



**U.S. Department of Justice**  
Federal Bureau of Prisons

**PROGRAM STATEMENT**

OPI: CPD/CSB

NUMBER: 5502.11

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## **Duty Officers**

/s/

*Approved:* Thomas R. Kane

Acting Director, Federal Bureau of Prisons

### **1. PURPOSE AND SCOPE**

The Duty Officer assignment provides institutions with continuous monitoring of operations at times other than the normal workday at institutions and Regional Offices. It also serves as a training experience and opportunity for supervisory staff to view the broader operation of an institution.

Institution Duty Officers provide significant managerial support after the normal workday, weekends, and holidays. Duty Officers contribute to improved institution operations by reviewing and reporting on programs as directed by the Warden and other institution Executive Staff.

Duty Officers at the Regional Office level serve a different purpose – their primary responsibility is to receive and report information.

#### **a. Summary of Changes**

*Policy Rescinded*

P5502.10 Duty Officers (7/10/06)

This revision eliminates Central Office Duty Officers and Central Office Administrative Duty Officers.

b. **Program Objectives.** Expected results of this program are:

- Institutions and Regional Offices will have managerial coverage 24 hours a day, seven days a week.
- Significant incidents will be reported to appropriate officials promptly and consistently.
- The media and Congress will receive responses to inquiries at any time they are requested.

c. **Institution Supplement.** None required. Should local facilities make any changes outside the required changes in the national policy or establish any additional local procedures to implement the national policy, the local Union may invoke to negotiate procedures or appropriate arrangements.

## 2. RESPONSIBILITIES AND PROCEDURES

Institutions and Regional Offices develop procedures for assigning Institution Duty Officers (IDO) and Regional Duty Officers (RDO).

The Chief Executive Officer at each component appoints a Duty Officer Coordinator to train and brief Duty Officers and maintain the Duty Officer Kit, which contains references, guidelines, and instructions needed to ensure the Duty Officer fully understands his/her responsibilities.

Generally, Residential Reentry staff should not be utilized as IDOs/RDOs, as they retain oversight and duty officer responsibilities for contract facilities. Residential Reentry Managers (RRMs) report to their respective Sector Management Team (SMT) any significant incident affecting inmates in community programs or contract facilities.

The Privatization Duty Officer will report significant incidents to Privatization Management Branch (PMB) management staff.

Attachments A and B provide requirements and guidance for IDOs and RDOs.

Attachment C, **Guidelines for Duty Officer Reporting to Higher Levels**, provides a list of reportable situations.

The Duty Officer Incident Report (BP-A0727) is used to prepare a written report.

A sample **Institution Duty Officer Report** is provided as Attachment D.

### **3. DUTY OFFICER KIT AND EQUIPMENT**

Each Duty Officer Kit contains, at a minimum:

#### **a. Reference Material**

- Current Duty Officer schedule.
- Names and telephone numbers of personnel and local officials to contact in specific incidents or emergencies.
- Relevant Program Statements, guidelines, and instructions.

#### **b. Equipment and Supplies**

- Writing material.
- Standard reporting forms.
- Communication aids (two-way text pagers or a cellular phone, which **must not** be taken into secure institutions).

### **4. TRAINING**

At each site, the Duty Officer Coordinator provides orientation for each Duty Officer before that person assumes the duties for the first time. Each site also provides annual refresher training for Duty Officers.

### **5. PROGRAM REVIEW GUIDELINES**

Guidelines for the Duty Officer program are included in the Correctional Services Program Review Guidelines for all levels.

### **6. AGENCY ACA ACCREDITATION PROVISIONS**

- 4th Edition Standards for Adult Correctional Institutions: 4-4184 and 4-4185 and 4-4212M.
- 4th Edition Performance-Based Standards for Adult Local Detention Facilities: 4-ALDF-1C-09M, 4-ALDF-2A-06, and 4-ALDF-2A-12.
- 2nd Edition Standards for Administration of Correctional Agencies: None.

## REFERENCES

### *Program Statements*

- P1351.05 Release of Information (3/9/16)
- P1480.05 News Media Contacts (9/21/00)
- P1600.09 Occupational Safety, Environment Compliance, and Fire Protection (10/31/2007)
- P5566.06 Use of Force and Application of Restraints (8/29/14)
- P7300.09 Community Corrections Manual (8/1/16)

### *BOP Forms*

- BP-A0727 Duty Officer Incident Report

### *Records Retention Requirements*

For requirements and retention guidance for records and information that apply to this program, see the Records and Information Disposition Schedule (RIDS) on Sallyport.

## **Attachment A. Institution Duty Officer**

Each institution must establish a Duty Officer program to provide managerial coverage after the normal workday and on weekends and holidays.

**A. Coordination.** The Warden appoints an employee to coordinate the Duty Officer program.

**B. Assignments.** At the institution level, there must be both a designated Institution Duty Officer (IDO) and an Administrative Duty Officer (ADO).

The IDO is at the Department Head/Assistant Department Head level and scheduled for duty as outlined in Section C. The IDO is on call for any incident that occurs at times other than the normal workday. Exceptions are approved by the Regional Director.

The ADO maintains regular duty hours, but is available evenings, weekends, and holidays to make decisions when the Warden or Acting Warden is unavailable. If the Warden or Acting Warden cannot be located, the ADO is delegated authority to make decisions and sign documents as Acting Warden.

Ordinarily, the ADO is at the GS-14 grade level; however, regardless of grade level, all Associate Wardens, Superintendents of Industries, Camp Administrators, Captains, Protective Custody Unit Managers, and Executive Assistants may be assigned as ADOs. The Regional Director's approval is necessary to assign any other employee as ADO.

**C. Scheduling.** Each institution submits a schedule of Duty Officer assignments to the Regional Office weekly. Changes in assignments should occur on the same day each week.

Unless there is a compelling reason for a different schedule, Duty Officer assignments begin on Tuesday each week at the end of the regular workday and continue through the beginning of the workday on the following Tuesday. If Tuesday is a holiday, the assignment of a new Duty Officer can be deferred until the beginning of the workday on Wednesday. Ordinarily, the schedule affords the employee three days off at the beginning and end of the Duty Officer cycle (e.g., Friday, Saturday, and Sunday).

**D. Inspecting the Facility.** To supplement the Shift Lieutenant's daily tour of the entire facility, the IDO visits areas of major activity or special interest daily. Weekly fire protection and life safety inspections are conducted by the IDO. The specific items covered are outlined in the institution's Fire Plan.

The IDO visits **every** area of the institution at least once during the week. Matters requiring further attention, such as significant staff or inmate concerns of unsafe or unsanitary conditions, are reported to the Department Head the next workday. At the end of the tour of duty, the IDO prepares a written report for the Warden (local use only); see Attachment D for a sample.

#### **E. Reporting Incidents to Regional Duty Officers**

**Incidents during regular work hours** are reported by the Captain to the Regional or Central Office Correctional Services Administrator or designee. The Captain's Office routinely reports all incidents, whether significant enough to be reported immediately by telephone.

**Less serious incidents** at times other than regular work hours need not be reported by phone to the RDO. Escapes (also referred to as walkaways) from non-secure facilities, at a minimum, are reported to the RDO.

**Significant incidents during other than regular work hours** are reported as follows:

- The Operations Lieutenant notifies the Captain and IDO.
- Institutions outline reporting procedures to ensure timely telephone notification to the ADO, Warden, and RDO.

IDOs and ADOs refer to Attachment C, **Guidelines for Duty Officer Reporting to Higher Levels**, keeping in mind that **all** incidents are reported routinely to the Regional and Central Offices Correctional Services Administrators. The examples in the **Guidelines** may not cover every situation. When in doubt, it is best to notify the RDO, but frequent telephone reporting of minor incidents is not the intent.

For each incident, the IDO submits a Duty Officer Incident Report (BP-A0727) the next workday morning to the RDO. The RDO and Privatization Duty Officer will forward the Duty Officer Incident Reports to the Central Office Correctional Services Group Wise mailbox BOP-CPD/Corr Svcs.

**F. Media Contacts.** Calls from media representatives must be handled as professionally and expeditiously as possible. The institution PIO should be notified anytime there is a news media inquiry. Institution Duty Officers should consult their local Institution Supplement, News Media Contacts, to determine how after-hours media calls should be handled at their facility.

Regional and Central Offices PIOs are notified immediately when a potential negative or national story concerning Bureau operations or programs may be broadcast or published:

- The RDO notifies the Regional PIO and the Correctional Services Branch, Central Office.
- The Regional PIO contacts the Central Office PIO employee specified on the Media Emergency Contact List in the Duty Officer Kit, directly or through the Department of Justice Command Center.

Prompt notifications give the Bureau and Department of Justice time to prepare for additional inquiries. See the Program Statements **News Media Contacts** and **Release of Information** for further information.

## **Attachment B. Regional Duty Officer**

Each Regional Office must establish procedures and issue guidelines for the Regional Duty Officers.

**A. Coordination.** The Regional Director appoints an employee to coordinate the Duty Officer program.

**B. Assignments.** The Regional Director designates a Regional Duty Officer (RDO) and an Administrative Duty Officer (ADO).

**C. Scheduling.** Changes in assignments should occur on the same day each week. Unless there is a compelling reason for a different schedule, Duty Officer assignments begin on Tuesday of each week at the end of the regular workday and continue through the beginning of the workday on the following Tuesday.

If the scheduled Duty Officer exchange occurs on a holiday, assignment of a new Duty Officer may be deferred until the beginning of the following workday.

**Incidents during regular work hours** are reported by the Regional Correctional Services Administrator to the Central Office Correctional Services Branch by telephone.

**D. Notifying the Regional Director.** Instructions for contacting the Regional Director at times other than the normal workday are included in the Regional Office Duty Officer Kit. While notifications of routine assaults and escapes from minimum security facilities or outside details can wait until the next workday, major incidents and those of significant interest are reported immediately.

The Regional Director, if appropriate, reports significant incidents to the Director or other Executive Staff via wireless communication device, except for the following incidents, which require immediate notification:

- Serious injuries to staff.
- Escapes from secure institutions.
- Unexpected inmate deaths (homicide or drug overdose, suicide, etc.).
- Deliberate discharge of lethal weapons (not accidental).
- Institution lockdown (not including individual units or areas).



Significant incidents during other than regular work hours are reported as follows:

- The Institution Duty Officer notifies the Regional Duty Officer (RDO). RRM's notify the Sector Management Team for incidents involving Residential Reentry facilities.
- The RDO notifies the Regional Administrative Duty Officer (RADO).

E. **Media Contacts.** Calls from media representatives must be handled as professionally and expeditiously as possible.

The RDO notifies the Regional PIO when media calls are received by the RDO or when an event at an institution may result in a potentially negative or national story concerning Bureau operations or programs being broadcast or published. The Regional PIO will then contact the Central Office PIO.

See the Program Statements **News Media Contacts** and **Release of Information** for further information.

## Attachment C. Guidelines for Duty Officer Reporting to Higher Levels

Type of Incident	Institution Duty Officer Ordinarily Reports to Regional Duty Officer
Activation of Disturbance Control or SORT Team.	Yes
<b>Disturbance</b> , including gang activity, group demonstration, food boycott, work strike, civil disturbance, or protest.	Yes
Full or partial <b>lockdown</b> of institution.	Yes
<b>Fight or assault</b> on staff or inmates resulting in life-threatening or other <b>very serious</b> injuries.	Yes
Injuries not likely to result in death, permanent injury, or disability, and successfully treated in institution or outside hospital.	Yes
Emergency outside medical trip for <b>MAXIMUM custody</b> inmate.	Yes
Emergency outside medical trip for <b>less than MAXIMUM custody</b> inmate.	<b>Only if it may result in unusual publicity.</b>
<b>Escape</b> or attempted escape from inside a <b>secure perimeter</b> institution.	Yes
<b>Escape</b> from a <b>minimum security</b> facility, camp, furlough.  <b>Residential Reentry notifications</b> – see the Program Statement <b>Community Corrections Manual</b> for reporting procedures.	Yes
Homicide, suicide, attempted suicide, or other <b>death</b> by unusual circumstances.	Yes
Death by natural causes (particularly at medical centers).	Yes
Death by natural causes of any “ <b>high profile</b> ” inmate.	Yes
<b>Hunger strikes</b> when medical intervention is needed.	Yes
Adverse <b>weather</b> or other <b>environmental</b> or <b>facility problem</b> that significantly affects institution security or operations (fence damage, power outage, severe flooding, etc.).	Yes

<b>Type of Incident</b>	<b>Institution Duty Officer Ordinarily Reports to Regional Duty Officer</b>
<b>Bomb</b> threat.	Yes
<b>Transportation</b> accident that results in death, serious injuries, or significant property damage.	Yes
Arrest or any other serious event involving a <b>visitor</b> .	Yes
Adverse incident that may attract <b>unusual interest or publicity</b> .	Yes
Use of <b>force</b> , with injury.	Yes
Use of <b>force</b> , without injury or other special concerns.	Yes
<b>Placement</b> of an inmate in <b>restraints</b> .	Yes
<b>Continuation</b> of an inmate in <b>restraints</b> .	Yes

## Attachment D. Suggested Format for Institution Duty Officer Report

DATE: 3/27/2014

FROM: \_\_\_\_\_, Institution Duty Officer

RE: Duty Officer Report, [dates]

TO: \_\_\_\_\_, Warden

1. **Operations.** Briefly comment on unusual activities or significant occurrences in construction/projects, safety/sanitation, visiting, morale, and atmosphere of the institution.
2. **Programs and Activities.** Briefly comment on visitors or major institution programs/activities that took place during the tour of duty.
3. **Emergencies and Unusual Situations.** Briefly comment on inmate deaths, major assaults/fights resulting in serious injury or disruption, and any other significant emergency or unusual situation (routine fights, or other items reported in Lieutenant's Log, etc., need not be reported).

### 4. Statistical Information

Count at Beginning/End of Tour: \_\_\_\_\_/\_\_\_\_\_

Number of Visitors: Mon\_\_\_\_ Thur\_\_\_\_ Fri\_\_\_\_ Sat\_\_\_\_ Sun\_\_\_\_

Commissary Sales During Tour: \_\_\_\_\_

Number of Incident Reports During Tour: \_\_\_\_\_

Number of Volunteers During Tour: Chapel\_\_\_\_ ED/Rec\_\_\_\_ Other\_\_\_\_

5. **Locator Center Testing Results.** Provide the results of locator center testing conducted at least once during the tour of duty.
6. **Suggestions/Recommendations.** Provide any recommendations or suggestions for improvement based on the tour of duty.

**Note:** Institution Duty Officer Report formats are determined locally; reports are retained at the institution. Each institution determines internal distribution (Warden and Executive Staff only, Department Heads, etc.).