

## 2.4 - Child Welfare Interview and Visitation (Safety/Security) Procedure

### Chapter - Administrative



	Countywide		Department: Human Services	X	Division: Child Welfare
Supersedes: Prior Versions				Effective Date: 1/13/20	
Authority: Wake County Facilities Policy					
Originating Department/Division/Section: Human Services/Child Welfare/Section (Child Protective Services, Continuous Quality Improvement, Permanency, Administration, etc.)					

#### I. Purpose:

- A. To improve security for WCHS staff and customers consistent with Wake County's Safety, Security, and Loss Prevention policy
- B. To Increase safety in Child Welfare by conducting meetings of concern (categorical or individual) in separate, secure areas
- C. To provide safe space resources for meetings with potentially volatile customers
- D. To inform staff about available resources and their use
- E. To outline expectations for consideration of volatility when scheduling customer meetings
- F. To outline procedures for scheduling secure meeting space based on level of concern
- G. To outline procedures and expectations for use of safe space resources on the first and fourth floor meeting rooms in the Swinburne building

#### II. Description of Standard:

Wake County Employees shall follow this procedure when scheduling a customer meeting, interview, or visitation that has the potential to become volatile and/or is scheduled after normal business hours (5:15 pm). **Note:** If your meeting begins at 4:30 pm and will not end before 5:15 pm, security should be notified.

#### III. Matching Meeting Space Plans to Level of Concern: Wake County has established secure meeting spaces. Staff shall consider current and/or historic volatility concerns whenever scheduling meetings with customers. Staff shall utilize the location appropriate to the level of concern from the following options. Note: Child Welfare programs have scheduling priority for the Swinburne building.

##### Levels of Concern

- **Level 1: Non-Volatile** – No Safety or Security concerns. These meetings may be conducted at any WCHS location. This includes all usual customer service and meeting areas – including staff offices. *Note: Human Services Child Welfare Staff will utilize specified interview/meeting and visitation rooms only. Staff offices will not be utilized.*
- **Level 2: Volatility Issues** – Any customer meeting about which there is a safety and/or security concern. These meetings shall be conducted only at the Human Services Swinburne building in the secure, 1<sup>st</sup> floor meeting space behind the Security Desk. Certain meetings may meet this level categorically ("trespassed" customers). Categorical determinations may be made by department/division leadership or by GSA Safety and Security in consultation with the

department.

- **Level 3: High Risk Concerns** – *Meetings with concerns about domestic or other violence, weapons, threats against staff or others or any other serious safety and or security issues. Theses meetings shall be conducted only at the Wake County Courthouse, Justice Center or Detention Center.* Each of these requires **all** participants to pass through screening and metal detection.

**Note:** Threats require specific documentation and reporting. Refer to the Security Threat/Incident Flow Chart to ensure that all police and/or incident reports are completed.

*When scheduling a meeting, class or visit, security will be requested and/or alerted, 48 hours in advance by the Social Worker or other Wake County Employee for the following situations:*

- In the event a customer has demonstrated violence, threats of violence or acts of domestic violence (D.V). Note: threats against staff are to be documented via a security incident report, police report and/or charges. Making the security and police report is essential. Refer to the Security Threat/ Incident Flow Chart for more detail.*
- When there are concerns of a parent abducting a child from the meeting. Note: In addition to County procedure, threats are to be documented through a police report.*
- When D.V. has been documented in the most recent report and presents a current concern.*
- When the supervisor and worker believe there is a danger that does not fit in the categories above.*
- When scheduled after normal business hours (5:15 pm). After hours meetings can be held at regional sites if they don't meet any of the criteria mentioned above.*

### **How to Contact Security**

*Staff should always contact security at 919.856.7007. This number is monitored 24/7 and can dispatch officers as needed.*

## **IV. Space Descriptions and Scheduling**

### **1. Level 2 – Description**

**Swinburne Building First Floor** – Each numbered room below is staff badge accessible and is equipped with a duress button, a security camera (viewable at the Swinburne and GSA security desk) and a telephone. An activated duress button sends an alarm to the Swinburne Security desk and the GSA downtown Security center. The Swinburne space includes:

- Entrance** – Located next to the Security desk. This unstaffed waiting area contains the badge access door to the secure area.
- Room 1151** – Meeting/training room with shared kitchenette
- Room 1154** – Meeting/training room with shared kitchenette
- Room 1143** – Interview room
- Room 1146** – Family visitation/interview room
- Room 1145** – Large classroom/multipurpose room that can be subdivided into 2 smaller classrooms
- Rest Room** – available to all

### **2. Level 2 – Scheduling and Late Arrivals at Swinburne**

- Instructions for scheduling a room/resource is located at the following link:

[https://wakecountync.sharepoint.com/sites/O365/resourcedocs/HowTo\\_Outlook\\_reserve-a-room.pdf](https://wakecountync.sharepoint.com/sites/O365/resourcedocs/HowTo_Outlook_reserve-a-room.pdf).

**Note:** CFT meetings are scheduled through CFT Facilitators

- b. Late arrivals for meetings in progress during normal business hours will go to the information desk and the information desk staff will call the room telephone.
- c. Late arrivals for meetings in progress after normal business hours will go to the information desk and security will call the room telephone.

### 3. Level 3 – Description

**Wake County Courthouse, Justice Center, or Detention Center** – Each is equipped with metal detection, screening, and law enforcement officers. Contact GSA Safety & Security to schedule a meeting in these facilities when there is a serious threat or concern the client may carry a weapon.

### 4. Level 3 – Scheduling at Wake County Courthouse, Justice Center, or Detention Center

- a. To schedule a level 3 meeting, please email the GSA Request Center, [gsa.requestcenter@wakegov.com](mailto:gsa.requestcenter@wakegov.com) and copy Dwayne Eury, Director for Safety & Security and Tim Mullally. The Contact number for GSA Safety & Security is (919-856-7007). Security should be notified 48 hours in advance for all meetings. GSA will confirm with you, your assigned room.

## V. What to tell customers to Expect for Levels 2 and 3 meetings

**Swinburne:** all staff should inform customers their meeting is scheduled for the first-floor meeting rooms and to check in at the information desk on the first floor. The information desk will notify you that the customer has arrived. The customer will remain in the first-floor reception area until staff arrives to escort them to the meeting room. When meetings are scheduled after hours, customers should be told that only security will be there to assist, and they may have to wait at the information desk for security to return from assisting others. **Note:** For child welfare customers, the information desk staff will notify the 4<sup>th</sup> floor receptionist that the customer has arrived for meetings held during normal business hours.

**Court House, Justice and/or Detention Center:** all staff should inform customers their meeting is scheduled for the Court House, Justice and/or Detention Center and to check in with security when they arrive. Share with them they may have to be escorted to the assigned meeting room or they may be instructed to report to the room. Determinations are case by case.

## VI. Applicability/Exceptions:

This protocol is applicable to all employees of the Wake County Human Services, Division of Child Welfare. Wake County Human Services, Division of Child Welfare employees will be introduced to this procedure at new employee orientation, to improve security and increase safety for all staff.

## VII. Definitions: None

## VIII. Fiscal/Resource Impact: N/A

## IX. Data Description: N/A

## X. Protocol Responsibility and Management:

- A. This protocol is reviewed annually by the Division of Child Welfare, Continuous Quality Improvement Section.
- B. Human Services Child Welfare management is responsible for effective and efficient operation of

this plan. It is the responsibility of all Child Welfare employees to comply with this plan.

**XI. Subject Matter Consultants:**

- A. Director of Safety & Security, for Wake County Government
- B. Continuous Quality Improvement Section
- C. Human Services Program Manager & Consultant

**XII. References:**

- A. Office 365 training and information
- B. Secure Meeting Place Standard

**XIII. Related Documents:**

- A. III\_302A\_Workplace Violence Prevention Plan
- B. Wake County Trespass Appeal Review Procedure
- C. Wake County Facilities Use Policy
- D. Unacceptable Behavior- External
- E. Conduct and Violations Consequences
- F. Security Threat/ Incident Report Flow Chart
- G. Secure Meeting Place Standard

**XIV. Appendix/Form: N/A**

**XV. History: N/A**

Effective Date	Version	Section(s) Revised	Author/Reviewer