



Research and Evaluation in Public Safety
University of Hawai'i

Video Review Monthly Overview

Start of Each Week:

- Select random days for Suicide/Safety Watch
 - Each week, you will select one primary and one backup date for each module.
- Select random days and blocks of time for Holding Unit
 - Each week, you will select a random day for each of the 3 Holding Unit floors. Within each of the random days identified, you will select one random 4-hr block of time to view for First Watch, Second Watch, and Third Watch.

Note: For both Suicide/Safety Watch and Holding Unit, random days are selected using the RANDBETWEEN function in Microsoft Excel (refer, Section 1A).

Each Week:

- Review one Suicide Watch each for M1 and M8
 - If no Suicide Watch occurred in the module on either your random primary or backup day, you will have no Suicide Watch review to complete for that module that week.
 - Update the *Appendix A_Suicide Watch Summaries* document after each watch completed.
 - Update the *Monitor Tables* Excel file after you have completed a Suicide Watch review.
- Review one Safety Watch each for M1 and M8
 - If no Safety Watch occurred in the module on either your random primary or backup day, you will have no Safety Watch review to complete for that module that week.
 - Update the *Appendix B_Safety Watch Summaries* document after each watch completed.
 - Update the *Monitor Tables* Excel file after you have completed a Safety Watch review.
- Complete review of random day for each Holding Unit floor (1-3)
 - There will be three 4-hour intervals to review for each floor, one each for First Watch, Second Watch, and Third Watch
 - Insert times on the *SEG Video Monitoring* Excel spreadsheet
 - Update the *Holding Unit Summaries* document
- Back-up data to the desktop
 - The data is on a thumb drive so it is important to back that data up to the desktop.
 - At the end of each day or week at minimum, you must save an updated version of the current month folder onto the desktop to ensure the most current data is saved in the unlikely event the flash-drive crashes.
- Corrective Action
 - Review the *Suicide Watch Summaries*, *Safety Watch Summaries*, and *Holding Unit Summaries* with Acting Chief of Security Major Evans and update each document with the necessary corrective action.
 - Go through each of the summaries by watch (e.g., all the First Watch corrective actions are completed at one time followed by all Second Watch corrective actions, etc.).

- Be sure to flag anything exceptional or concerning that you have reviewed (e.g., ACO has cell phone in facility, ACO sleeping, inmates “phishing,” etc.).
- When getting corrective action: get position (i.e., ACO or Sgt), first initial, last name, and type of corrective action [documented Verbal Correction (V), Performance Appraisal (PAS), or Standards of Conduct (SOC)].

Note: Due to scheduling, it may be easier to do corrective actions for the entire month with Acting Chief of Security Major Evans one-time at the end of the month instead of at the end of every week.

End of Month:

- Sit down with Acting Chief of Security Major Evans to review any remaining summaries.
- Scan Suicide Watch printouts in .pdf format onto the jump drive (use printer).
- Scan Safety Watch printouts in .pdf format onto the jump drive (use printer).
- Scan Holding Unit printouts in .pdf format onto the jump drive (use printer).
- Complete *Monitor Days for MONTH CQI Report* for Acting Chief of Security Major Evans.
- Polish the Suicide Watch, Safety Watch, and Holding Unit summary documents.
- Notify Acting GRA Supervisor Sophie Gralapp that draft reports are ready for review and reliability check (refer, Section 4) before sending out to Acting Chief of Security Major Evans.
- Once Acting GRA Supervisor Sophie Gralapp completes review and reliability check (refer, Section 4) of draft reports, finalize and send final versions of documents out to Acting Chief of Security Major Evans and save them in the corresponding folder in Box.

Note: Final versions of reports approved by Acting GRA Supervisor Sophie Gralapp should be sent to Acting Chief of Security Major Evans and uploaded to Box no later than the 7th of the following month.

SECTION 1: Suicide/Safety Watch

A. Selecting Random Days:

Every week, you will randomly select one “primary” and one “backup” day for each module (i.e., you will select 4 random days selected for each week, two per module – M1 and M8 – using the RANDBETWEEN function in Microsoft Excel)

Using the RANDBETWEEN function in Microsoft Excel:

1. Open a new spreadsheet in Excel.
2. Select any cell in the spreadsheet.
3. Click “Formulas” tab.
4. Click “Insert Function.”
5. Select or type function titled “RANDBETWEEN” and press “ok.”
6. Enter the range of numbers you want a randomized number from (e.g., to select a random day for Week 1 Suicide Watch/Safety Watch/Holding Unit, enter “1” for the bottom and “7” for the top) and press “ok.”
7. After you press “ok,” a random number between 1 and 7 will appear in the cell and that will be the random date you have selected.

Random Date Ranges by Week:

Week 1 = 1-7
Week 2 = 8-14
Week 3 = 15-21
Week 4* = 22-28

* In the Week 4 range, days after the 28th are not included to allow a few days at the end of the month to compile the end-of-month CQI Report and corrective actions, etc. However, days after the 28th may be included when necessary (e.g., cameras are out on other days in the Week 4 range, etc.).

Once you have selected two days per week for each module, you will sit down with Acting Chief of Security Major Evans or Sgt Roy Takamoto and give her or him the random dates. She or he will call the modules and ask if there were inmates on Suicide/Safety Watch on those days and what room numbers the inmates were in.

Note: There will not always be a Suicide/Safety Watch in both M1 and M8 on a given week. There tends to almost always be a Suicide Watch for M1 on the primary day and almost always a Suicide Watch for M8 on the primary day or backup day. There is often no Safety Watch at all for M1 and/or M8 on the primary day or backup day.

Each week, you will review one Suicide Watch and one Safety Watch from each module, which usually (but not always) last a full 24-hours. The watches within the 24-hour period you are reviewing are broken down into three watches:

Watches for Suicide/Safety**:

1W: 2200-0600
2W: 0600-1400
3W: 1400-2200
(1W: 2200-2400 – to complete full 24 hour review period)

**For Module 1, when possible, pull data for rooms 103 or 104 due to producing best camera views. There is usually a Suicide Watch in M1 R103 or R104 and M8 105 or 106.

Next, once you have obtained your dates and room numbers for your suicide and safety watches, you will proceed to obtaining data from GuardPlus located on the computer workstation REPS utilizes or SGT Roy Takamoto's desktop.

Note: The computer is always logged in using the "healthpass" login. This login has no password; however, the computer is locked when not in use and can be unlocked by clicking "switch user". This will open the desktop for use.

B. Obtaining Data from GuardPlus:

In order to download reports from GuardPlus, use the computer workstation utilized by REPS or SGT Roy Takamoto's desktop.

1. Downloading Suicide/Safety Watch Data Reports
 - a. Start → All Programs → select the "Guard1 Plus" folder
 - b. Select the "Guard1 Plus Rounds Tracker" Excel file
 - c. Click "Add Ins" and select "Setup"
 - d. A window will pop up
 - i. On the left click "Clients" then select the appropriate module and room (e.g., Module 1, Room 104).
 - ii. In Date Range, indicate the date range you want (i.e., if you are reviewing data from December 28, your range would be December 28, 2018 – December 28, 2018).
 1. In "Defaults" keep maximum checked
 - a. For Suicide watch: 5 minutes apart, 11 times per hour
 - b. For Safety watch: 15 minutes apart, 3 times per hour
 - iii. In Time Range, indicate the time you want to review (i.e., if you are watching a 24-hour watch, you would indicate 12:00AM to 11:59:00PM on the same day).
 - e. Click "OK"
 - f. The spreadsheet will generate. Print one copy and save a copy to the jump drive.
2. Downloading Incident reports:
 - a. Start → All Programs → select the "Guard1 Plus" folder
 - b. Select the "Guard1 Plus" program
 - i. If it asks you to archive, select "no"
 - c. Reports → Standard Reports → Incident Report
 - i. The screen will change
 - d. On the "General" tab, select specific dates and indicate the date
 - e. Click the tab "Filter Locations"
 - i. Expand facilities
 - ii. Select the appropriate module and room
 - iii. Click the magnifying glass
 1. A word document will generate. Save it to the jump drive.

Note: If no word document generates, there is no incident report for that day. If a word document generates, you will have to enter the times listed on the incident report into the Master Excel spreadsheet (refer, Section C6).

Next, you will cut and paste the data obtained from GuardPlus to the Master Excel spreadsheet.

C. Using the Master Excel Spreadsheet for Suicide/Safety Watch:

1. When you start a new month, rename the folder "2018_X New Month Template" to reflect the current month (e.g., 2018_July). Rename all of the folders inside this folder to reflect the current month [e.g., rename "MONTH Suicide/Safety Watch" to "July Suicide/Safety Watch"]. Open the current month Suicide Watch folder, rename the files within the folder to reflect the current month [e.g., rename "Appendix A_MONTH Suicide/Safety Watch Master" to "Appendix A_July Suicide/Safety Watch Master"]. Open the current month Suicide/Safety Watch Master.

2. In the “Customer Report” tab, copy the Date and Time columns from the GuardPlus Excel spreadsheet into columns A and B in the Excel spreadsheet (leave column C alone).
3. Create a name for the module and room number and paste into column D in the Excel spreadsheet.
Note: You can only use a name once per month for the summary page to fill correctly (e.g., M1 Room103; M1R103; M1 Rm103; M1 Room 103).
 - a. Take the name you created and place it in the appropriate cell on the summary page.
4. For Suicide Watch, anything beyond 5.26 (5:15) is considered late. The summary page considers 5.25 late, so you might need to adjust the summary for accuracy (e.g., Change all the times that are shown in column E and 5.25 to 5.24).
5. Compare GuardPlus printout with current month Suicide/Safety Watch Master Excel spreadsheet. Compare times to determine if any additional blocks need to be viewed.
 - a. GuardPlus is less sensitive to times.
 - b. Highlight additional times that need to be watched on GuardPlus printout.
 - c. Write in times that are within 5 min, 15 sec (5.25) and note on the hard copy that they are “ok.”
6. If “out of cell”, “out of module”, or “released from suicide/safety watch” is selected and the next check is beyond the required time interval, pull up the “incidents” document. This will have the time recorded for all of the button taps. You can copy and paste the corresponding times into the spreadsheet, but you will need to go back to confirm that the inmate was out of cell, etc.
7. Sometimes there will be long gaps when an inmate is “out of cell” or “out of module”. We do not need to fill these in with 5- (for Suicide Watch) or 15-minute checks (for Safety Watch) if they were **not** recorded with the wand. When this happens, you will want to remove the interval from the summary page. Checks over 30 minutes are recorded in row 64 on the summary page. If you need to remove a check over 30 minutes, just subtract from the number in row 64.
 - a. When you start a new month, you will need to go back in to row 64 for each date and check for any days that have a number typed in instead of a formula. If there is a number, copy and paste the formula from another date so you can start fresh.
 - b. Similarly, if any times of “5.25” were adjusted in the previous month copy and paste the formula from another date so that you can start fresh.

To view Module 1:

1. On desktop, select “Control Center” program and click “log on”
2. On upper left, click playback icon (second icon on top left)
3. Select appropriate date and time
4. To make screen bigger, click expand icon (11th icon from far left on top)

Module 1 Cameras

- PSD-OCCC-07
 - Camera 14 = Quad 1 (R101-106 – Suicide Watch quad)
 - Camera 15= Quad 2 (R107-112 - where safety watch overload is placed)
- PSD-OCCC-03
 - Camera 7 “39 Module 01” = main view of Module 1 (left side is Quad 1)

To view Module 8:

- 1) Using Internet Explorer, go to [Http://10.180.6.247/](http://10.180.6.247/)
 - It is recommended that you save the above-referenced webpage as a Favorite on your desktop Internet Explorer browser so that you don’t have to re-enter the website every single time you access it.
- 2) Login Name is “administrator” and Password is “000000”
- 3) Select Playback
- 4) Select appropriate date and time using dropdown menu on the right middle to pull up cameras.
- 5) Press play the video will show up.

Module 8 Cameras

- Camera 2 = Recreation area where the PMA sits***
- Camera 6 = Suicide Watch quad (R 101-106)
- Cameras 8 and 9 are blank.

***If you are viewing a Safety Watch and there is no PMA present, you may need to use the main camera control center (not the website) to view the central desk of Module 8:

- PSD-0CCC-03
 - Camera 12 “44 Module 08” = main view of Module 8 (right side is the Suicide and Safety Watch quad; bottom of the screen is the program area)

In Module 8, the ACOs may be in the module office (especially on First Watch). Also, an ACO can potentially see into rooms 103 and 104 from the control desk. However, an ACO or PMA would need to walk in front of rooms 101, 102, 105, and 106 in order to see an inmate in the room (unless ACOs are standing in the doorway).

General Guidelines

- Sometimes the video will go black. Just pause the video and it will catch up. You’ll want to rewind the video to make sure you didn’t miss anything.
- In Module 1, the rooms are numbered from right to left (101 is on the far right and 106 is on the far left, out of view from the quad camera).
 - In Module 1, ACOs can see into the rooms if they are on the main level.
- In Module 8, the rooms are numbered from left to right (so 106 is on the far right side – this room is used often for Suicide Watches).
 - In Module 8 you can see into rooms 103 and 104 when sitting at the central desk (as long as the ACOs are looking in that direction).
- For any time highlighted on the spreadsheet, go to the time the previous check occurred on the video. Watch the video to see if any staff member conducted any visual checks or unrecorded wand checks during the recorded gap. If so, record the time stamp (including seconds) of any visual checks or wand checks that occur during the highlighted interval (refer, next bullet point for exceptions).
- **Exceptions:** If a Suicide Watch check occurs within the 5th minute, or a Safety Watch check occurs within the 15th minute, first check to see if there is an obvious additional check during that time (e.g. there is a clear visual check half way through the delay).
 - If you see one check that would reduce the gap to within 5:15, you can record it and move on to the next delay. If you see a visual check, but it does not reduce the gap to under 5:15, keep watching through the remainder of the interval.
 - If there is no obvious additional check during the interval and the interval is fairly close to 5:15, count the number of seconds between when the ACO can see the inmate and when they actually use the wand. This typically happens when the ACO does a check, sits down away from the door, and doesn’t get back up until the next check. For example, if they are seated and stand up the use the wand—if they can clearly see the inmate from the time they stand up to the time they use the wand, count the number of seconds where

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the ACO has eyes on the inmate prior to using the wand (recorded as “visual conducted X seconds prior to wand being used”).

- You have to record the number of seconds rather than the time because the timestamp is slightly off between the camera and the wands. This time difference does not matter as much when there is a clear check at some point during an interval.
- If the number of seconds does not cover the difference in time, you’ll need to record what the ACO was doing during the gap (refer, “Common Explanations” below).
- When you record the time, indicate whether it was a visual check or a check with wand (Example: ‘TIME visual’; ‘TIME wand’)
 - Okay to use the abbreviations TIME V or TIME W
- If a PMA is in the module, they should be conducting the Safety Watch checks. For Second and Third Watch on Safety Watch reviews, record whether it was a PMA or an ACO conducting safety watch checks. If an ACO is conducting the Safety Watch checks, we are responsible for pursuing corrective actions when they miss a check. If a PMA is conducting Safety Watch checks, we are not responsible for pursuing corrective actions when they miss a check.
- Sometimes an ACO will take a break (e.g., chow, restroom, etc.). They should have another staff member (not a workline inmate) cover their post if they take a break. If a delay occurs while someone else is covering his or her post, make a note of this. Be sure to include this in the summary and mention it to Acting Chief of Security Major Evans. We don’t want someone to get in trouble for a delayed check if they asked someone to cover for them who didn’t do their job properly. If they leave and do NOT have someone cover their shift, you can note that they are gone and this SHOULD be recorded as their error.
- If you cannot account for the highlighted time gap with a visual or wand check after viewing the video, record what the ACO/PMA was doing during that gap (refer, “Common Explanations” below):

Common Explanations:

- Seated at monitor, out of view (OOV; this occurs in Module 1)
- Seated at monitor, alert
- Seated facing door (usually in Module 8; note ‘alert’ or ‘no visible movement’)
- Seated at door/seated with back to door (often used when ACOs are sitting at the door, usually in Module 8, but are not facing the door; note ‘alert’ or ‘no visible movement’)
- In module office or at central/main desk (for Module 8)
- Walking around module/quad
- Talking to another suicide inmate/non-suicide inmate
- Talking to staff
- Assisting another inmate
- V = visual check, W = wand check which was not recorded
- Standing in the doorway.
- If inmate on Suicide or Safety Watch is out-of-cell or out-of-module, note the time that they exit and the time that they return to their cell.

IMPORTANT NOTE: Suicide and Safety Watch protocol is the same, except Suicide Watches need to occur within 5 minutes and 15 seconds (5.25) and Safety Watches need to occur within 15 minutes and 15 seconds (15.25) in order to count as following protocol and on time. However, for Suicide Watch, all checks occurring within the 6th minute are excused (but still noted on the hard copy and Excel Master spreadsheet) and will not receive a corrective action. For Safety Watch, all checks occurring within the

16th minute are excused (but still noted on the hard copy and Excel Master spreadsheet) and will not receive a corrective action.

Next, once you have completed your Suicide/Safety Watch, you will need to fill-in the Suicide/Safety Watch Summaries (refer, Section 1D).

D. Suicide/Safety Watch Summaries

- There are two separate documents for the summaries; one for the weekly Suicide Watch summaries (Appendix A) and one for the weekly Safety Watch summaries (Appendix B)
- Weekly Suicide/Safety Watch
 - First, state the duration of the watch and how many checks were beyond the 5th minute (e.g., “During the eight hours from 0600-1400, the ACO conducted 3 checks beyond 5 minutes and 15 seconds.”).
 - Second, indicate how many of those checks were delayed that were still “within” the fifth minute [i.e., checks that occurred between 5 minutes and 16 seconds and 6 minutes (e.g., “There was 3 checks that occurred within the fifth minute.”)].
 - Make sure to manually count delays within a particular watch using the “Customer Report” tab as the “summary” tab on the Master Excel spreadsheet indicates the numbers for the entire day.
 - Third, specify how many delays there were for each different minute interval (e.g., “There was one 6-minute interval, four 10-minute intervals, and one 13 minute interval that occurred while...”)
 - Finally, make a statement about what the ACO was doing during the delayed interval(s) (e.g., “...one 13 minute interval occurred while the ACO was seated out of view.”)
 - Miscellaneous:
 - When there is a delay (that can’t be cleared) that spans across different watches (e.g., a delay occurs from the end of First Watch into the beginning of Second Watch), watch the entire delay in order to determine if one or both ACOs should get corrective action for the delay.
 - Use asterisks to indicate any other information it would be good for Acting Chief of Security Major Evans to know such as cell phones or multiple delayed intervals that you could/could not verify via video review.
 - E.g., “***Acting Chief of Security Major Evans: cell phone observed at approximate TIME by ACO seated at LOCATION.”
 - E.g., “*** Acting Chief of Security Major Evans: there were 13 delayed intervals in the 5th or 6th minute prior to my video review.”
- It is helpful to highlight the **delayed** checks you review for Acting Chief of Security Major Evans when they look over the summary document.

Next, once you have completed your Suicide/Safety summaries, you will want to fill-in the monitor tables (refer, Section 1E).

E. Entering Data into Monitor Tables

- Once you have completed a Suicide/Safety Watch day, open the “Monitor tables” document for the month.
- Use the “Summary” tab on your Suicide/Safety Watch spreadsheet to update the appropriate cells in the monitor table

Note: When starting a new month, it is helpful to leave all of the data from the previous month, but make the cells dark grey to indicate they have not been updated. Once the current data is added, change the background to white. This is helpful to keep track of your progress and to keep the Excel spreadsheet formulas from month to month.

Next, once you have filled in your monitor tables, you will want to review the documents with Acting Chief of Security Major Evans (refer, Section 1F).

F. Reviewing documents with Acting Chief of Security Major Evans:

- At the end of the month, open the document “Corrective Actions” and review your Suicide/Safety watch summaries. Enter the Suicide/Safety watch dates based on Module (1, 8) and Watch (1st – 3rd). Once you have done this, get the monthly “worksheets” and sit down with Acting Chief of Security Major Evans and review the completed Suicide/Safety Watch summaries by asking what ACO was on-duty during the dates and times of the delayed watches as reflected by the Suicide/Safety Watch summaries.
- Write the security staff on-duty’s title, first initial, last name, and corrective action on the “Corrective Actions” sheet (e.g., ACO B. Simpson V, Sgt H. Simpson PAS). You will need this information to complete the end of the month CQI document.
- After you have done this, enter the ACO names and corrective actions into the Suicide/Safety Watch summary documents under the corresponding watch.

Order of Corrective Actions**:**

1. “Documented Verbal Correction” (i.e., V)
2. “Performance Appraisal” (i.e., PAS)
3. “Standards of Conduct Violation” (i.e., SOC)

****If last month, an ACO received a “Documented Verbal Correction” (i.e., V), then this month they will receive a “Performance Appraisal” (i.e., PAS). Also, if last month, an ACO received a “Performance Appraisal” (i.e., PAS), then this month they will receive a “Standards of Conduct Violation” (i.e., SOC). Also, whether the same ACO receives only one or several corrective actions in the same month, they will not progress to the next corrective action because the corrective actions have occurred in the same month.

Next, once you have completed Corrective Actions with Acting Chief of Security Major Evans, you will begin your end of month wrap-up (refer, Section 1G).

G. End of the Month Wrap-up:

- At the end of the month, the Suicide/Safety Watch summary documents will be full of ACO names and corresponding corrective actions. After reviewing everything, update the log of individuals titled “Corrective Action Taken_February 2017 to Present” to note which staff has received corrective actions.
Note: Don’t forget to copy and paste the most recent version of this log from the last month into the current month’s template so that all corrective actions are current.
- **Scans:** At the end of the month, you will scan copies of the Suicide/Safety Watch printouts used as hard copies of the Suicide/Safety Watch Master Excel spreadsheets. Using the big Xerox machine in the security office, create one scan of the Suicide Watch printouts (arranged by week, with M1 first) and one scan of the Safety Watch printouts (arranged by week, with M1 first). Rename these documents and put them into the appropriate monthly folder on the jump drive for Acting Chief of Security Major Evans to review.

Using the Scanner

- Place your printouts into the document loader of the Xerox machine
- Insert the jump drive into the Xerox machine

- Select Scan to USB
- Click Start
- When finished, wait a moment for documents to download to the jump drive
- Remove jump drive
- Rename documents scanned to jump drive as “MONTH Suicide/Safety_SCAN”)

- Complete *Monitor days for MONTH CQI Report* (Title: GuardPlus Analysis Report for the Month of MONTH YEAR).
 - Using the template titled “Monitor days for MONTH 2018 CQI Report,” update the end of the month GuardPlus Analysis report. Use the “Picture” paste option to paste the suicide and Safety Watch Excel tables from the “Monitor tables” Excel file nicely into the Word doc.
 - Use “wrap text” top and bottom to be able to move it.
 - Update the Methodology, Corrective Action, and Assessment of Results portions of this document.
 - Update the footer with your name.
 - The “action steps” do not change.
- Notify Acting GRA Supervisor Sophie Gralapp that draft Suicide/Safety Watch reports are ready for review and reliability check (refer, Section 4) before sending out to Acting Chief of Security Major Evans.
- Once Acting GRA Supervisor Sophie Gralapp completes review and reliability check (refer, Section 4) of draft reports, finalize and send final versions of documents out to Acting Chief of Security Major Evans.
- Save final versions of documents in the corresponding folder in Box.

Note: Final versions of reports approved by Acting GRA Supervisor Sophie Gralapp should be sent to Acting Chief of Security Major Evans and uploaded to Box no later than the 7th of the following month.

SECTION 2: Holding Unit

A. Randomization

Each week, you will select a random day for each of the Holding Unit floors (1-3). Within each day, you will select a random 4-hr block of time to view. Use the random number generator in Excel to select the dates and for the shifts.

Use the following codes for the dates based on which week (i.e., Week 1-4) you are looking at: =randbetween (1,7) for Week 1; =randbetween (8,14) for Week 2; =randbetween (15,21) for Week 3; and =randbetween (22,28) for Week 4

Random Date Ranges by Week:

Week 1 = 1-7

Week 2 = 8-14

Week 3 = 15-21

Week 4* = 22-28

* In the Week 4 range, days after the 28th are not included to allow a few days at the end of the month to compile the end-of-month CQI Report and corrective actions, etc. However, days after the 28th may be included when necessary (e.g., cameras are out on other days in the Week 4 range, etc.).

Use the following code to indicate which 4-hour period of time you will be looking at based on Watch (1-3): =randbetween (1,5). Once your random number ranging from 1 to 5 has been generated, use the table below to see which 4-hour shift you will be monitoring. For example, if you are selecting which random 4-hour period of time you will be looking at for First Watch and the random number generator produces the number 3, then you will be looking at 2400-0400.

	First watch	Second watch	Third watch
1	2200-0200	0600-1000	1400-1800
2	2300-0300	0700- 1100	1500-1900
3	2400-0400	0800-1200	1600-2000
4	0100-0500	0900-1300	1700-2100
5	0200-0600	1000-1400	1800-2200

Next, once you have obtained your dates and shifts for Holding Unit, you will proceed to obtaining data from GuardPlus in Acting Chief of Security Major Evans's office.

B. Obtaining Data from GuardPlus:

In order to download reports from GuardPlus, use the computer workstation utilized by REPS or SGT Roy Takamoto's desktop.

3. Downloading Holding Unit Data Reports

- a. Start → All Programs → select the "Guard1 Plus" folder
- b. Select the "Guard1 Plus Rounds Tracker" Excel file
- c. Click "Add Ins" and select "Setup"
- d. A window will pop up
 - i. On the left click "Clients"
 1. Select "MCU"
 - a. Select the floor you want (i.e., "MCU 1st Floor, MCU 2nd Floor, or MCU 3rd Floor)

- ii. In Date Range, indicate the date range you want (i.e., December 28, 2018 – December 28, 2018).
 1. **Pro Tip:** If the **First Watch** of the date you need [i.e., 12/28/2018 starts the day before (i.e., 2300 – 0300)], put the date that the watch actually started (i.e., In this case it would be 12/27/2018) and enter the time as normal.
 - a. Keep in mind to change the date back to your original date (i.e., 12/28/2018 for Second and Third Watch¹).
 2. In “Defaults” keep maximum checked
 - a. For Holding Unit: no more than 35 minutes apart, 1 time per hour
 - iii. In Time Range, indicate the time you want (i.e., if you are watching First Watch 0100 – 0500, put that time range in).
 - e. Click “OK”
 - f. The spreadsheet will generate. Print one copy and save a copy the jump drive (e.g., 2018 October/October Holding Unit/Week 1/Floor 1).
4. Incident reports:
- a. Start → All Programs → select the “Guard1 Plus” folder
 - b. Select the “Guard1 Plus” program
 - i. If it asks you to archive, select “no”
 - c. Reports → Standard Reports → Incident Report
 - i. The screen will change
 - d. On the “General” tab, select specific dates and indicate the date
 - e. Click the tab “Filter Locations”
 - i. Expand facilities
 - ii. Select the appropriate module and room
 - iii. Click the magnifying glass
 1. A word document will generate. Save it to the jump drive.

IMPORTANT NOTE: If the Holding Unit cameras are down for any reason and there is no data available on the dates and watches you selected, you will have to watch the entire 4-hour shifts on the cameras and manually enter the times of the checks into the spreadsheet. In which case, you would skip Section 2B (above) and proceed to Section 2B (below).

Next, you will cut and paste the data obtained from GuardPlus to the spreadsheet entitled “SEG-videomonitoring-MONTH 2018”. However, you must manually decipher that the first check occurred within 35 minutes. If it did not, you will have to manually enter the first check as the beginning of the shift time. For example, if the shift started at 0100, but the first check is not until 0155, the spreadsheet will not count that as a missed check. To rectify this, you must manually enter 0100 as the first check of the shift, then copy and paste the data from the spreadsheet below it. Make sure to indicate in the notes labelled “ACO/Activity” that this check was manually entered (i.e., “time manually entered/start of shift”).

C. Using the Master Excel Spreadsheet for Holding Unit:

- When you start a new month, rename all of the files inside this folder to reflect the current month [e.g., rename “MONTH 2018 Holding Unit Summaries” to “July 2018 Holding Unit Summaries” and “SEG-videomonitoring-MONTH 2018” to “SEG-videomonitoring-July 2018”]. Open the current month SEG-videomonitoring document.
- When you begin a new month, at the top of each page, you’ll want to enter the correct month in the first row (A1). You’ll also need to enter the correct date into cell G2.
- Enter the time intervals for each watch in column B.
 - **Pro Tip:** If you have a First Watch that starts the day before (i.e., 2300 – 0300) there will be an error during the time interval that switches from PM to AM. In this case enter the

time interval manually – it is on the original Excel spreadsheet that you will have printed out in front of you, so no need to do the math yourself.

- Watch the video of delayed check time intervals (i.e., any time interval over 35 minutes) and note the time that checks occur under “Inmate Checks” (Column A).
- Under “ACO/Activity” you do not need to name the ACO. However, it is suggested that you note when ACOs: deliver chow, pick-up chow, if the ACO is accompanied by a nurse, social worker, or other staff member, and if another staff member does a check without the ACO present.
- You can insert lines, but do not delete them. If you add lines in, you may need to double check that the calculated response time (column D) is correct. You will need to drag the formula from a time above to fill it in.
- If you start at 22:00, you can either continue with 23:00, 24:00, 25:00 or you can use 11:00, 12:00, and 13:00. The spreadsheet will not let you go from 24:00-0:00 or from 12:00 to 1:00.
- If the last check of a 4-hour period is within 35 minutes and no other check occurs, leave the end time off of the spreadsheet. However, if the last check is in a 4-hour period creates an interval longer than 35 minutes, place the end-time for the period on the spreadsheet so the length of the interval is recorded. We do not always put the end-time of a period on the spreadsheet because unless a check actually occurs, inserting the time artificially increases the recorded number of checks.
 - If you need to insert the time due to the length of the last check being longer than 35 minutes, change the color of the cell and the text to white.
 - Similarly, if a check is not completed within the first 35 minutes of the 4-hour period you are reviewing, insert the start-time of the period so that an interval is created identifying this gap.

To view Holding Unit:

1. On desktop, select “Control Center” program and click “log on”
2. On upper left, click playback icon (second icon on top left)
3. Select appropriate date and time
4. To make screen bigger, click expand icon (11th icon from far left on top)

Holding Unit Cameras

- PSD-OCCC-05
 - First Watch on all floors
 - Camera 6 – Second and Third Watch on the First floor
 - Cameras 10 and 11 – Second and Third Watch on the Second and Third floors

For the **First Watch on all floors**, watch the cameras in the unit (in PSD_OCCC_05) and note the time they are on the floor (viewed at 16x or 32x speed). Watch for the flashlight. If you do not see the ACO do a check, check the office view camera (in PSD_OCCC_04) and note what the ACO was doing during the delayed interval.

For Second and Third Watch on the **First Floor**, use the “front” view camera (in PSD_OCCC_05, **Camera 6**). This takes the greatest amount of time because it can be difficult to tell who is walking past the bars (viewed at 16x speed, but may need to slow down or double check with main area view because it can be difficult to distinguish between an ACO and an inmate sometimes). You can open two “Control Centers” to simultaneously view the office view camera and cameras inside the unit. Sometimes the ACO looks like they are entering the Holding Unit from the outside when they do not. Other times, you may miss an ACO doing a check because of the bar placement (or paper towels blocking your view on the First Floor). Using both cameras can help you be sure that you counted everything properly.

For the Second and Third Watch on the **Second and Third floors**, it is easiest to use the “rear” view camera (in **PSD_OCCC_05, Cameras 10 & 11**; watched at 32x speed) If the inmates are showering, the ACOs may not enter the main part of the Holding Unit and may stay behind the bars when conducting a check.

If there is a long gap, watch it again at a slower speed to make sure and review the office view camera. Note where the ACO was during long gaps (e.g., not typically visible on floor during delay, alert seated at desk). If they are not on their designated floor, you do not have to track them down, just say they were not visible on the floor.

If your First Watch shift is before midnight, be sure to select the day before when viewing video. Then be sure to switch the date to the correct one before viewing Watch 2.

General Guidelines

The ACO should walk the entire length of the Holding Unit when the Holding Unit is full. If an ACO is not walking the full length, ask SGT Roy Takamoto to make a phone call and ask how many inmates were on the floor that day and how many cells they took up (there may not have been inmates in the cells at the end of the unit. You can also note this (e.g., ACO entered unit but did not walk full length) in the summary or Excel spreadsheet

D. Summaries

Write a separate summary for each watch in the document titled current month Holding Unit Summaries. If a delayed interval is relatively close to 35 minutes, do not write an explanation. If an interval goes into 40 minutes or beyond, note what the ACO was doing.

Common explanations:

- Seated at end of hall
- Not typically visible on floor
- Seated out of view (if pushed chair to corner of office)
- If this happens, note that you saw the ACO push the chair out of camera view
- Seated at office desk, alert
- Seated at office desk, no visible movement/unclear if alert

Two consistent instances surrounding delayed Holding Unit checks are:

- A long gap after the ACO has picked up chow trays (when they are eating their own meal).
- Leaving the floor ~35min prior to the end of the shift. Sometimes they do a check and leave the floor, but there ends up being a delay between the two watches.

Note: Be sure to note these in the summaries and let Acting Chief of Security Major Evans know so that she can highlight these when sending out the summaries to the watch captains.

If there is an especially negligent watch, let Acting Chief of Security Major Evans know right away so that corrective action can be taken quickly. If corrective action is delayed for too long, that individual may work another shift that gets pulled without being spoken to.

Inmate activity

If there is excessive passing of items or anything especially concerning (cell phone, something placed/hidden in the ceiling beams, fire, etc.) make a note of the date, time, floor, and a brief description on a piece of paper and give it to Major Evans for his review.

Cell phones

Cell phones are not allowed in the facility by inmates or staff. If you see a staff member with a cell phone, note the date, time, and location and inform Major Evans. This is especially important

if they were using their cell phone during a delayed interval. It is helpful if you note down the time and camera where you viewed the cell phone.

E. Reviewing documents with Acting Chief of Security Major Evans:

- At the end of the month, open the document “Corrective Actions” and review your Suicide and current month Holding Unit summaries. Enter the Holding Unit watch dates based on floor (1-3) and watch (1st – 3rd). Once you have done this, get the monthly “worksheets” and sit down with Acting Chief of Security Major Evans and review the completed Holding Unit summaries by asking him what ACO was on-duty during the dates and times of the delayed watches as reflected by the Holding Unit
- Write the security staff on-duty’s title, first initial, last name, and corrective action on the “Corrective Actions” sheet (e.g., ACO B. Simpson V, SGT H. Simpson PAS). You will need this information to complete the end of the month CQI document
- After you have done this, enter the ACO names and corrective actions into the Holding Unit summary document under the corresponding watch.

Order of Corrective Actions**:

1. “Documented Verbal Correction” (i.e., V)
2. “Performance Appraisal” (i.e., PAS)
3. “Standards of Conduct Violation” (i.e., SOC)

**If last month, an ACO received a “Documented Verbal Correction” (i.e., V), then this month they will receive a “Performance Appraisal” (i.e., PAS). Also, if last month, an ACO received a “Performance Appraisal” (i.e., PAS), then this month they will receive a “Standards of Conduct Violation” (i.e., SOC). Also, whether the same ACO receives only one or several corrective actions in the same month, they will not progress to the next corrective action because the corrective actions have occurred in the same month.

F. End of Month Wrap Up

- At the end of the month, the Holding Unit summary documents will be full of ACO names and corresponding corrective actions. After reviewing everything, update the log of individuals titled “Corrective Action Taken_February 2018 to Present” to note which staff has received corrective actions.

Note: Don’t forget to copy and paste the most recent version of this log from the last month into the current month’s template so that all corrective actions are current.

- **Scans:** At the end of the month, you will scan copies of the Holding Unit printouts used as hard copies of the Holding Unit Master Excel spreadsheet. Using the big Xerox machine in the security office, create one scan of the Holding Unit printouts (arranged by week). Rename these documents and put them into the appropriate monthly folder on the jump drive for Acting Chief of Security Major Evans to review.

Using the Scanner

- Place your printouts into the document loader of the Xerox machine
- Insert the jump drive into the Xerox machine
- Select Scan to USB
- Click Start
- When finished, wait a moment for documents to download to the jump drive
- Remove jump drive
- Rename documents scanned to jump drive as “MONTH Holding Unit SCAN”)

- Notify Acting GRA Supervisor Sophie Gralapp that draft Holding Unit reports are ready for review and reliability check (refer, Section 4) before sending out to Acting Chief of Security Major Evans.
- Once Acting GRA Supervisor Sophie Gralapp completes review and reliability (refer, Section 4) check of draft reports, finalize and send final versions of documents out to Acting Chief of Security Major Evans.
- Save final versions of documents in the corresponding folder in Box.

Note: Final versions of reports approved by Acting GRA Supervisor Sophie Gralapp should be sent to Acting Chief of Security Major Evans and uploaded to Box no later than the 7th of the following month.

**SECTION 3:
Exporting Video (to do reviews on laptop at home)**

In the event that extenuating circumstances ever require you to take a PSD laptop home with downloaded video in order to complete work from home, this is how you download the video data from the OCCC desktops.

Note: Communicate with your peer supervisor and REPS supervisor before you watch any OCCC video data outside of OCCC.

1. Choose date range and time range
2. Click export
3. Unclick all the cameras and choose the camera numbers you want
4. Default saves to: C:\Users\occcuser\Documents\DivarXF\Archives
5. Ask SGT Alan Octavia if you have questions

SECTION 4: Reliability Check Protocol

Suicide/Safety Watch Check Reliability Check:

1. At the end of the month, use the random number generator to select one Suicide Watch and one Safety Watch from both Module 1 and Module 8 on which to conduct a reliability check. (**Note:** If there are no Safety Watches at all for the month, then you will not conduct a reliability check for Safety Watches that month.) For example, if you have four Suicide Watches for the month for Module 1 (one per week), randomly generate a number between 1 and 4 to determine which week you will conduct the reliability check on (e.g., if the random number generator produces the number 3 for Module 1, then you will check the Module 1 Suicide Watch for Week 3). A maximum total of four watches will be randomly selected for audit: (1) one Suicide Watch for Module 1, (2) one Suicide Watch for Module 8, (3) one Safety Watch for Module 1, and (4) one Safety Watch for Module 8.
2. Once you have determined which watches from which weeks you will be checking, conduct an audit for those selected weeks by checking the first 25% of delayed times that were visually cleared by the GRA per watch. To do this, print out the scan of the marked up hard copy of the GuardPlus spreadsheet that the GRA scanned for submission at the end of the previous month for the watches that you randomly selected. Then, calculate 25% of the total delayed times that were visually cleared by the GRA to determine how many delays to re-review video footage of (i.e., if there was 44 total delays in the watch, then you would review 11). Next, use the random number generator to select which shift (i.e., First Watch, Second Watch, Third Watch) within the watch to conduct a reliability check. (**Note:** If the number of watches amounting to 25% is not contained in a single shift, then monitor the necessary number of watches to amount to 25% in the prior or following shift.) On the marked up hard copy of the GuardPlus spreadsheet, highlight 25% of the watches within the randomly selected shift that will be re-reviewed and re-review those watches. Denote correct watches with a '√' and incorrect watches with an 'X.'
3. Document audit results in a Word document, and create a sub-folder in the corresponding folder for that month called "[MONTH] Reliability Check" (e.g., "July Reliability Check") and save that documentation in that folder (e.g., "July 2018 Reliability Check Report"). Also, scan your marked up hard copy of the GuardPlus spreadsheet and save to the sub-folder.
4. Review findings with the GRA to make the appropriate corrections until you reach 100% agreement and amend the final report for that month accordingly.
5. Save final versions of documents in the corresponding folder in Box.

Holding Unit Reliability Check:

1. At the end of the month, use the random number generator to select one watch per week of the Holding Unit to conduct a reliability check. You will always have 9 watches per week for the month, so randomly generate a number between 1 and 9 to determine which watch per week you will conduct the reliability check on (e.g., if the random number generator produces the number 5 for Week 1, then for that week you will check the 5th watch listed in order, which would be Second Floor, Second Watch). For example, for a month containing four weeks, a total of four watches will be randomly selected for audit (one watch per week).
6. Once you have determined which watches you will be checking, audit the delayed checks from the 4-hour watch selected for each week. To do this, print out the scan of the marked up hard copy of the GuardPlus spreadsheet that the GRA scanned for submission at the end of the previous month for the watches that you randomly selected. Then, review the video footage of the delayed checks from the 4-hour watch selected for each week that were

visually cleared by the GRA per watch and cross-reference the times that GRAs documented on the hard copy of the marked up hard copy of the GuardPlus spreadsheet while re-reviewing the video footage. On the marked up hard copy of the GuardPlus spreadsheet, denote correct watches with a '√' and incorrect watches with an 'X.'

Note: If there is no GuardPlus spreadsheet available, the entire 4-hour watch must be viewed and checks must be documented manually. No GuardPlus spreadsheet usually indicates a malfunction in the wand technology used by ACOs to document their checks.

2. Document audit results, and create a sub-folder in the corresponding folder for that month called "[MONTH] Holding Unit Reliability Check" (e.g., "July Holding Unit Reliability Check") and save that documentation in that folder. Also, scan your marked up hard copy of the GuardPlus spreadsheet and save to the sub-folder.
3. Review findings with the GRA to make the appropriate corrections until you reach 100% agreement and amend the final report for that month accordingly.
4. Save final versions of documents in the corresponding folder in Box.