine it is in the best interest of the youth to receive their medication on the unit, the medication is to be administered on the unit or other secure area approved by facility administration.
- Youth placed on AMU shall receive educational services at the School, unless the youth's QMHP and/or treatment team determine it is in the best interest of the youth to remain on the unit for educational services (Policy XIII.7).
- Escort and accompany the youth to school and remain with them during the time the youth are in class. Take the Housing Unit Logbook to be checked-in at the designated area within the school. Assume a school Post as assigned (Monday-Friday, 7:45 am-3:30 pm/Wednesdays, 7:45 am-11:45 am).
- Support the intake counselor and education staff during school and provide supervision when youth receive on-Unit education (8:00 am-3:30 pm). Assist youth with class work and daily assignments.
- Escort and accompany youth to the cafeteria and monitor youth behavior during lunch (11:30 am-12:30 pm)
- Escort and accompany the youth to the Unit and/or assigned activity when school adjourns (Monday-Friday 3:30 pm). Assume Unit Post. Provide supervision to youth

who remain in the school area for Intervention Group, as assigned.

- Ensure youth correct any discrepancies found during the inspection immediately or upon their return from the Unit 1 School and/or activities and/or after receiving Educational Services on the Unit.
- Participate in Unit Treatment Team (Wednesday, 1:00 pm - 3:00 pm) and other Unit meetings, as assigned.
- Provide the required level of supervision and care of youth on AMU with head counts within 15-minute periods. These head counts are to be reported to central control.
- For youth placed on a Safety Alert or Precautionary Status, regular checks are to be conducted at random intervals, 5 minutes minimum and 10 minutes maximum, to ensure that observation of the youth is on an unpredictable schedule in order to promote youth safety. These checks are to be reported to central control.
- Organize, implement, and facilitate afterschool scheduled treatment, programming, and educational activities (Monday - Friday, 3:30 pm – 6:00 pm/relieved of shift).
- Assist Recreational Staff with the implementation and facilitation of scheduled recreational activities a (Saturday and Sunday throughout the day).
- Verify that the correct type and quantity of clean laundry has been returned to the housing unit (clothing), daily by 5:00 pm. Correct any discrepancies by contacting Shift Supervisor and logging any discrepancy in the unit log book.
- Escort and accompany the youth to the cafeteria and monitor youth behavior during dinner (5:00 pm-6:00 pm/relieved of shift) unless youth is/are receiving meals on the Pod.
- Organize letter/creative writing during structured personal time as per the Unit schedule.
- All student plans must be graded prior to the end of shift.
- All post duties must be completed prior to the end of shift (15 minutes prior).

### **Behavioral Expectations**

DYS recognizes that every staff member, employee, and contracted provider has an obligation to model expected and appropriate behavior for youth. Therefore, the following behavior expectations apply to all adults interacting with DYS youth:

- JCWs will, at all times, use appropriate language when speaking to or in the presence of



youth.

- JCWs will address youth by their first name or "Mr. \_\_\_\_\_" (insert last name). For Example: Stephen Jackson may be addressed as "Stephen" or "Mr. Jackson".
- JCWs will always strive to speak in a calm and respectful tone towards and around youth. JCWs will never be deliberately confrontational with youth, unless it is warranted therapeutically or programmatically.
- JCWs will always use appropriate counseling and intervention techniques, time and circumstance permitting, before resorting to physical force. Physical force (Use of Force, XIV.38) shall always be used as a last resort when all other options have been exhausted and safety is compromised, and stop when resistance ceases.
- JCWs will provide direction and support to youth without use of threatening statements. JCWs will explain options, alternatives, and consequences in a calm and professional manner. JCWs will always strive to encourage positive and compliant behavior.
- JCWs should help youth learn to make pro-social decisions by providing guidance and through positive example.
- JCWs will always strive to be respectful and courteous to fellow employees and towards youth in our care, even when the JCWs may face disrespectful conduct.
- JCWs will always provide for the basic needs of youth in their care, including food, clothing, shelter, medical care and security. JCWs will not, through inaction or inattention, allow these needs to remain unmet.

## **End of Shift**

The staff person will remain on post until relieved. During the thirty minutes before shift change, the following activities should be completed:

- Inspect the Unit. Correct any unsanitary conditions or damaged property. Enter any corrective action or continuing problems in the Unit logbook. Account for all youth, visually to identify any injuries or unusual behavior. Log the visual check of youth in the Unit logbook. Document the log entries with signature, date and time.
- Provide the on-coming staff with a thorough briefing similar, i.e. updates the oncoming shift person concerning key events that have taken place, items to be aware of during the upcoming shift, etc. (See top of this Post Order for more information the briefing).
- Log the briefing information shared with the on-coming staff. Document the entry with signature, date and time. Each on-coming staff member documents the briefing log entry

with their signature, date and time.

- Once the briefing has taken place, contact the Shift Supervisor for authorization to complete the shift change. **Shift Relief takes place only with Shift Supervisor authorization.**