

# SAFETY MONITOR HANDBOOK 2017-2018



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Park Hill School District

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Building Successful Futures • Each Student • Every Day

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# PHSD

## Security Control Center

### **MISSION STATEMENT**

Through proactive camera surveillance, prompt video processing and delivery and collaboration with district administrators, the Park Hill Security Control Center will provide and maintain the highest level of safety, security, and service to the students and staff of the Park Hill School District.

### **INTRODUCTION**

The purpose of this handbook is to provide an easy reference for District Safety Monitors in the Park Hill School District. This handbook is not intended to create any employment rights or benefits and does not modify, amend or supersede state law, board policy or contract.

In addition to this Handbook, District Safety Monitors are additionally responsible for following Board Policies and the work rules, policies, and procedures found in the overall Support Staff Handbook. The Support Staff Handbook is available through the Park Hill School District website or hard copies can be obtained through Human Resource Services.

### **ORIENTATION**

In addition to this Handbook, orientation or training sessions may be held periodically throughout the school year with the Lead District Safety Monitor and/or Human Resource Services.

### **REQUEST FOR TRANSFER**

A request for transfer must be made online through the Park Hill School District website. A list of open vacancies can be seen on the Park Hill School District website.

### **CHECK-IN AND CHECK-OUT PROCEDURES**

District Safety Monitors are required to record the beginning and ending time of their shift. Check with the departing District Safety Monitor for any special instructions. A thirty (30) minute unpaid lunch break is allotted for each eight hour work shift. At no time will a safety monitor be absent from his/her duties for longer than thirty (30) minutes without prior approval of the Lead District Safety Monitor.

### **PERFORMANCE, PRODUCTIVITY, OR DISREGARD OF DUTIES**

Failure or refusal to perform work up to the standards expected by the District or at a level acceptable to the District or engaging in any conduct which, in the opinion of the District, constitutes a disregard of duties or of the employment relationship (including, but not limited to, leaving the premises or assigned work area during working hours without permission, walking off the job, wasting time or loafing, sleeping on the job, intentional restriction of productivity, abuse of scheduled work time, working off the clock, working unauthorized overtime, working without proper authorization, interfering with any other employee's performance, working elsewhere while on approved leave of absence from the District, working on or off the job in violation of any medical restrictions imposed by a health care provider, etc.) will result in disciplinary action.

### **GENERAL PERFORMANCE AREAS**

- Safety – ability to take every possible action to maintain the safety and security of the district.
- Adherence to Policy and Organizational Support – following procedures, protocols and guidelines.
- Communication Skills – effectively conveying information in a clear, professional, and courteous manner.
- Teamwork/Interpersonal Skills/Cooperation – ability to work cooperatively with others
- Attendance and Punctuality – attends work on a regular and punctual basis.
- Quality and Quantity of Work – Thoroughness, accuracy and completeness exhibited in routine assignments and special projects within assigned time.
- Dependability and Reliability – Assumes responsibilities and ensures tasks are completed without sacrificing accuracy or quality.
- Decision Making/Judgment/Problem Solving – identifying problems and drawing appropriate conclusions, communicating issues in an appropriate and timely manner.
- Job Knowledge –Depth of understanding of the content and procedures of the job.

### **SUPERVISORY PERFORMANCE AREAS**

- Leadership and Organization - Ability to convey instructions and organize tasks or people to carry them out.
- Development of Others – effectively coaching and motivating others.
- Resource Management – managing all assets effectively and efficiently.

## WORK HOURS AND SHIFT ASSIGNMENTS

### WORK HOURS

The Park Hill Security Control Center monitors, documents, and reports the state of district security to the superintendent and school administrators between the hours of 6:30am and 6:30pm Monday through Friday during the First and Second school semesters. During the time between the end of the First Semester and the start of the Second Semester, the Center's hours of operation will be from 7:00am and 3:30pm, Monday through Friday; except during holidays, and will only be staffed with the Lead District Safety Monitor. Whenever the Lead District Safety Monitor is on Vacation Leave during this period of time he/she will be replaced by the District Safety Monitor.

Anytime the Center is closed the two assigned phone numbers (816-359-5050 & 816-359-6382) will be forwarded to the Lead District Safety Monitor's district cell phone. This ensures that all calls from HLS2 Security, Alarm Central, school and district administrators and/or SRO's and law enforcement are received, documented and acted upon. Requests for video footage received in this manner will be serviced as soon as possible at the beginning of the subsequent work day.

### SHIFT ASSIGNMENTS

Each employee will receive a work calendar on a monthly basis. In the event that an employee cannot be at work due to unforeseen circumstances, he/she shall contact and advise the LDSM as soon as feasible. The LDSM shall then contact the Director of Student Services to report the absence and provide a revised schedule of the SCC's operating hours for that day. During a Safety Monitor's assigned work shift he/she is expected to perform all duties as defined in the Park Hill School District position description.

### DEFINITIONS

- A work schedule is defined as a series of shifts consisting of eight and one half consecutive work hours, including one 30-minute unpaid break period, for five consecutive days, totaling forty (40) paid hours per week. Since no overtime is authorized for the LDSM and the DSM(s), the LDSM shall ensure that no more than 40 hours is worked during the work week by any SCC employee. The work schedule shall not be amended, appended, or supplemented without the knowledge and approval of the Lead District Safety Monitor, the Director of Student Services, and Human Resource Services.
- Shift - A shift is defined as, and shall consist of, eight and one half (8+30) consecutive hours of duty time which includes a period of thirty minutes unpaid break time.
- Thirty (30) minutes unpaid break time - This is a period of non-working time during an assigned shift which may be used at the discretion of the employee, and/or may be used as a meal break.
- Operational position – A physical position located at the center of the PHSCC where all 5050 calls are received, the Security Activities Log is maintained, and optimum viewing of the LCD monitor array is performed.

## **SHIFTS**

A full operational day shall consist of the following shift assignments, and will include an unpaid 30-minute break period:

1. 1<sup>st</sup> shift – 6:30 a.m. -3:00 p.m. (Except during the summer break)
2. 2<sup>nd</sup> shift – 10:00 a.m.-6:30 p.m. or 11:00 a.m. -7:30 p.m. or 12:00 p.m. – 8:30 p.m.

Personnel assigned to work the 2<sup>nd</sup> shift may select one of the three 2<sup>nd</sup> shift times to work on a consistent basis, with the approval of the Lead District Safety Monitor, Director of Student Services, and Human Resource Services.

## **STANDARD OPERATING PROCEDURES AND CODE OF CONDUCT**

As Park Hill Safety Monitors, our primary responsibility is to maintain, support, and monitor the overall level of physical security within the Park Hill School District.

- Provide proactive surveillance, instantaneous response time, and accurate records keeping ensuring an effective layer of protection from threats, both internal and external.
- Ensure the safety and well-being of our students and staff, and safeguard district property by working closely with our SROs, Campus Supervisors, local law enforcement, and first responders.
- Achieve and maintain a high level of familiarity with district boundaries, locations of all district properties, and each facility's unique geographical footprint in order to provide accurate information and assistance to first responders in the event of a serious security event.
- Perform our duties in a highly professional and courteous manner to instill confidence in our abilities, and permit our administrators and educators to function in a comfortable and secure environment.
- Maintain a high level of awareness, consistently monitor our surveillance equipment, and maintain an acute listening watch on radios and communications equipment.
- Respond to requests from school and district administrators with professionalism and courtesy, and provide requested information and/or materials in an efficient and expeditious manner.
- Treat customers, and each other, with dignity and respect; and with our strong work ethic set a high example for others to follow.
- Take pride in the fact that the Park Hill School District relies on our expertise and places a heavy trust in our abilities. Exceed expectations by consistently performing our duties with the highest level of distinction.
- Maintain a high level of confidentiality regarding information obtained in the course of the job. Do not release information without prior approval from the Lead District Safety Monitor or appropriate school administrator.

## **DISTRICT SAFETY MONITOR ABSENCES**

### **PURPOSE**

The Park Hill School District has established the Security Control Center to monitor, document, and report the state of district security to the superintendent and school administrators between the hours of 6:30 a.m. and 6:30 p.m., on a Monday through Friday schedule during the First and Second

Semesters. This facility is normally staffed by two school district employees: the Lead District Safety Monitor, and a District Safety Monitor.

### **PROCEDURE**

Although two District Safety Monitors are assigned by schedule to cover the twelve hour daily requirement for each workday, absences such as an unexpected illness, a family emergency, scheduled vacation leave, scheduled personal business leave or any other planned or unplanned event may occur.

When/if a District Safety Monitor foresees the necessity of taking unscheduled time off for these events, he/she shall notify the Lead District Safety Monitor as soon as practical. The Lead District Safety Monitor will then contact the Director of Student Services to report the absence and provide an amended work schedule for that day.

Upon his/her return the District Safety Monitor shall enter the absence into the Kronos system for payroll and leave documentation. Final approval for all leaves is made by Human Resource Services. Please refer to the classified agreement for additional information on leaves.

Any future scheduled time off shall be entered into the Kronos system for approval by the Director of Student Services.

### **OPERATIONAL STATUS BOARD (OSB) & SECURITY STATUS BOARD (SSB)**

The Operational Status Board and the Security Status Board are display boards mounted in the PHSCC, and maintained by the District Safety Monitors. These status boards will display, on a real time basis, the current level of security within the district, the status of security equipment such as video cameras, motion detectors, locks, and ID card scanners. Additional displayed information will consist of equipment down times, locations, reason for failures, work order information, and estimated repair timeframe. Lastly all future school drill/exercise information will also be displayed. All data displayed on these status boards is considered **confidential** and meant to be viewed only by authorized district personnel.

At the beginning of each shift, a DSM will update the OSB and/or SSB to reflect the day's current security, equipment, and drill status. The main source of information is the Security Activities Log, however, equipment status and miscellaneous drill information may be received from other sources.

At the end of the 2nd shift, the DSM will ensure that the status boards accurately reflect the current level of district security and the status of all displayed equipment. Any unresolved equipment outage will be entered into the Security Activities Log as a carryover for the next day.

DSMs will follow instructions on verbiage and color coding of status levels provided by the LDSM.

### **INTRUDER AND FIRE ALARM ALERTS**

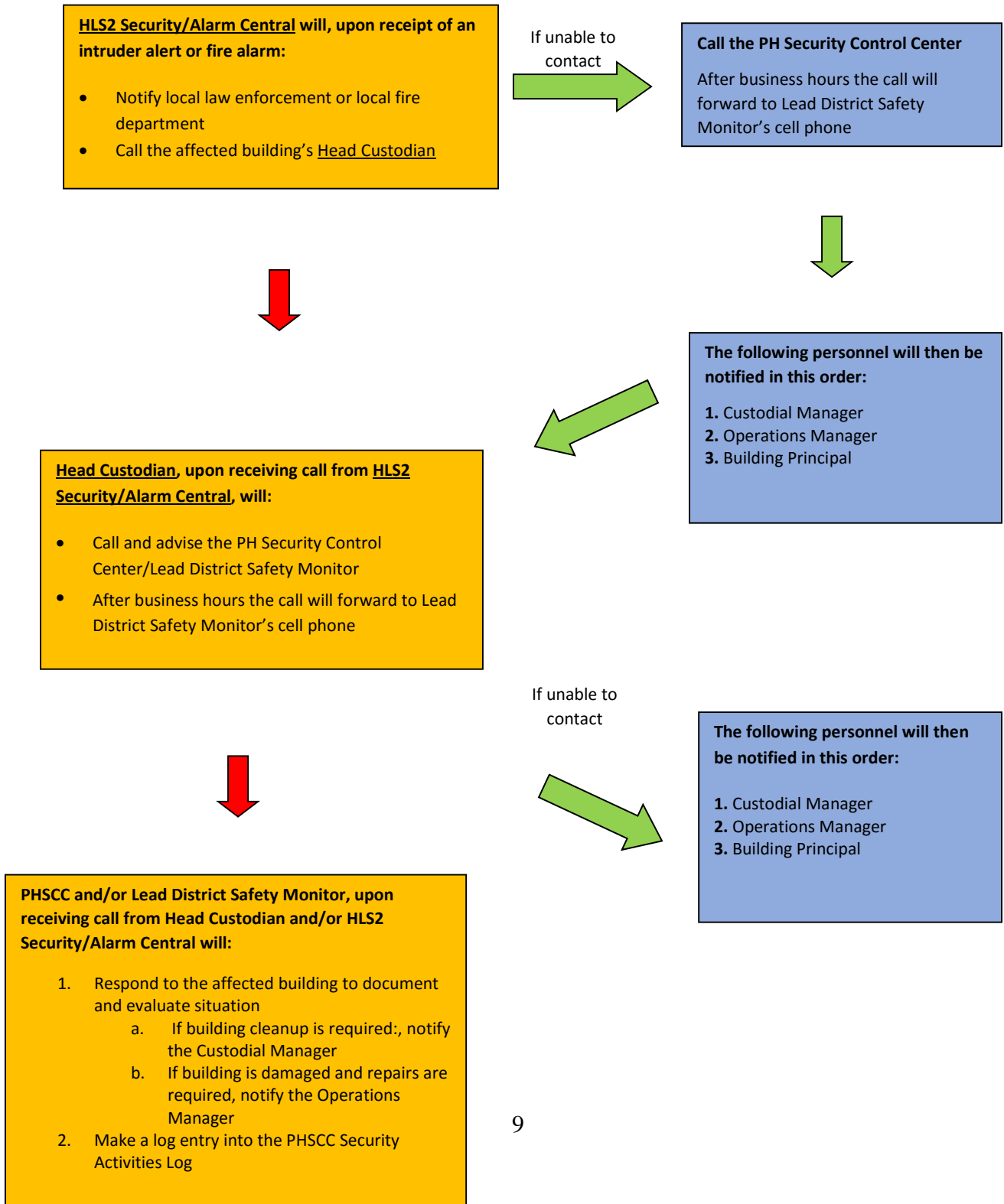
The following protocol establishes and defines the communications sequence and general responsibilities assigned to the Park Hill School District Lead District Safety Monitor, building head

custodians, Operations Manager, and Custodial Manager when notified of ADT intruder alerts and fire alarms.

The Park Hill School District is comprised of multiple buildings: schools, early education and child care centers, and administrative facilities. Overall general intrusion and fire security for each building is provided for and monitored by Alarm Central and HLS2 Security via motion detectors and fire sensors. Alarms generated by these devices are received by monitoring personnel who, in turn, sequentially notify local law enforcement, fire department(s), and designated Park Hill School District officials by telephone.



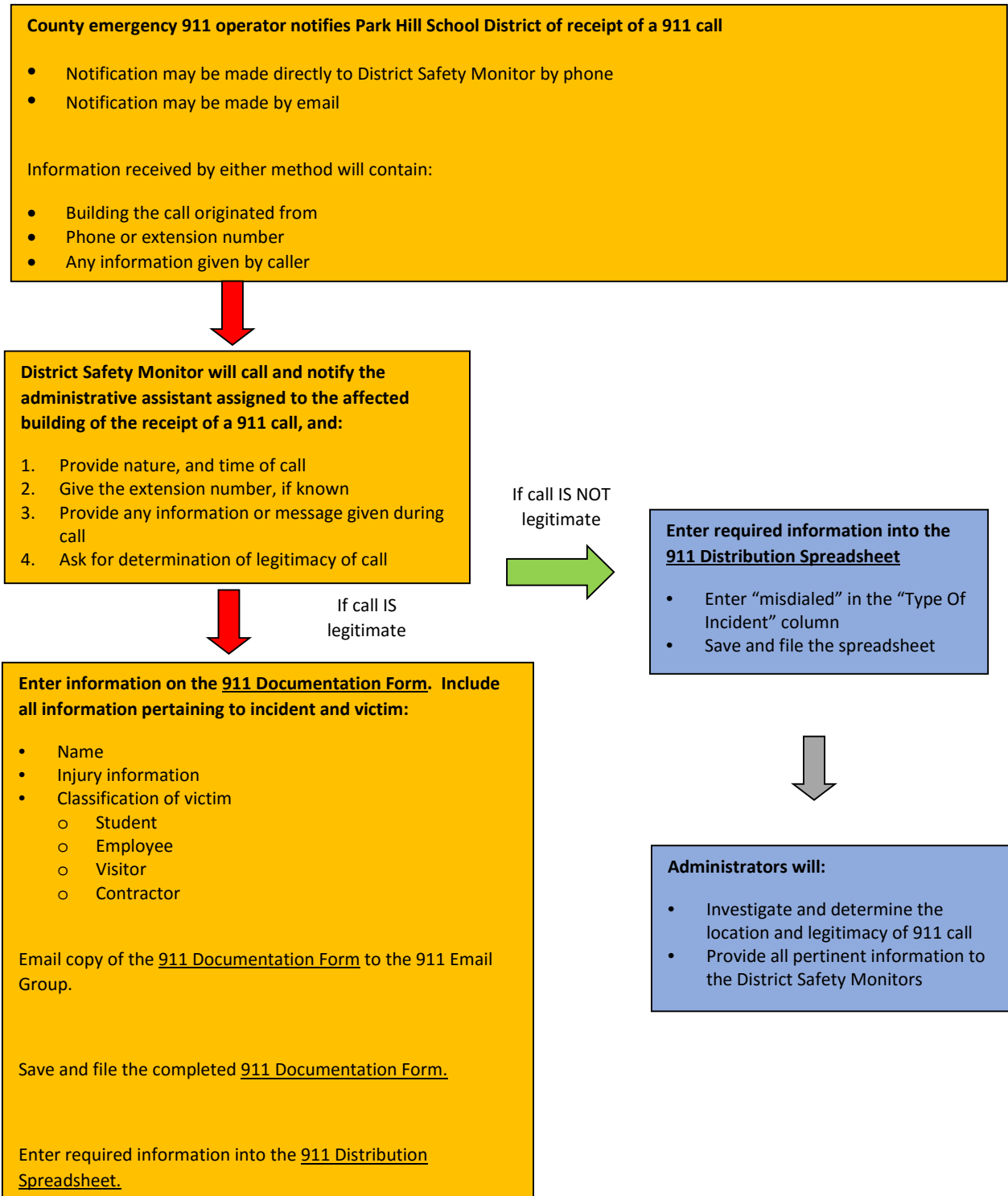
## INTRUDER AND FIRE ALARM ALERT FLOW CHART



## 911 CALLS

This protocol establishes and defines the communications sequence and general responsibilities assigned to Administrators, and the Park Hill School District Safety Monitors, upon being notified that a 911 call has originated from a Park Hill School District building.

### 911 Call Flow Chart



### **CONTACTING OF AND COORDINATION WITH LOCAL LAW ENFORCEMENT**

If the SCC is notified of a situation that poses an immediate danger to an individual on school grounds or district property, the DSM on duty shall call 911 for law enforcement support. If an event does not impose imminent danger, the DSM should contact the appropriate school administrator in charge of that facility via telephone. In the event that it is not in a specified building, the Lead Safety Monitor should be contacted and he will contact and brief the Director of Student Services.

In the event of the notification of an active shooter, or the receipt of an imminent deadly threat to any student, employee, school or building within the Park Hill School District, the Director of Student services has implemented a procedure wherein local law enforcement, including but not limited to, the KCPD, Riverside PD, and/or the Platte County Sheriff's Department, shall dispatch an officer to the SCC to actively monitor the tactical situation via the district's surveillance cameras and coordinate directly with the tactical squad commander(s) at the scene.

### **PHSD X DRIVE**

The PHSD has a discreet drive in its inventory of existing drives to be used to transfer, view and store video/still photo files and has designated it the "X" drive. The drive contains folders for each school and is programmed to allow full access to District Office Superintendents, Directors, certain Data Center Employees, and SCC DSMs. Individual school Administrators will have limited access to the drive and will only be able to view and access the one folder assigned to their particular school or building. The drive may be accessed by authorized personnel by double-clicking on the Computer icon on their desktop then double-clicking on the X drive icon.

### **HANDLING AND DISPOSITION OF ARCHIVED VIDEO AND STILL PHOTO REQUESTS**

The Park Hill Security Control Center District Safety Monitors are responsible for the prompt handling and disposition of video and still photo requests archived within the Milestone program. Requests may be received by voice, text message, email or phone call, and may be initiated by school or district Administrators, teachers, campus supervisors, administrative assistants or SROs. However, videos and/or still photos, once transcribed, shall not be released, delivered, emailed or otherwise transmitted to anyone other than an Administrator or his/her stated designee. Blanket approval for an Administrator's designee may be made, and shall remain in force for the time period stated to the DSM by the approving Administrator. Normal established protocol is to upload the requested video/still photo onto the requesting Administrator's X drive.

The release of video or still photo data to a person, or persons other than Park Hill School District Administrators, is strictly prohibited unless direct approval and/or instructions are received by a DSM from the Director of Student Services via voice, phone call, and email or text message.

Upon receipt of a video or still photo request the DSM on duty will review the archived video within the requested time frame to locate the incident or occurrence. Requests for data on incidents occurring

more than 15 days in the past may not be able to be processed due to the inability of some of the Milestone program servers to archive video for more than 15 days.

Once the requested video or still photo is located and retrieved it shall be promptly processed in accordance with Milestone video retrieval procedures and transferred to the appropriate folder in the PHSD X drive. Folders on the X drive will be sub-divided according to the year, month, and day of the event. If more than one video event is requested for any calendar day an additional folder will be created for that day and sub-titled in alphabetical sequence.

All uploaded video/still photo files stored on the X drive will be time stamped in accordance with their start and end time, and will be in 24 hour military time format. For example, a video file beginning at 9:02:32AM, and ending at 9:04:55AM will be time stamped, 090232-090455. Another beginning at 7:18:29PM and ending at 7:34:12PM, will be time stamped, 191829-193412.

Videos/still photos stored on the PHSD X drive shall be preserved and retained in accordance with applicable laws and other requirements. Security staff may not delete or otherwise alter videos/still photos without documented authorization from the Superintendent or Director of Student Services.

Further details regarding procedures for video/photo archiving, transcribing and delivery may be found in the "Handling and Disposition of Archived Video and Still Photo Requests" document physically located in the PHSD SCC.

#### **RELIEF BRIEFING CHECKLIST**

A Relief Briefing Checklist has been developed and is located at the Operational Position for use by District Safety Monitors during a change of operational position. It contains items that will be verbally reviewed by both the relieving and the relieved DSM each time a new DSM assumes the position.

For clarity, the Operational Position is defined as:

A physical position located at the center of the PHSCC where all 5050 calls are received, the Security Activities Log is maintained, and optimum viewing of the LCD monitor array is performed

- a. While assigned to this position the DSM maintains the highest level responsibility for the overall security of the district, and is accountable for all operational decisions regarding the operation of the PHSCC
- b. The DSM assigned to this position will make all log entries, coordinate all archived video requests, and ensure that optimum surveillance views are properly displayed on the PHSCC monitors

Prior to assuming the Operational Position, the DSM being relieved shall verbally review each checklist item and sub-item with the relieving DSM.

The relieving DSM shall not assume, nor accept responsibility for, the Operational Position until he/she is satisfied that the DSM being relieved has utilized the Relief Briefing Checklist in its entirety and reviewed all the log entries. Once the checklist has been utilized, the log entries reviewed, and the relieving DSM is satisfied that he/she is completely aware of all shift activities position relief may occur.

Further details and an example of the Relief Briefing Checklist may be found in the “Relief Briefing Checklist” document located in the PHSD SCC.

### **PHSCC LOG ENTRIES**

The Park Hill School District Security Daily Activities Log shall be maintained by the District Safety Monitors on duty on a daily basis. It shall contain information regarding all recordable activities pertaining to security occurring within a 24 hour time period within the district. New logs shall be opened by the District Safety Monitor on duty at the beginning of the first shift of each day, and the date, in month/date/year format, shall be entered at the top of the log. In the “ENTRIES” section, the first entry of the day shall note the time (in local military time format), the DSM’s operating initials, and the acronym: SCLC (security check list complete). The SCLC entry affirms that the Security Check List has been reviewed, and all required actions pertaining to that particular shift have been completed.

Entries on activities that have occurred after a previous day’s log was closed and prior to a new log being opened for a duty day; or entries on activities that occurred earlier in a shift but were not promptly logged, shall be entered with the date, and/or time, in parenthesis. These entries shall be referred to as “back log entries”.

Entries pertaining to Work Orders that are opened or closed will be made with a “W” preceding the log entry time. If the entry refers to a work order that is closed the DSM may also highlight the corresponding entry in the Carryovers (C/O’s) entry in red font. At the close of the shift, or prior to the log being printed, whichever occurs first, the red highlighted entries in the Carryovers may be changed back to black font.

Unresolved entries from the previous day will be entered after the log is reviewed. Carryover items shall be entered as the second entry on the log, and noted by the acronym, “C/O”. If there are no carryovers the entry shall read: “C/O none”. DSMs assuming subsequent shifts shall make the SCLC entry and not include carryovers.

The log will be closed by the DSM on duty at the end of the 2<sup>nd</sup> shift by entering the time and a notation. If there are any unresolved entries on the log, they shall be carried over to the next day. The entry shall read: “Log Closed/C/O: (State the carryover items). If there are no carryover items the entry shall read: “Log Closed/No C/O. The DSM closing the log shall print a copy of the log, sign the log under his/her name, stamp the top and bottom of each page with the “CONFIDENTIAL” stamp, and place the log on the LDSM’s desk for subsequent review and signature. After the Lead reviews and signs the log it shall be archived in the secure file cabinet in its respective folder.

In addition, an electronic copy of the log shall be saved to the SCC Backup Drive and backed up to the SCC Toshiba flash drive.

The log is considered an official Park Hill School District document and its contents shall be deemed “CONFIDENTIAL”. Access to the log shall be limited to the following individuals and/or entities:

1. Park Hill School District Board of Education
2. Park Hill School District Superintendent
  - a. Other persons or officials deemed to have a “need to know” by the superintendent
3. Director of Student Services
4. Park Hill District Safety Monitors

Entries to the log shall be made as soon as feasible following any recordable incident. To the extent possible log entries shall be complete, with accurate descriptions of incidents, names and titles of participants, and times/locations, and method(s) of resolution. Appropriate contractions/acronyms located in the Contractions Document, will always be used when making log entries to ensure speed and brevity. Completed logs shall be retained and archived, then subsequently securely destroyed at the direction of the Superintendent or his designee.

Further details regarding the Security Check List and specific log entries, including examples, may be found in the “Log Entry Guide” document located in the SCC.

### **VIDEO REQUEST RESPONSE TIME LOG (VRL)**

#### **DESCRIPTION**

A log shall be maintained detailing video and/or still photos request information received from authorized PHSD personnel. The purpose of this log is to record, track, and quantify the SCC’s performance, on a monthly basis, in responding to video/still photo requests of incidents occurring within the PHSD. This log will be completed in Excel format and will contain the following information:

1. Date request is received
2. School/building the request is for
3. Name of the requestor
4. Time of the request in 12 hour format
5. The assigned camera number(s) accessed to find incident
6. Time required to search and locate requested incident, in hour/minute format
7. Time required downloading video to SCC desktop computer(s)
8. Time required uploading video to requestor’s X drive
9. Time the request is completed and/or requestor is notified, in 12 hour format
10. Total SCC response time, in hour/minute format
11. Operating initials of DSM(s) processing request
12. Remarks briefly describing incident or reason incident was not processed

### **VIDEO REQUEST RESPONSE COMPARISON CHART (VRC)**

At the end of each month the cumulative video request and response time information contained in the VRL will be transferred to the VRC. This chart tracks and compares data from the current year to the past year's to assess improvement or degradation of video requests and response times.

### **DAILY ACTIVITY SECURITY LOGS, VRL AND VRC MONTHLY REPORTS**

At the end of each month a copy of each day's Daily Activity Security Log, that month's VRL, and a copy of the VRC will be sent by email to the Director of Student Services for review.

These reports are confidential and all information contained therein shall not be distributed, disseminated, discussed or reproduced without the express authorization of the Superintendent or his designee. The PHSD SCC is responsible for archiving and maintaining these reports in electronic format and shall be securely destroyed only at the direction of the Superintendent or his designee.

### **SECURITY STATUS REPORT**

#### **DESCRIPTION**

A report detailing the current security status of the Park Hill School District shall be completed weekly by the PHSD DSMs during the First and Second semesters. The report will be prepared in Excel format and will contain information detailing the total number of cameras in each building, the number of cameras that are out of service, and each disabled camera's assigned number.

Based on the number of disabled cameras in each building a Security Level will be assigned on the report. Security levels will be displayed in color format with the percentage of operational cameras superimposed within the color band.

Security Level bands and percentages are:

Green—100% through 93% of available cameras operational

Yellow—92% through 85% of available cameras operational

Orange—84% through 77% of available cameras operational

Red—78% and below of available cameras operational

#### **DISTRIBUTION**

Every Friday during the semester the DSM working the 2<sup>nd</sup> shift shall ensure that the Security Status Report is sent via email, not later than 6:00pm, to each building's principal or his/her designee. Principals will receive the report displaying the security status of his/her respective school, and the

Assistant to the Superintendent will receive the full report encompassing all schools/building in the Park Hill School District. The full report will also include the status of required drills completed for each school as contained in the Rapid Responder website. All Security Status reports will be available for viewing each Monday morning.

An example of the Security Status Report may be found in the "Security Status Report" document located in the SCC.