


Chapter: **General Facility Operations**

Classification: **Public Document**

Subject: **Custody Supervision Standards**

For: **Adult Custody**

  
Authorized by the Executive Director

## Policy

- 1 Correctional Services will administer supervision standards within correctional facilities that promote
  - (a) the safety of staff and incarcerated individuals
  - (b) building rapport with those incarcerated, and
  - (c) a positive work environment

## Definition

- 2 For the purpose of this policy the following definitions apply
  - (a) Direct supervision is defined as a model of supervision in which correctional officers are stationed inside the living unit where they maintain direct, continuous personal interaction with individuals in custody. This interaction is used to build rapport between staff and individuals in custody. Direct supervision will allow staff to readily respond to emergencies within the living area.
  - (b) Rotational schedule is defined as a temporary staff schedule implemented into operations during a shift when the number of staff on duty does not allow for safe operation of the Correctional Facility.
  - (c) Daily rotation is defined as a temporary schedule implemented in a living unit to allow individuals in custody the necessary time out of confinement to ensure the confinement threshold is not being met.

## Guiding Principles


- 3 In designated direct supervision living areas staff will
  - (a) interact continuously with individuals in the living area
  - (b) actively supervise individuals with the intention of building relationships and identifying problems in their early stages
  - (c) immediately address negative behavior

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- 4 In living units not designated as direct supervision areas staff will apply supervision techniques to mitigate risk and address negative behavior as soon as practicable including
  - (a) consistently assessing risk
  - (b) identifying and addressing concerns
  - (c) staying alert to activity on the living unit
- 5 Negative behaviour will be addressed by
  - (a) holding individuals accountable
  - (b) exhibiting fairness
  - (c) ensuring consistency
  - (d) reinforcing positive behavior

### **General Standards**


- 5 Staff will apply supervision techniques in accordance with Policy and Procedures, Chapter 37.00.00, [General Facility Operations](#).
- 6 The facility senior manager will ensure proper scheduling management is taking place to cover shifts, including outside escorts, by utilizing outside agencies to allow correctional officers on escorts to be reassigned to the facility when the number of on duty staff at the facility is insufficient.
- 7 Rotational schedules will be implemented when the number of correctional staff on duty does not allow for safe operation of the facility.
  - (a) The number of staff required for safe operation of the facility will be determined on a facility-by-facility basis and take into consideration the number of individuals in custody and the operation needs of the facility during the shift.
- 8 Prior to implementing a rotational schedule, the management team will review staffing assignments to ensure proper reallocation of resources to the living units has taken place.
- 9 Implemented rotational schedules will be created to support a daily rotation for individuals in custody.

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- (a) Daily rotation will ensure individuals in the same living unit are offered equal opportunities to be out of the confines of their cell.
- 10 The Assistant Deputy Superintendent will complete an audit of the rotational schedule each time it is implemented.
- (a) The audit report will
    - i. highlight any deficiencies identified and any actions taken or planned to address the deficiencies.
    - ii. include documentation to support action plans
    - iii. be submitted to the superintendent (deputy superintendent for Southwest Nova Scotia Correctional Facility)
- 11 Standard Operating Procedures and Post Orders will be established to support the successful application of supervision techniques and include detail regarding
- (a) the number of staff assigned to safely operate as a direct and indirect supervision living area
  - (b) implementation of facility rotational schedules