
Chapter: **General Facility Operations**

Classification: **Public Document**

Subject: **Direct Supervision**

For: **Correctional Services Division**


Authorized by the Executive Director

Policy

- 1 Correctional Services will administer a direct supervision model to ensure ongoing staff presence and interactive supervision of individuals in custody. Direct supervision will 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, 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.

Guiding Principles

- 3 In 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 by
 - i. holding individuals accountable
 - ii. exhibiting fairness
 - iii. ensuring consistency
 - iv. reinforcing positive behavior
- 4 Superintendents will establish Standard Operating Procedures and post orders to support successful application of the direct supervision model.

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General Procedures

- 5 Staff will apply the direct supervision model in accordance with Policy and Procedures, Chapter 37.00.00, [General Facility Operations](#).
- 6 Standard Operating Procedures will detail
 - (a) the number of staff assigned to safely operate as a direct supervision living area
 - (b) contingency plan for supervision of designated direct supervision living areas to address staff shortages