

<b>OFFICE OF THE SHERIFF</b> CONSOLIDATED CITY OF JACKSONVILLE, FLORIDA		<b>OPERATIONAL ORDER</b>		
<b>DEPARTMENT OF CORRECTIONS</b>		<b>OP 2.1.17</b>		
RESCINDS:	<b>OP 2.1.16</b>	EFFECTIVE DATE:	<b>12/25/2009</b>	
SUBJECT:	<b>EMPLOYEE REGULATIONS</b>			
ACCREDITATION STANDARDS:	<b>4-ALDF-7C-02</b>	<b>4-ALDF-7D-24</b>	<b>FCAC-1.10</b>	

The purpose of this order is to establish policies relevant to the Department of Corrections member's conduct and to promote efficiency and discipline in the performance of duty. This order supports the Sheriff's Office core value "Always Improving."

This order consists of the following numbered articles:

- I. Employee Regulations
- II. Direction and Supervision
- III. Employee Recognition
- IV. Contact with Undercover Detectives
- V. Meal Breaks
- VI. Employee Breaks
- VII. Mail Boxes
- VIII. Lighting Requirements
- IX. Exiting From Service
- X. Stand-By Status
- XI. Employees Bidding at Auctions
- XII. Temporary Limited Duty Assignments
- XIII. Administrative Limited Duty

**I. Employee Regulations**

- A. All Department of Corrections members will be thoroughly familiar and comply with all policies and procedures and rules and regulations of the Sheriff's Office including the Department of Corrections written directives. These include, but are not limited to:
  - 1. Civil Service rules and regulations governing personnel guidelines;
  - 2. Florida Model Jail Standards;
  - 3. Federal, State and Local mandates governing inmates housed within the Department of Corrections;
  - 4. Sheriff's Office General Orders;
  - 5. Department of Corrections Operational Orders;
  - 6. Department of Corrections Duties and Responsibilities; and
  - 7. Applicable employee contracts and plans.

- B. All Department of Corrections members will be thoroughly familiar with and support the Sheriff's Vision, Mission Statement, and Core Values.
- C. Each member's conduct will be consistent with the proper safety and security procedures of the facility and of the inmates under his supervision.
- D. All members will follow the proper chain of command as outlined in Sheriff's General Order VII, Direction and Supervision.
- E. All Department of Corrections members required to report for roll call will report promptly, appropriately attired and ready for inspection.
  - 1. Corrections personnel working sixteen hours or more continuously, or eight hours or more overtime in the sixteen hour period immediately preceding their regular workday, shall be entitled to and required to take an eight hour rest period before returning to work.
  - 2. Corrections personnel who are entitled to this eight hour rest period shall not be required to attend the roll call immediately following the rest period.
  - 3. The employee will be required to notify the on-duty Watch Lieutenant prior to ending the tour of duty proceeding the eight hour rest period so notification can be made for the appropriate roll call. The employee will report to the Watch Lieutenant's office upon arrival for his assignment.
- F. Members reporting late for duty will submit an Intradepartment Correspondence Form (P-004) to his supervisor within one hour after arriving on duty. The officer will indicate the reason for the tardiness and the time he arrived ready for duty. Continuous tardiness may require progressive corrective action.
- G. All certified corrections officers will maintain proficiency with Sheriff's Office issued firearms by attaining a passing score when requalifying.
- H. All Department of Corrections personnel will perform any duties assigned by their immediate supervisor or higher authority.
- I. Corrections personnel will be required to wear clean and neatly pressed issued uniforms while on duty and must comply with Sheriff's General Order XXVII, Dress and Personal Appearance Regulations.
- J. Support personnel who are assigned to units with alternate uniforms will not wear these uniforms when working scheduled overtime on an operational watch.
- K. Upon entering any Sheriff's Office facility, all Department of Corrections members will conspicuously display their department issued employee identification card and/or pocket badge, when not dressed in full uniform attire. Caution shall be used anytime a Corrections Officer displays his Sheriff's Office credentials (wallet badge/identification card) to ensure he is not mistakenly identified as a police officer.

- L. Field Training Officers may wear Casual Friday attire as described in General Order XXVII (27) on Fridays in all phases, during all of Phase III and the transfer phase while training. Field Training Officers must wear their issued duty belt with all associated equipment and a badge.
- M. All corrections personnel below the rank of lieutenant will be required to wear the issued duty belt while on duty and in uniform. Lieutenants in operational assignments will wear a radio. Only the clarino (shiny) duty belt will be worn with the corrections uniform, unless otherwise approved by an Assistant Division Chief or JSO's Occupational Health Nurse. Nylon gear is issued for range work, Officers assigned to Montgomery Correctional Center (MCC) as transport officers and outside work crew assignments only.
- N. All corrections officers will be required to maintain a valid Florida driver's license.
- O. Corrections personnel may carry a pocket knife or the Leatherman-type tool of not more than 4" in overall length while closed. The knife must be carried in the bottom of any pocket of the shirt or pants and remain in the carrier's possession at all times. The knife will not be:
  - 1. Worn in any fashion on a belt,
  - 2. Clipped to the inside or outside of a pocket or any part of attire or equipment where the knife or the clip is visible; and/or
  - 3. Left in a jacket or carry bag.
- P. Reserved parking spaces for city vehicles, administrative staff, Watch Lieutenants (MCC/CTC), monthly award winners and handicapped individuals have been established. Parking in reserved areas without approval is prohibited. Motorcycles will park in designated areas.
- Q. Members will not:
  - 1. Introduce contraband into any area of any detention facility, or remove any article without authorization from the **facility** Assistant Division Chief or higher authority;
  - 2. Have any keys to any area of a facility which have not been issued to them by an authorized member;
  - 3. Engage in political activities while on duty, or while in uniform, or use their official position when engaged in political activities;
  - 4. Utilize personal equipment to record or photograph any area inside a corrections facility without the approval of the Watch Lieutenant or higher authority.
  - 5. Utilize any issued equipment or possess any non-issued equipment that could be used for personal entertainment while on duty including, but not limited to:

- a. Televisions;
- b. Computers or computerized games; and
- c. Radios and/or tape/compact disc players unless permitted in office areas where audio communication with inmates does not exist.

**NOTE: Field Training Officers may possess personal laptop computers to complete the Recruit Daily Observation Report (PC-115) when actively training recruits. Personal laptops will not be connected to the JSO network.**

6. Have any reading material unrelated to their job performance, which interferes with daily duties in their assigned area;
7. Leave the facility grounds during their tour of duty without prior approval of the Watch Lieutenant or designee unless required as part of their normal duty; and
8. Notarize any document that is not in compliance with Corrections Operation Order 26.1, Notary Services.

R. In dealing with inmates, members will:

1. Maintain a professional impartial relationship and will not intentionally or knowingly initiate any actions that will provoke or incite a volatile situation;
2. Not offer advice on any legal matters;
3. Not ask the inmate to perform personal errands;
4. Not use profane or abusive language;
5. Not accept from or give anything of value to an inmate, or his family or friends;
6. Complete and submit prior to the end of the watch an Incident and/Response to Resistance Report (P-288) on all unusual incidents that occur during a tour of duty or as otherwise required;
7. In the event a Corrections Officer becomes involved in a response to resistance which results in injury, great bodily harm or death of an inmate the completed Response to Resistance Reports will be forwarded to the Lieutenant of Internal Affairs. The Internal Affairs Lieutenant shall screen the reports and forward any report he believes merits further review or the convening of a Response to Resistance Board to the applicable Director; or
8. Not knowingly permit any subordinate, inmate, or other person to commit or conspire to commit any act or engage in any conduct, which would violate these rules and regulations.

S. Telephone Communications

1. Telephones will be answered promptly and courteously. The member answering the telephone will identify the division/location reached, his rank/title and name to the caller.
2. Telephone calls will be transferred to the appropriate area or member if the person answering the phone is unable to help the caller. When transferring a call, advise the receiving person this call is a transfer, and very briefly state caller's request.
3. Messages will not be accepted for inmates except in case of a verified emergency situation. Emergency is defined as a death of an inmate's immediate family member or other unusual circumstances as determined by the on-duty Watch Lieutenant. Emergency calls will be referred to the on duty Chaplain. In the event there is not a Chaplain on duty, emergency calls will be noted on an Inmate Emergency Message Form (P-580) and immediately forwarded to the Watch Administrative Sergeant or Watch Lieutenant for notification of the on-call chaplain's assistant.
4. Personnel will not abuse personal telephone call privileges.
5. No personal or personal business long distance calls will be charged to the Sheriff's Office.
6. Personal cellular telephones (PCT):
  - a. The ability to introduce a PCT inside a correctional facility is a privilege that may be granted or revoked by the employee's commanding officer:
    1. The PCT is the sole responsibility of the owner. Any loss, damage or costs associated with the PCT will be the responsibility of the owner;
    2. The PCT **will not** be carried into inmate housing areas by anyone below the rank of Lieutenant;
    3. The PCT phone number must be listed on the employee's information card; and
    4. Inmates **will not** be permitted to use personal cellular telephones.
  - b. The following rules will apply to any member at the rank of sergeant or below, unless authorized by the Assistant Chief or higher authority:
    1. Members shall not carry a PCT on their person while on duty or inside a corrections facility;

2. Usage of a PCT while on duty shall be limited to break times, in the event of failure of the normal business communication systems, or if assignments take the employee out of the facility (e.g., Transportation Officer, Maintenance/Receiving officer, etc.;
3. The PCT will be stored in the employee's assigned locker, or personal bag or purse, and **will not** be taken into any inmate housing areas;
4. The PCT will not be used as a radio or other entertainment device while the officer is on duty, and shall be in a non-tone mode at all times; and
5. Hands free accessory devices (blue tooth, ear bud, etc.) will not be allowed inside the facility.

T. Inmate Phone Usage:

1. The requesting employee's supervisor or higher authority shall be notified when an inmate is allowed to use a phone other than the inmate phone system (Deaf Link, TDD, etc.);
2. The phone usage, the person authorizing the phone usage, and the inmate's movement from his cell assignment and back shall be documented in the CMIS contact log; and
3. The person allowing the inmate to use the phone shall ensure an officer dials the telephone number and the call is monitored.

U. The muster room will be utilized for roll call briefing and training for each operational watch. In addition, an inspection of all personnel will be conducted during roll call to ensure all personnel are in compliance with GO XXVII.(27), Dress and Personal Appearance.

V. All personal bags will be searched by the officer's immediate supervisor or higher authority.

W. Alcoholic beverages will not be consumed on city property, nor will they be possessed in, or brought into any Department of Corrections facility.

X. When on duty all personnel will read their e-mail daily.

Y. Employees will notify their immediate supervisor anytime an immediate family member, as defined in Civil Service Personnel Rules & Regulations, becomes incarcerated within the Department of Corrections. Notification should be made as soon as practicable, but in any case, within 24 hours of the employee being notified. It will be the employee's immediate supervisor's responsibility to notify the following personnel of the arrest:

1. The Watch Lieutenant;

2. The Security Lieutenant;
3. The Operations Processing Captain;
4. The Operations Custody Captain; and
5. The Support Services Captain.

## **II. Direction and Supervision**

### **A. All Department of Corrections Supervisors will:**

1. Be familiar with:
  - a. Americans with Disabilities Act (ADA);
  - b. Occupational Safety and Health Administration Guidelines (OSHA);
  - c. Equal Employment Opportunity Commission (EEOC) Guidelines.
2. Have a working knowledge of employee union contracts and plans governing Department of Corrections members under their command;
3. Ensure employee performance evaluations for employees under his command are completed without delay;
4. Ensure quarterly personnel inspections are completed for employees under his command;
5. Ensure daily personnel inspections are completed for employees under his command;
6. Ensure effective management of employees to include proper training in the performance of their duties;
7. Direct the efforts of employees to meet all Sheriff's Office objectives, and to support the Sheriff's Office Mission and Core Values;
8. Nominate members for consideration by the Meritorious Awards Review Board in accordance with Sheriff's Written Directives;
9. Attend and participate in meetings as required and disseminate information to members under his command;
10. Conduct safety, security and sanitation inspections of the facility and sanitation inspections of his area of responsibility;
11. Ensure all discrepancies found during the inspection are corrected and/or documented and refer any unresolved discrepancies to his immediate supervisor;

12. Review employee and inmate grievances and complaints referred to him and take appropriate action to resolve the matter when appropriate or recommend a proper course of action;
  13. Ensure complaints made by citizens and/or inmates concerning his area of responsibility are investigated **thoroughly** and concluded without delay when directed by higher authority;
  14. Ensure allegations of misconduct and complaints (either in-house or referred by the Internal Affairs Unit) made by citizens and/or inmates are **thoroughly investigated** and concluded in a timely manner or referred to a higher authority when appropriate **(in accordance with General Orders)**;
  15. Review, recommend and/or administer disciplinary **or other corrective** action concerning members under his command when required;
  16. Ensure any employee under his command who voluntarily leaves the employment of the Sheriff's Office is scheduled for an exit interview with the Assistant Division Chief, or higher authority;
  17. Submit suggestions for change when policies and/or procedures become inefficient, ineffective, or antiquated;
  18. Review and sign where applicable all paperwork and reports initiated by members under his command and ensure completeness and accuracy;
  19. Ensure all personnel under his command are properly scheduled and complete in-service training or other training as required; and
  20. All supervisors are responsible for the coordination of efforts between their respective area and/or watch and other units or facilities.
- B. Lieutenants will be responsible for conducting career counseling with members under their command.
- C. Sergeants will be responsible for the security and control of their subordinate's personal property brought into a corrections facility. Sergeants have the authority to decide if their subordinates are allowed to carry bags, brief cases, knapsacks, etc. into a facility. Sergeants permitting these items will search them at roll call to ensure only authorized items are being carried, and no contraband items are being brought into the facility (i.e. unauthorized cell phones, games, magazines, drugs, weapons, or personal computers, etc.) Any contraband will be immediately seized, reported and delivered to the Watch Lieutenant for **appropriate action** (administrative or criminal disposition).

### **III. Employee Recognition**

Any employee of the Department of Corrections may submit a request or recommendation using the Awards Nomination Form (P-802) for any employee who performs outstanding service to the Sheriff's Office above and beyond that expected in the normal line of duty. Awards Nominations Forms will be processed as outlined in the Sheriff's General Order X (10), Sheriff's Office Boards and Committees.

#### **IV. Contact with Undercover Detectives**

- A. Detectives in plain clothes are not to be acknowledged in public as they may be in an undercover assignment. Making contact (especially in uniform) may not only jeopardize the case, but it could put employees and/or citizens in danger.
- B. Do not speak with undercover detectives in public unless they initially make contact with you.

#### **V. Meal Breaks**

- A. Members assigned to an operational watch will have the opportunity to take a minimum of twenty (20 min.) and maximum of thirty minutes (30 min.) paid meal break once per watch.
- B. Members assigned to an operational watch at the Prisons Division-MCC will have the opportunity to take their meal break prior to or at the conclusion of meal service for inmates.
- C. All members assigned to the support staff must take one non-paid meal break of no less than 30 minutes.
- D. All paid meal breaks will be taken in designated dining areas only, unless approved by the member's supervisor.
- E. Meal breaks may not be saved and used later as leave time.
- F. An employee dining room is located at all three facilities for members to take meal breaks away from their work area.

#### **VI. Employee Breaks**

- A. Supervisory discretion will be used when allowing employees to take breaks during the shift.
- B. Supervisors will monitor the use of breaks in order to avoid abuses. Breaks cannot be "saved" and used later as leave time or added to lunch hours to extend them.
- C. Designated Smoking Areas
  - 1. Members choosing to use tobacco products must do so only in designated areas outside of the facilities. These areas are defined as any outside area is away from inmates and public viewing as designated by the Division Chief.
  - 2. The following areas are designated smoking areas:
    - a. Jails Division - the recreation areas of all floors when no inmate activity is in progress.

- b. Prisons Division-MCC:
  - (1) North Compound - the gazebo located between "E" and "F" building, and Intake Door 1 area;
  - (2) South Compound B-Wing; the area in vicinity of the visitor's entrance; employee entrance near recreation field, door #3 at B-segregation, door #4 at kitchen loading dock;
  - (3) South Compound C-Wing/C-Building – door entrance leading from employee parking lot, and the south exit door; and
  - (4) Main Office - the rear patio entrance.
- c. Prisons Division-CTC members may use the sidewalk area located between "A" and "B" buildings and/or the bench located in the parking area adjacent to "C" building.

D. Chewing Tobacco and Snuff Products

- 1. The use of chewing tobacco and snuff products in any form is prohibited inside any building or portion of any building, which the Sheriff's Office occupies for business purposes.
- 2. The use of chewing tobacco and snuff products is prohibited in any vehicle owned, leased or borrowed for Sheriff's Office business.

E. Restroom facilities, to include showers and areas to change clothing, are located at all three facilities exclusively for use by members.

F. Exercise/physical training facilities and equipment are located at the Police Memorial Building and at the JSO Florida State College Northeast Florida Criminal Justice Training Center.

**VII. Mail Boxes**

- A. Sergeants will be responsible for mail boxes for their officers at facilities where employee mail boxes are used within the Department of Corrections.
- B. In locations where mailboxes are used, they will be set up as follows:
  - 1. Each watch or unit will have a designated area for their mail; and
  - 2. All sergeants will label the mailboxes for the personnel they supervise with the corrections officer's name and ID# on the bottom of the slot. The mail for corrections officer will be located directly above his name.
- C. Corrections officers will be responsible for picking up their mail daily when on duty. Mailboxes are not to be used for the storage of mail.

- D. Sergeants will ensure mail is picked up by corrections officers or other members under their supervision. Lieutenants will conduct periodic inspections of all their subordinate's mailboxes to ensure compliance.
- E. At facilities where mail boxes are used, the support staff will have a section of mailboxes maintained by the appropriate Lieutenant.

**VIII. Lighting Requirements**

- A. Corrections officers working in areas of public contact (e.g., public reception, releasing, etc.) will not reduce or extinguish the lighting in lobbies, corridors or visitation/interview areas, or any area adjoining these areas.
- B. Corrections officers will not reduce or extinguish lighting for corridors or hallways leading to or from housing areas or any area under camera surveillance while inmates are present.
- C. Corrections officers assigned to inmate housing areas may extinguish lighting within their work area for security purposes at the approval of the housing security sergeant.

**IX. Exiting From Service**

- A. Any employee voluntarily leaving the employment of the Sheriff's Office will be scheduled for an exit interview with the facility's Assistant Division Chief or higher authority.
- B. All items and equipment issued by the Sheriff's Office will be returned by the employee prior to him leaving employment.
- C. Employees leaving the service of the Sheriff's Office will complete an Employee Severance Report Form (P-225). The employee's commanding officer's signature is required on the report to confirm compliance with the exit from service procedure.

**X. Stand-By Status**

- A. When an off-duty employee is required by his supervisor to be answerable to a pager or cell phone, he shall be compensated one (1) hour straight time at the regular rate of pay for each day in a stand-by status.
- B. To receive the one-hour of pay the employee will be:
  - 1. Off-duty;
  - 2. Be the only person in the Unit/Section required to be answerable to a pager; and
  - 3. Shall not have received a call to duty during the time he is required to be answerable to a pager.

- C. If called to duty, the employee will instead be compensated at the applicable rate, per the employee contract.

#### **XI. Employees Bidding at Auctions**

- A. Employees of the Office of the Sheriff, provided they are off-duty and not in uniform, will be permitted to bid or purchase items (except vehicles) which may be sold at auction sales conducted by the Sheriff's Office provided the employee has no prior knowledge of the items being bid on. This includes abandoned property as well as other type of property being sold pursuant to the laws of Florida and the charter laws of the City of Jacksonville.
- B. No employee of the Office of the Sheriff will be permitted to bid on or purchase vehicles which may be sold at automobile auctions conducted by the Sheriff's Office. In addition, employees' family or friends may not bid on vehicles on an employees' behalf.

#### **XII. Temporary Limited Duty Assignments**

- A. General Order XXI (21) defines Temporary Limited Duty assignments for temporary medical, physical or psychological impairments.
- B. The Department of Corrections has specific assignments designated for personnel on Temporary Limited Duty.

#### **XIII. Administrative Limited Duty**

- A. Pending investigation, disciplinary action or termination may be cause for an employee to be placed in an Administrative Limited Duty Assignment. Such assignments can be, but are not limited to, the Temporary Limited Duty designated assignments.
- B. Employees placed on Administrative Limited Duty will comply with the following conditions, unless otherwise specified by the employee's Assistant Chief or higher authority:
  - 1. The employee shall not be assigned to an area of direct inmate contact;
  - 2. The employee will not be in uniform, and will comply with General Order XXVII (27), Dress and Personal Appearance for Non-Uniform Regulations;
  - 3. The employee will not work overtime or secondary employment; and
  - 4. The employee shall not be assigned to a supervisory position.

  
**JOHN H. RUTHERFORD**  
**Sheriff**

<b>INDEXED AS:</b>	Employee regulations	Exiting from service
	Direction and supervision	Lighting requirements
	Administrative Limited Duty	Temporary Limited Duty Assignments
<b>REFERENCE(S):</b>		GO X (10) Sheriff's Office Boards and Committees
	Awards Nomination Form (P-802)	GO XXI (21) Temporary Limited Duty
	Employee Severance Report Form (P-225)	GO XXVII.(27) Dress and Personal Appearance
	Inmate Emergency Message Form (P-580)	GO LII (52) Overtime and Compensatory Time

