

**SONOMA COUNTY PROBATION DEPARTMENT**  
**JUVENILE HALL POLICY & PROCEDURES MANUAL**

SECTION:  
*Housing Unit  
Operations*

SUBJECT:  
*Touchscreen Operations*

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IDENTIFIER:  
*3.1.10*

### **POLICY STATEMENT**

It is the policy of Sonoma County Juvenile Hall that every Juvenile Correctional Counselor (JCC) staff must be able to operate the housing unit touchscreens and adhere to the following policy regarding their use.

### **PROCEDURES**

#### **1. GENERAL INFORMATION**

- i. Resident room doors
  - ii. Intercoms & paging systems
  - iii. Music for residents in their room
  - iv. Room coding screen
    - a) Resident information is to be kept current on each housing unit touchscreen.
  - v. Water & lighting control
  - vi. Silence duress alarms
  - vii. Test audible alarm device via a "Tone Test"
- B. Staff is not to rely solely on the use of the touchscreen to open residents' doors.
- i. Staff is expected to use unit keys to open residents' doors as a standard practice.
- C. Refer to the Touchscreen Manual for more information.

#### **2. LOGGING OFF THE TOUCHSCREEN**

- A. Staff is to "log off" the touchscreen any time it is left unattended.

#### **3. TOUCHSCREEN RESTRICTIONS**

- A. Staff is prohibited from using the touchscreens for any purpose other than control operations.
- B. No devices or equipment shall be attached to the touchscreen monitor or computer without the authorization of the Director.

#### **4. PROGRAMMABLE LOGIC CONTROLLER (PLC)**

- A. The PLC controls the touchscreens.
- B. There are 4 PLC control rooms in the facility.
- i. Each PLC controls different touchscreens within their assigned zone. Therefore, if a PLC fails in one zone, it does not mean that all of the touchscreens will fail

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within the facility

- C. For additional information, or in the event the PLC system fails, refer to policy 3.4.7 "PLC Systems Failure".

**5. IF A TOUCHSCREEN MALFUNCTIONS**

- A. If a housing unit touchscreen malfunctions, immediately notify a Facility Supervisor, who will submit a maintenance request.
- B. If the malfunction occurs after hours, contact the sheriff's dispatch at ext. 2213.
- i. Sheriff's dispatch will contact the building mechanic on standby duty, who will respond to the situation within one (1) hour.

**REPLACEMENT HISTORY**

Revised:

APPROVED BY:

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DAVID M. KOCH, Chief Probation Officer