

Maricopa County  
Correctional Health Services  
Traveler/Registry Orientation

## Getting Started and Helpful Hints

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### Orientation:

- Classroom orientation with handouts for reference
- One 8 or 12 hour shift of clinical orientation in LBJ or 4<sup>th</sup> Ave
- One 8 or 12 hour shift of clinical orientation at another OP clinic
- One shift of orientation, if needed, to specialty areas: Intake, Infirmary, MHU

### Scheduling:

- CHS utilizes 28-day schedules. Plan your availability accordingly.
- CHS primarily uses 12-hour shifts with start times being 0700 and 1900
  - 8-hour shifts are used for some positions at Durango OP, 4<sup>th</sup> Ave OP, Infirmary, and Estrella OP
- Registry
  - Provide your availability to your agency. Your registry will schedule all shifts with CHS staffing.
  - DO NOT contact the CHS Staffing Office directly
  - You must notify your registry if you must cancel a shift. Your agency is responsible for obtaining a replacement and may be financially penalized if unable to do so
- Travelers
  - Travelers on a 13 or 26 week assignment will be scheduled by the nurse supervisor and will be listed on the schedule along with the CHS core staff members
  - Travelers who call off must:
    - Call the Staffing Office (602-876-7107) a minimum of 4 hours prior to the start of the shift
    - Notify your agency

### Dress Code and Personal Appearance:

- CHS recommends scrubs. Neat, clean, full length slacks, polo shirt or sport shirt is also acceptable.
- NO sleeveless tops, shirts with slogans, team names or sayings are permitted
- Closed toed shoes suitable for walking long distances and climbing stairs are required.
- ID badge worn above the waist
- Minimal jewelry. Single pair of post ear rings, watch, ring.
- No hats. Religious head coverings must be discussed with the nursing supervisor

### Professional Conduct

- No fraternization with inmates
- You may not work in a facility where a family member is currently incarcerated. Notify the staffing office if this is an issue. Failure to notify CHS will result in being prohibited from working in the jails
- Do not discuss personal matters in front of or within hearing distance of inmates
- Do not do “favors” for inmates. Do not transmit messages or communications
- Inmates are patients and should be treated in a professional manner
- Detention officers are responsible for security

### Access to the facilities

- Registry
  - Check in at the visitation desk at each facility. (Bonds and Fines at 4<sup>th</sup> Ave.)
  - Present and leave your drivers license in return for a visitor badge
  - Wear your visitor badge as your ID at all times
  - Turn in your visitor badge at the end of your shift to receive your drivers license back
- Travelers
  - CHS ID badge will be issued during orientation
  - Valid for the term of your assignment. If you extend you must have your badge updated
  - Wear your CHS ID badge at all times

### Payment and Time sheets:

- Registry
  - Follow computer sign-in/sign-out procedure
  - If computer access is unavailable, use exemption form
- You may not sign in more than 7 minutes prior to your shift
- You must follow any additional procedures directed by your agency to ensure proper payment
- If you have questions about your paycheck you must contact YOUR AGENCY, not CHS staffing or payroll.

Maricopa County Correctional Health Services Security Do's and Don'ts

**We work inside of an MCSO detention facility. Our relationship with them is very important—they keep us safe.**

<b>“DO”</b>	<b>“DON'T” (not appropriate)</b>
<ul style="list-style-type: none"> <li>• Dress appropriately.</li> <li>• Shoulders &amp; midriffs must be covered. Camisoles must be worn under sheer fabric.</li> <li>• Closed toe shoes are safest. If wearing open toe shoes in administration, you must have a pair of closed toe available in case you need to go into a secured area.</li> <li>• Make-up &amp; fragrances must be used sparingly.</li> <li>• Hair, including facial hair, must be clean and styled so that it does not interfere with work duties or safety.</li> <li>• Nails clean &amp; length that will not interfere with work duties.</li> </ul>	<ul style="list-style-type: none"> <li>• No slogans or graphics on t-shirts or sweat shirts</li> <li>• No cutoffs, sweat pants, shorts, workout or athletic wear.</li> <li>• No clothing made of spandex.</li> <li>• Any visible body piercing must be removed before entering the jail.</li> <li>• No open toe shoes in secured area.</li> <li>• No fragrances worn in concentrations that compromise patient care or patient/staff comfort.</li> </ul>
<ul style="list-style-type: none"> <li>• Keep items in clear plastic bags.</li> <li>• All currency brought into a facility should be placed in a wallet that fits into a standard uniform pocket.</li> </ul>	<ul style="list-style-type: none"> <li>• No purses.</li> <li>• No cigarettes or tobacco.</li> <li>• No lighters.</li> <li>• No aerosol spray cans/bottles.</li> </ul>
<ul style="list-style-type: none"> <li>• Wear ID badges above the waist at all times.</li> <li>• <u>Visitor badges</u>- all guests must go through visitation to get a visitor's pass.</li> <li>• Supervisor or manager must clear with jail commander any unusual items necessary to conduct business in jail that can not be in a clear container.</li> </ul>	<ul style="list-style-type: none"> <li>• NO entry into the jail without CHS ID.</li> </ul>
<ul style="list-style-type: none"> <li>• Correction officers have the right to open containers prior to entering jails.</li> <li>• Food items are placed in clear plastic containers or plastic bags.</li> <li>• Keep frozen meals in sealed boxes</li> <li>• Food purchased outside &amp; brought into jail should be in a pizza box or Styrofoam container.</li> <li>• Supervisor or manager must clear with jail commander any food arrangements brought into jail for pot luck events.</li> </ul>	<ul style="list-style-type: none"> <li>• No Metal forks, knives, or metal cans.</li> <li>• No Glass items or thermos bottles.</li> <li>• No Alcohol.</li> </ul>
<ul style="list-style-type: none"> <li>• Only use cell phones or 2 way radios that are County Authorized with Bar Codes.</li> </ul>	<ul style="list-style-type: none"> <li>• No personal electronics</li> <li>• No cell phones</li> <li>• No PDA's</li> </ul>
<ul style="list-style-type: none"> <li>• CHS courier will be able to bring in boxes, medications, and sealed medical information as part of routine business</li> </ul>	

**Items to bring to work:**

**Small Notebook, Red & Black pens, pencils, black sharpie, lock, sticky notes,  
stethoscope & watch for clinical staff  
Cash-less than \$10 for lunch & drinking water**

**Security & Safety Tips for Staff**

- Act confident. Avoid acting nervous.
- Be aware of your desk and what is on it. Anything can be used as a weapon.
- Keep only enough equipment to complete the task/skill
- Never enter a tank, cell, etc. without a detention officer present.
- Don't let patients stand behind you. Keep your back towards the wall.
- If leaving a patient unattended, take your equipment.
- Never leave a patient in an exam room or room with equipment.
- Remove any medications before leaving the area.
- Lock the clinic door when no one else is present in the clinic.
- Keep medication carts a safe distance from the bars.
- Be sure to administer injections/ medications with an officer escort.
- Be sure to deposit any sharp object into a sharps container.
- Be aware of what is in your pockets.
- Keep your personal life to yourself. Do not give your cell or personal phone number to your patient. Avoid giving home address. Watch your conversation in clinic and out in the detention areas. Patients have learned to read lips. Remember professional boundaries. Patients may not touch you—no hugs.
- Wear your county badge.
- Watch your language.
- Act professional.
- Do not promise anything to the patient.
- Know the names & phone numbers of who is in charge of security and your supervisor when you are working.
- Know your unit's phone number.
- If you have any questions, please ask the staff. The only dumb question is one that remains un-asked!



## **Maricopa County Jails**

### **Parking & Access**

#### **4<sup>th</sup> Avenue Jail**

**201 S. 4<sup>th</sup> Avenue Phoenix, AZ 85003**

**Intake (602) 876-8119**

**Outpatient (602) 876-9155**

- Located between 3<sup>rd</sup> and 4<sup>th</sup> Ave., and between Madison & Jackson
- Parking is in the 5<sup>th</sup> & Jackson Garage
- Employee entrance is on the Northeast corner of 4<sup>th</sup> Ave & Jackson
- Badge access through first door, then fingerprint scan to open next door, badge access in clinic areas

#### **Estrella Jail**

**2939 W. Durango St. Phoenix, AZ 85009**

**(602) 876-5590**

- Located on Durango St. between 27<sup>th</sup> and 35<sup>th</sup> Ave.
- Parking is surface parking to the East of the jail
- All access is granted by showing your ID

#### **Estrella Support (Tents)**

**2939 W. Durango St. Phoenix, AZ 85009**

**(602) 876-1284**

- Located on Durango St., East of the Estrella Jail., Look for the blue sign with white lettering
- Regularly assigned employees park in the MCDOT lot
- Access the clinic through main door

#### **Durango**

**3225 W. Gibson Lane Phoenix, AZ 85009**

**(602) 876-1955**

- On Gibson Lane- South side of the street
- Off 35<sup>th</sup> Ave, about ¼ mile South of Durango St. before Lower Buckeye intersection
- Employee entrance is West of visitation or you may enter through visitation
- Parking is in the Durango Garage- on the North side of Gibson Lane across from the jail

#### **Towers**

**3127 W. Gibson Lane Phoenix, AZ 85009**

**(602) 876-1713**

- On Gibson Lane- East of the Durango jail
- Parking is surface parking in front of the jail
- Access clinic through main entrance
- Need to sign in and out at this facility

#### **LBJ-Lower Buckeye Jail**

**3250 W. Lower Buckeye Road Phoenix, AZ 85009**

**Outpatient Clinic (602) 876-6803**

**Infirmary (602) 876-6872**

**Mental Housing Unit (602) 876-6310**

- Located on Lower Buckeye Rd. East of 35<sup>th</sup> Ave.
- Visitor parking is on the West side of the lot
- Employee entrance is to the East of the main entrance
- Once inside of building, access is slider/officer controlled

## **JAIL (Jargon) TERMINOLOGY**

**AD SEG:** Administrative segregation for inmate protection and safety

**BREAD TRUCK:** Vans, busses used to transport inmates

**CANTEEN:** Store items that are ordered & paid for by inmates. Items delivered one day per week.

**CELLY:** Roommate

**CLOSED CUSTODY:** Maximum security for high profile crime, personal safety or behavior issues.

**DO:** Detention officer

**ADC:** Arizona Department of Corrections

**DRESS OUT:** Change from civilian clothes

**DURA:** Durango

**FELL OFF THE BUNK:** Assaulted by another inmate but chooses not to reveal the name

**FLOODING THE POD:** Inmate intentionally plugs the toilet and floods the housing area

**ESTR:** Estrella

**HNR:** Health Needs Request

**HOG TIE:** Binding the four extremities of an unruly inmate

**HOOCH:** Homemade liquor usually made out of bread, fruit & sugar

**HOUSE MOUSE:** Trustee in the housing area that cleans, empties the garbage, etc.

**IA:** Intake area where a person is booked, processed and goes to court

**I/M:** inmate

**KICK OUT:** (K/O), release from jail

**KITE:** Illegal note that is passed from inmate to inmate

**LBJF:** Lower Buckeye Jail Facility

**LOCK DOWN:** All inmates are returned to jail cells until incident resolved

**MCSO:** Maricopa County Sheriffs Office

**OTC:** Out to court, attending a legal processing

**OTW:** Out to work

**OUT TO REC:** Out to recreation, out in the exercise yard

**PAGE 2:** Additional charges added after the inmate has been incarcerated

**POD:** Housing Area

**ROLL UP:** Transferred to another housing location

**RULE 11:** Determine competency

**SEG CHECK:** Segregated inmate wellness check

**SHAKE DOWN:** Searching living areas for contraband

**SHANK:** Home made weapon

**SHORT TIMER:** Inmate that is going to be released

**SICK CALL:** Patient appointments with the health care provider or nurse

**SLIPPED IN THE SHOWER:** Assaulted by another inmate but chooses not to reveal the name

**SRT:** Special Response Team

**TANK:** Holding area, waiting room

**TANK ORDER:** An inmate request form for books, legal forms, or religious

**TIME OUT:** The amount of time each day the inmate is permitted out of cell, varies

**TOWR:** Towers

**WARD 41:** Detention unit at Maricopa Medical Center for acutely ill inmates

**918:** Crazy or psychotic acting individual

**4 POINT:** All four extremities are secured with leather restraints in a restraint bed

**4AVE:** 4<sup>th</sup> Ave jail

**15 MINUTE OV:** Checking of a restrained or suicidal inmate by a detention officer every 15 minutes

<b>Maricopa County Policy</b> Acceptable Use of County Technology Resources		<b>Number:</b> A1609 <b>Revision:</b> 2
<b>Category:</b> Information Technology – Information Systems		<b>Issued:</b> March 1998
<b>Initiated by:</b> Office of the CIO	<b>Approved by:</b> David Smith	<b>Revised:</b> March 2003

## A. Purpose

The purpose of this policy is to establish general privileges, responsibilities and restrictions in the use of County Technology Resources by County Employees so that the value of these resources is maximized. This policy supports and permits use of County Technology Resources that is consistent with the law, Maricopa County business strategies, individual department goals, contracted deliverables, and the efficient and effective delivery of services to Maricopa County citizens.

## B. Definitions

**Acceptable Use:** a use of County Computing Resources that is authorized and meets County policies.

**Authorized Use:** a use of County Computing Resources that is (1) performed according to those designated duties listed within an employee's job description or as assigned by an employee's supervisor or as necessary to carry out the daily duties of the job; or (2) required by a non-employee working for a vendor to satisfy the services contracted by the County; or (3) required by a non-employee working for another outside organization under an Inter- Governmental Agreement (IGA) to satisfy the duties or services in the agreement.

**Authorized Users:** all individuals approved to use County Technology Resources. These include County employees (including temporary employees), non-employees providing services or products to the County (e.g. suppliers on contract) and/or non-employees who are given access to County data (e.g. suppliers on contract or outside organizations with IGA's).

**County Technology Resource (County Computing Resource):** any computing device, peripheral, software, information technology (IT) infrastructure, electronic data or related consumable (e.g. paper, disk space, central processor time, network bandwidth) owned or controlled by the County.

**Department Head:** the Elected Official, Presiding Judge, or Appointed Department Director serving as the responsible party for conducting business on behalf of the County.

**IT Infrastructure:** in the context of this policy, includes local and wide area networks (LAN and WAN), communications equipment, hardware (including FAX and telephones), communications software (including the Internet, Intranet, and bulletin board access software), and VPN and/or RAS capabilities for remote access and data distribution.

**Improper Use:** use of County Computing Resources for illegal, inappropriate, obscene, political, or personal gain purposes. Illegal activity is defined as a violation of local, state, and/or federal laws. Inappropriate use is defined as a violation of the intended use of the IT Infrastructure and County Computing Resources and/or purpose and goal. Obscene activity is defined as a violation of generally accepted social standards for use of a publicly owned and operated communications vehicle.

**Network:** a System of interconnected County Technology Resources designed to facilitate the sharing of devices and information among local and remote electronic systems used by authorized users.

## C. Policy

Maricopa County Technology Resources are intended to be used for Maricopa County business purposes and are to be used to carry out the responsibilities associated with performance of County employment, County awarded contracts, or approved IGAs. Limited use of County Computing Resources for personal needs is permitted as long as such use is consistent with established County and department policy, and does not inhibit either governmental or administrative use.

Authorized users shall not use County Computing Resources for illegal, inappropriate, or obscene purposes, or in support of such activities. Use of County Technology Resources for political or personal gain is also prohibited.

The County may restrict the use of specific County Computing Resources through additional policies and standards. Individual departments within the County may further restrict the use of their County Computing Resources through their own supplemental department policies, standards, guidelines and procedures.

All use of County Technology Resources for electronic communication must present Maricopa County in a manner that preserves the County's good reputation and high standards of professionalism. Any electronic communication that constitutes a significant representation of Maricopa County to the Public, must be approved by the appropriate County Department Head or their designee. Consequently, any electronic communication discovered on a County site that is deemed inappropriate and/or has not been approved will be disconnected, with any incurred charges billed to the owning department. Alternatively, the owning department's web site may be disconnected from the County site until compliance is achieved.

Distribution and retention of any information accessed through County Computing Resources must follow County policy, Public Record Laws, and all state and federal regulatory requirements.

Improper use of County Technology Resources or any violation of this policy may result in disciplinary action up to and including termination of employment or contract status. Unacceptable usage is just cause for taking disciplinary action, suspension or reduction of computer privileges, revoking networking privileges, initiating legal action (civil or criminal), or notifying the appropriate authorities for further action.

The County shall have software and systems in place that monitor and record computer usage. Every computer site visited, including on the Internet/Intranet or email system, must be traced back to the originator. The County is able and reserves the right to monitor all traffic on the network, including but not limited to Internet/Intranet and email use, at any time, without prior notice or warning to the user. Anyone using County Computing Resources has **no expectation of privacy** in the use of these tools or any content therein.

### Examples of Unacceptable Use:

(The following provides some examples of, improper uses of County Computing Resources. Improper use of County Computing Resources is not limited to these examples.)

- Pursues illegal activities such as anti-trust or libel/slander.
- Violates copyrights (institutional or individual) or other contracts (license agreements). (e.g. downloading or copying of data or software or music that is not authorized or licensed).

- Knowingly, or with willful disregard, initiates activities that disrupt or degrade network or system performance, or that crashes the network or other systems or that wastefully uses the finite County Computing Resources.
- Uses the County Computing Resources for fraudulent purposes.
- Performs gambling activities or other illegal schemes (e.g. pyramid, chain letters, etc.).
- Steals intellectual property, data or County Computing Resources.
- Misrepresents another user's identification (forges or acts as), or gains or seeks to gain non-authorized access to another user's account/data or the passwords of other users, or vandalizes another user's data.
- Views, retrieves, saves, or prints text or images of a sexual nature or containing sexual innuendo (e.g. accessing adult oriented sites or information via the Internet/Intranet).
- Invades systems, accounts, and networks to obtain non-authorized access to and/or to do damage (hacking). This includes non-authorized scans, probes, or system entries.
- Intentionally intercepts and modifies the content of a message or file originating from or belonging to another person or computer with the intent to deceive or further pursue other illegal or improper activities.
- Knowingly or with willful disregard propagates destructive programs into County Computing Resources (e.g., worms, viruses, parasites, trojan horses, malicious code, email bombs, etc.).
- Uses County Computing Resources to conduct commercial or private business transactions, or supports a commercial/private business other than County business (e.g. using fax machines or telephones to further an employee's commercial/private business endeavors).
- Promotes fundraising or advertising of non-County organizations that have not been pre-approved.
- Generates or possesses material that is considered harassing, obscene, profane, intimidating or threatening, defamatory to a person or class of persons, or otherwise inappropriate or unlawful including such material that is intended only as a joke or for amusement purposes.
- Discloses protected County data (confidential, private, or best interest) via County Computing Resources without proper authority.
- Fails to comply with the instructions from appropriate County staff to discontinue activities that threaten the operation or integrity of County Computing Resources, or are deemed inappropriate, or otherwise violate this policy.

## **D. Authority and Responsibilities:**

### All Authorized Users:

- Are responsible for understanding and adhering to this policy.
- Should understand that any login to or access of any County Computing Resources constitutes their acknowledgement and acceptance of all County IT related policies.
- Must sign and submit an Acceptable Use Acknowledgement Form.

- Must declare their identity and declare their affiliation with Maricopa County whenever County Computing Resources are used.
- Should understand that using County-provided equipment and software has **no expectation of privacy** in the use of these tools or any content therein.
- Are required to keep all electronic communications professional and follow established policies regarding workplace professionalism.
- Are responsible to protect and secure their County Computing Resources from non-authorized or improper use.
- Are responsible for following and adhering to the “use” restrictions of any external organization that they access or interface with.
- Who encounter or receive any material that violates this policy must immediately report the incident to the employee’s supervisor and notify the sender that such communication is prohibited under County policy.
- Believing that any of their accounts have been tampered with in any way, are responsible for contacting their PC/LAN Manager or designee via the most expedient means possible.

The County (Department Heads):

- Shall monitor departmental use of its own County Computing Resources, at any time, without prior notice or warning to any user of its County Computing Resources.
- May investigate excessive network traffic or bandwidth usage (high browser use or message volume) for improper use of Maricopa County Technology Resources.
- May request access to email, Internet/Intranet and/or other County Technology Resource usage information for their organization at any time to ensure compliance with this policy (request must be made by Elected Officials, Presiding Judge, or Appointed Department Directors).
- Are responsible for identifying the authorized users of County Technology Resources.
- Are responsible to ensure compliance with this policy.
- Are responsible for initiating the approved County “Acceptable Use” banner for all their entry points into County Computing Resources (see approved County Acceptable Use Banner that includes a link to this policy – A2609).
- Are responsible for defining approved agency business and network utilization practices.
- Are responsible for providing acceptable use training to their employees.
- Shall notify the Office of the Chief Information Officer (OCIO), Internal Audit (IA), and the Network Security Officer (NSO) of any suspected violation of this policy upon discovery.
- Shall initiate the appropriate disciplinary action to respond to violations of this policy.

The Office of the Chief Information Officer:

- Will coordinate requests for technology usage information that involves enterprise servers or enterprise application services or non-employees.
- Will facilitate, if appropriate, the utilization of external resources including civil or criminal investigators to examine suspected violations (unless the department has its own email system).
- Will review this policy on an annual basis with IA and NSO.

The Network Security Officer:

- Will coordinate with all departments on the development of their own internal policies, standards, guidelines and procedures for acceptable use.
- Will coordinate with all County IT departments to insure that they have software and systems in place that can monitor, record and report computer usage.
- Will develop standards, guidelines and procedures to support this policy.
- Will develop training and orientation materials for all employees, suppliers, and other parties who use County Technology Resources.
- Will report to executive management on acceptable use.

## Internal Audit:

- Will evaluate departmental policies, standards, guidelines and procedures on acceptable use.
- Will establish criteria and procedures for auditing acceptable use.
- Will perform periodic annual audits on acceptable use.

**E. Related Documents:**

- ☒ Refer to Procedure – N/A
- ☒ Refer to Standard – N/A
- ☒ Refer to Guideline – N/A

## ***MARICOPA COUNTY ACCEPTABLE USE BANNER***

### Acceptable Use Statement

"By logging into and/or using County Computing Resources, I acknowledge that I have read, understand, agree, and will comply with the current County policy, [\*\*A2609 - Acceptable Use of County Technology Resources\*\*](#)". My usage will be monitored for compliance and I accept all liabilities associated with any misuse on my part."



## MARICOPA COUNTY ACCEPTABLE USE OF COUNTY TECHNOLOGY RESOURCES POLICY ACKNOWLEDGMENT

I acknowledge that:

I have received, read, understand and agree to abide by the Acceptable Use for County Technology Resources Policy.

I understand that a copy of this signed Acknowledgement will be placed in my personnel file.

\_\_\_\_\_  
Authorized User - Signature

\_\_\_\_\_  
Supervisor - Signature

Date: \_\_\_\_\_

Authorized User (print): \_\_\_\_\_

Telephone No.: \_\_\_\_\_

Cost Center: \_\_\_\_\_

Supervisor (print): \_\_\_\_\_

Department: \_\_\_\_\_

*Note: Original signed Acknowledgement maintained by the appointing authority, copy of the Acknowledgement to Maricopa County Human Resources and to employee.*

## Correctional Health Services

### *Jail Management Systems (JMS)*

**I will not:**

- use JMS for a reason other than what is needed to perform my job.
- disseminate any information contained within JMS for non-related use.
- look up specific information for personal needs
- abuse the information for personal use
- use the information in an unsecured manner.  
Information should always be secured!

I have read and understand the above information.

Print Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Position \_\_\_\_\_



# Correctional Health Services

Education

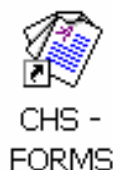
## Desktop Icons



- The U drive is located by opening My Computer
- Access the U drive for the following
  - Forms
  - Patient Education
  - Policy & Procedure



- U:\Patient Education
  - Available in English and Spanish
  - Information sheets offer helpful advice on types and uses of medication, as well as common ailments and treatment



- U:\Forms
  - CHS approved forms
  - Remember to only use the most current form
  - Forms are usually available in your clinic's supply area



- U:\Policy Mgmt
  - Use this shortcut to access policies and procedures
  - It contains a Table of Contents for ease of use



- CHS Clinical Web Portal
  - Access the Health Needs Request (HNR) Database
  - View and update the Clinic Event Log
  - Access the Receiving Screening



- Desktop Links
  - Locate the files named *Registry Click Here...*
  - Use this for clocking in and out

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Distribution and retention of any information accessed through County Computing Resources must follow County policy, Public Record Laws, and all state and federal regulatory requirements.

Improper use of County Technology Resources or any violation of this policy may result in disciplinary action up to and including termination of employment or contract status. Unacceptable usage is just cause for taking disciplinary action, suspension or reduction of computer privileges, revoking networking privileges, initiating legal action (civil or criminal), or notifying the appropriate authorities for further action.

The County shall have software and systems in place that monitor and record computer usage. Every computer site visited, including on the Internet/Intranet or email system, must be traced back to the originator. The County is able and reserves the right to monitor all traffic on the network, including but not limited to Internet/Intranet and email use, at any time, without prior notice or warning to the user. Anyone using County Computing Resources has **no expectation of privacy** in the use of these tools or any content therein.

### Examples of Unacceptable Use:

(The following provides some examples of, improper uses of County Computing Resources. Improper use of County Computing Resources is not limited to these examples.)

- Pursues illegal activities such as anti-trust or libel/slander.
- Violates copyrights (institutional or individual) or other contracts (license agreements). (e.g. downloading or copying of data or software or music that is not authorized or licensed).

- Knowingly, or with willful disregard, initiates activities that disrupt or degrade network or system performance, or that crashes the network or other systems or that wastefully uses the finite County Computing Resources.
- Uses the County Computing Resources for fraudulent purposes.
- Performs gambling activities or other illegal schemes (e.g. pyramid, chain letters, etc.).
- Steals intellectual property, data or County Computing Resources.
- Misrepresents another user's identification (forges or acts as), or gains or seeks to gain non-authorized access to another user's account/data or the passwords of other users, or vandalizes another user's data.
- Views, retrieves, saves, or prints text or images of a sexual nature or containing sexual innuendo (e.g. accessing adult oriented sites or information via the Internet/Intranet).
- Invades systems, accounts, and networks to obtain non-authorized access to and/or to do damage (hacking). This includes non-authorized scans, probes, or system entries.
- Intentionally intercepts and modifies the content of a message or file originating from or belonging to another person or computer with the intent to deceive or further pursue other illegal or improper activities.
- Knowingly or with willful disregard propagates destructive programs into County Computing Resources (e.g., worms, viruses, parasites, trojan horses, malicious code, email bombs, etc.).
- Uses County Computing Resources to conduct commercial or private business transactions, or supports a commercial/private business other than County business (e.g. using fax machines or telephones to further an employee's commercial/private business endeavors).
- Promotes fundraising or advertising of non-County organizations that have not been pre-approved.
- Generates or possesses material that is considered harassing, obscene, profane, intimidating or threatening, defamatory to a person or class of persons, or otherwise inappropriate or unlawful including such material that is intended only as a joke or for amusement purposes.
- Discloses protected County data (confidential, private, or best interest) via County Computing Resources without proper authority.
- Fails to comply with the instructions from appropriate County staff to discontinue activities that threaten the operation or integrity of County Computing Resources, or are deemed inappropriate, or otherwise violate this policy.

## **D. Authority and Responsibilities:**

All Authorized Users:

- Are responsible for understanding and adhering to this policy.
- Should understand that any login to or access of any County Computing Resources constitutes their acknowledgement and acceptance of all County IT related policies.
- Must sign and submit an Acceptable Use Acknowledgement Form.

- Must declare their identity and declare their affiliation with Maricopa County whenever County Computing Resources are used.
- Should understand that using County-provided equipment and software has **no expectation of privacy** in the use of these tools or any content therein.
- Are required to keep all electronic communications professional and follow established policies regarding workplace professionalism.
- Are responsible to protect and secure their County Computing Resources from non-authorized or improper use.
- Are responsible for following and adhering to the “use” restrictions of any external organization that they access or interface with.
- Who encounter or receive any material that violates this policy must immediately report the incident to the employee’s supervisor and notify the sender that such communication is prohibited under County policy.
- Believing that any of their accounts have been tampered with in any way, are responsible for contacting their PC/LAN Manager or designee via the most expedient means possible.

The County (Department Heads):

- Shall monitor departmental use of its own County Computing Resources, at any time, without prior notice or warning to any user of its County Computing Resources.
- May investigate excessive network traffic or bandwidth usage (high browser use or message volume) for improper use of Maricopa County Technology Resources.
- May request access to email, Internet/Intranet and/or other County Technology Resource usage information for their organization at any time to ensure compliance with this policy (request must be made by Elected Officials, Presiding Judge, or Appointed Department Directors).
- Are responsible for identifying the authorized users of County Technology Resources.
- Are responsible to ensure compliance with this policy.
- Are responsible for initiating the approved County “Acceptable Use” banner for all their entry points into County Computing Resources (see approved County Acceptable Use Banner that includes a link to this policy – A2609).
- Are responsible for defining approved agency business and network utilization practices.
- Are responsible for providing acceptable use training to their employees.
- Shall notify the Office of the Chief Information Officer (OCIO), Internal Audit (IA), and the Network Security Officer (NSO) of any suspected violation of this policy upon discovery.
- Shall initiate the appropriate disciplinary action to respond to violations of this policy.

The Office of the Chief Information Officer:

- Will coordinate requests for technology usage information that involves enterprise servers or enterprise application services or non-employees.
- Will facilitate, if appropriate, the utilization of external resources including civil or criminal investigators to examine suspected violations (unless the department has its own email system).
- Will review this policy on an annual basis with IA and NSO.

The Network Security Officer:

- Will coordinate with all departments on the development of their own internal policies, standards, guidelines and procedures for acceptable use.
- Will coordinate with all County IT departments to insure that they have software and systems in place that can monitor, record and report computer usage.
- Will develop standards, guidelines and procedures to support this policy.
- Will develop training and orientation materials for all employees, suppliers, and other parties who use County Technology Resources.
- Will report to executive management on acceptable use.

Internal Audit:

- Will evaluate departmental policies, standards, guidelines and procedures on acceptable use.
- Will establish criteria and procedures for auditing acceptable use.
- Will perform periodic annual audits on acceptable use.

**E. Related Documents:**

- ☒ Refer to Procedure – N/A
- ☒ Refer to Standard – N/A
- ☒ Refer to Guideline – N/A



<b>Maricopa County Policy</b> Acceptable Use of County Technology Resources	<b>Number: A2609</b> <b>Revision: 2</b>
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## MARICOPA COUNTY ACCEPTABLE USE OF COUNTY TECHNOLOGY RESOURCES POLICY ACKNOWLEDGMENT

I acknowledge that:

I have received, read, understand and agree to abide by the Acceptable Use for County Technology Resources Policy.

I understand that a copy of this signed Acknowledgement will be placed in my personnel file.

\_\_\_\_\_  
Authorized User - Signature

\_\_\_\_\_  
Supervisor - Signature

Date: \_\_\_\_\_

Authorized User (print): \_\_\_\_\_

Telephone No.: \_\_\_\_\_

Cost Center: \_\_\_\_\_

Supervisor (print): \_\_\_\_\_

Department: \_\_\_\_\_

*Note: Original signed Acknowledgement maintained by the appointing authority, copy of the Acknowledgement to Maricopa County Human Resources and to employee.*

<b>Maricopa County Policy</b> Acceptable Use of County Technology Resources	<b>Number:</b> A2609 <b>Revision:</b> 2
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## ***MARICOPA COUNTY ACCEPTABLE USE BANNER***

### Acceptable Use Statement

"By logging into and/or using County Computing Resources, I acknowledge that I have read, understand, agree, and will comply with the current County policy, [\*\*A2609 - Acceptable Use of County Technology Resources\*\*](#)". My usage will be monitored for compliance and I accept all liabilities associated with any misuse on my part."

Maricopa County Correctional Health Services Security Do's and Don'ts

**We work inside of MCSO detention facility. Our relationship with them is very important—they keep us safe.**

<b>“DO”</b>	<b>“DON’T” (not appropriate)</b>
<ul style="list-style-type: none"> <li>• Dress appropriately.</li> <li>• Shoulders &amp; midriffs must be covered. Camisoles must be worn under sheer fabric.</li> <li>• Closed toe shoes are safest. If wearing open toe shoes in administration, you must have a pair of closed toe available in case you need to go into a secured area.</li> <li>• Make-up &amp; fragrances must be used sparingly.</li> <li>• Hair, including facial hair, must be clean and styled so that it does not interfere with work duties or safety.</li> <li>• Nails clean &amp; length that will not interfere with work duties.</li> </ul>	<ul style="list-style-type: none"> <li>• No slogans or graphics on t-shirts or sweat shirts</li> <li>• No cutoffs, sweat pants, shorts, workout or athletic wear.</li> <li>• No clothing made of spandex.</li> <li>• Any visible body piercing must be removed before entering the jail.</li> <li>• No open toe shoes in secured area.</li> <li>• No fragrances worn in concentrations that compromise patient care or patient/staff comfort.</li> <li>• No hats</li> </ul>
<ul style="list-style-type: none"> <li>• Keep items in clear plastic bags.</li> <li>• All currency brought into a facility should be placed in a wallet that fits into a standard uniform pocket.</li> </ul>	<ul style="list-style-type: none"> <li>• No purses.</li> <li>• No cigarettes or tobacco.</li> <li>• No lighters.</li> <li>• No aerosol spray cans/bottles.</li> </ul>
<ul style="list-style-type: none"> <li>• Wear ID badges above the waist at all times.</li> <li>• <u>Visitor badges</u>- all guests must go through visitation to get a visitor's pass.</li> <li>• Supervisor or manager must clear with jail commander any unusual items necessary to conduct business in jail that can not be in a clear container.</li> </ul>	<ul style="list-style-type: none"> <li>• NO entry into the jail without CHS ID.</li> </ul>
<ul style="list-style-type: none"> <li>• Correction officers have the right to open containers prior to entering jails.</li> <li>• Food items are placed in clear plastic containers or plastic bags.</li> <li>• Keep frozen meals in sealed boxes</li> <li>• Food purchased outside &amp; brought into jail should be in a pizza box or Styrofoam container.</li> <li>• Supervisor or manager must clear with jail commander any food arrangements brought into jail for pot luck events.</li> </ul>	<ul style="list-style-type: none"> <li>• No Metal forks, knives, or metal cans.</li> <li>• No Glass items or thermos bottles.</li> <li>• No Alcohol.</li> </ul>
<ul style="list-style-type: none"> <li>• Only use cell phones or 2 way radios that are County Authorized with Bar Codes.</li> </ul>	<ul style="list-style-type: none"> <li>• No personal electronics</li> <li>• No cell phones</li> <li>• No PDA's</li> </ul>
<ul style="list-style-type: none"> <li>• CHS courier will be able to bring in boxes, medications, and sealed medical information as part of routine business</li> </ul>	

**Items to bring to work:**  
**Small Notebook, Red & Black pens, pencils, black sharpie, lock, sticky notes,**  
**stethoscope & watch for clinical staff**  
**Cash-less than \$10 for lunch & drinking water**

### **Security & Safety Tips for Staff**

- Act confident. Avoid acting nervous.
- Be aware of your desk and what is on it. Anything can be used as a weapon.
- Keep only enough equipment to complete the task/skill
- Never enter a tank, cell, etc. without a detention officer present.
- Don't let patients stand behind you. Keep your back towards the wall.
- If leaving a patient unattended, take your equipment.
- Never leave a patient in an exam room or room with equipment.
- Remove any medications before leaving the area.
- Lock the clinic door when no one else is present in the clinic.
- Keep medication carts a safe distance from the bars.
- Be sure to administer injections/ medications with an officer escort.
- Be sure to deposit any sharp object into a sharps container.
- Be aware of what is in your pockets.
- Keep your personal life to yourself. Do not give your cell or personal phone number to your patient. Avoid giving home address. Watch your conversation in clinic and out in the detention areas. Patients have learned to read lips. Remember professional boundaries. Patients may not touch you—no hugs.
- Wear your county badge.
- Watch your language.
- Act professional.
- Do not promise anything to the patient.
- Know the names & phone numbers of who is in charge of security and your supervisor when you are working.
- Know your unit's phone number.
- If you have any questions, please ask the staff. The only dumb question is one that remains un-asked!

## Maricopa County Correctional Health Services Security Do's and Don'ts

## **JAIL (Jargon) TERMINOLOGY**

**AD SEG:** Administrative segregation for inmate protection and safety

**BREAD TRUCK:** Vans, buses used to transport inmates

**CANTEEN:** Store items that are ordered & paid for by inmates. Items delivered one day per week.

**CELLY:** Roommate

**CLOSED CUSTODY:** Maximum security for high profile crime, personal safety or behavior issues.

**DO:** Detention officer

**ADC:** Arizona Department of Corrections

**DRESS OUT:** Change from civilian clothes

**DURA:** Durango

**FELL OFF THE BUNK:** Assaulted by another inmate but chooses not to reveal the name

**FLOODING THE POD:** Inmate intentionally plugs the toilet and floods the housing area

**ESTR:** Estrella

**HNR:** Health Needs Request

**HOG TIE:** Binding the four extremities of an unruly inmate

**HOOCH:** Homemade liquor usually made out of bread, fruit & sugar

**HOUSE MOUSE:** Trustee in the housing area that cleans, empties the garbage, etc.

**IA:** Intake area where a person is booked, processed and goes to court

**I/M:** inmate

**KICK OUT:** (K/O), release from jail

**KITE:** Illegal note that is passed from inmate to inmate

**LBJF:** Lower Buckeye Jail Facility

**LOCK DOWN:** All inmates are returned to jail cells until incident resolved

**MCSO:** Maricopa County Sheriffs Office

**OTC:** Out to court, attending a legal processing

**OTW:** Out to work

**OUT TO REC:** Out to recreation, out in the exercise yard

**PAGE 2:** Additional charges added after the inmate has been incarcerated

**POD:** Housing Area

**ROLL UP:** Transferred to another housing location

**RULE 11:** Determine competency

**SEG CHECK:** Segregated inmate wellness check

**SHAKE DOWN:** Searching living areas for contraband

**SHANK:** Home made weapon

**SHORT TIMER:** Inmate that is going to be released

**SICK CALL:** Patient appointments with the health care provider or nurse

**SLIPPED IN THE SHOWER:** Assaulted by another inmate but chooses not to reveal the name

**SRT:** Special Response Team

**TANK:** Holding area, waiting room

**TANK ORDER:** An inmate request form for books, legal forms, or religious

**TIME OUT:** The amount of time each day the inmate is permitted out of cell, varies

**TOWR:** Towers

**WARD 41:** Detention unit at Maricopa Medical Center for acutely ill inmates

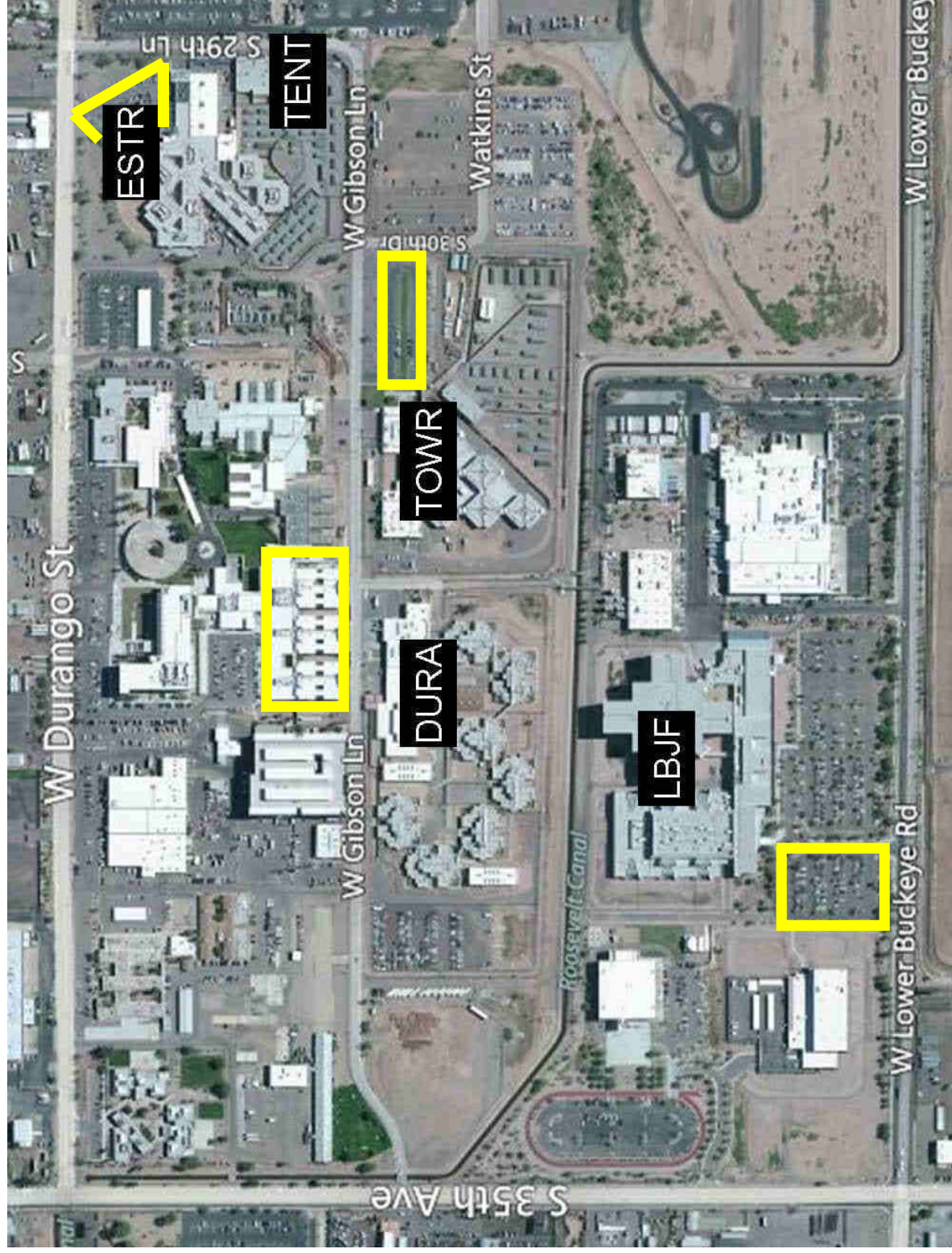
**918:** Crazy or psychotic acting individual

**4 POINT:** All four extremities are secured with leather restraints in a restraint bed

**4AVE:** 4<sup>th</sup> Ave jail

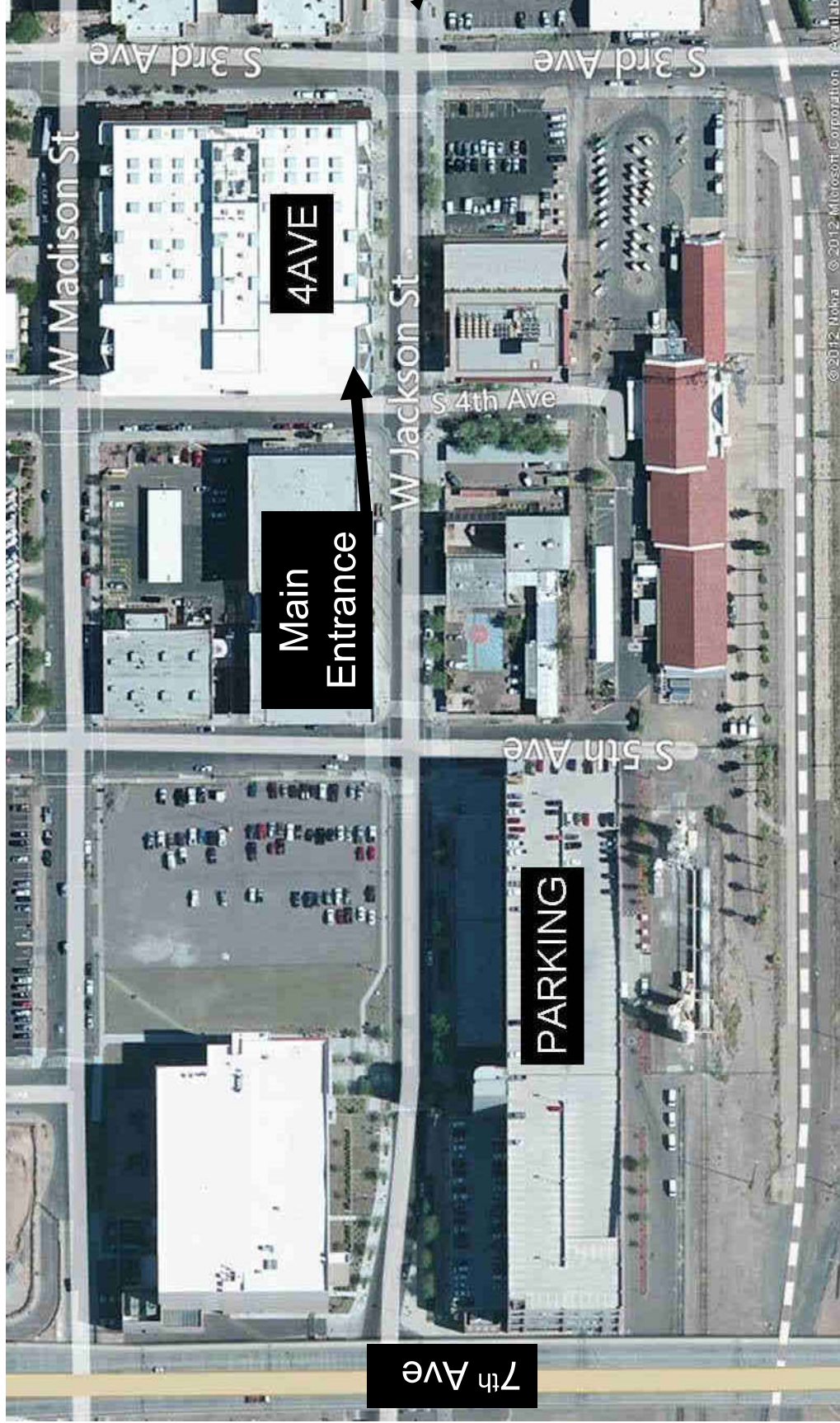
**15 MINUTE OV:** Checking of a restrained or suicidal inmate by a detention officer every 15 minutes

# Durango Complex





# Downtown





## **ALL Maricopa County Jails require a driver's license for entry**

### **Parking & Access**

**4<sup>th</sup> Avenue Jail 201 S. 4<sup>th</sup> Avenue Phoenix, AZ 85003**

**Intake (602) 876-8119**

**Outpatient (602) 876-9155**

- ✂ Located between 3<sup>rd</sup> Ave and 4<sup>th</sup> Ave., and between Madison St & Jackson St
- ✂ Parking is in Jackson Street Garage between 5<sup>th</sup> Ave and Jackson St
- ✂ Walk to north side of 4<sup>th</sup> Ave Jail building and enter door marked "Bonds & Fines" to exchange driver's license for visitor badge, then walk to employee entrance on the southwest side of building for entrance to clinics-please plan ahead to avoid arriving late-these steps take time

**Estrella Jail 2939 W. Durango St. Phoenix, AZ 85009**

**(602) 876-5590**

- ✂ Located on Durango St. between 27<sup>th</sup> Ave and 35<sup>th</sup> Ave
- ✂ Parking lot is east of the jail
- ✂ Bring driver's license to exchange for visitor badge

**Estrella Support (Tents) 2939 W. Durango St. Phoenix, AZ 85009**

**(602) 876-1284**

- ✂ Located on Durango Street just east of Estrella Jail (Look for a blue sign with white letters)
- ✂ Park in visitor parking
- ✂ Access the clinic through main door, bring driver's license

**Durango 3225 W. Gibson Lane Phoenix, AZ 85009**

**(602) 876-1955**

- ✂ On Gibson Lane south side of the street
- ✂ Off 35<sup>th</sup> Ave, about ¼ mile south of Durango St. before Lower Buckeye intersection
- ✂ Public parking in the Durango Garage-on the North side of Gibson Lane across from the jail
- ✂ Enter through gate past visitor entrance to exchange driver's license to get visitor badge
- \* FYI Durango parking garage closes at 11:30 PM nightly-you must contact Protective Services at the phone number provided to gain entrance to the Durango parking garage after 11:30 PM

**Towers 3127 W. Gibson Lane Phoenix, AZ 85009**

**(602) 876-1713**

- ✂ On Gibson Lane east of the Durango jail
- ✂ Parking is surface parking in front of the jail
- ✂ Access clinic through main entrance
- ✂ Bring driver's license to exchange for visitor badge at this facility

**LBJ-Lower Buckeye Jail 3250 W. Lower Buckeye Road Phoenix, AZ 85009**

**Outpatient Clinic (602) 876-6803**

**Infirmary (602) 876-6872**

**Mental Housing Unit (602) 876-6310**

- ✂ Located on Lower Buckeye Road, east of 35<sup>th</sup> Avenue
- ✂ Registry parking is on the west side of the lot
- ✂ Go to main entrance through visitation with driver's license to get visitor badge
- ✂ Once inside of building access is slider/officer controlled

## Accessing the Battery Information

This feature allows you to check the charge status of the battery.

1. Press the right side of the 4-Way navigation button until **Batt** is displayed.
2. Press the button directly below **Batt**. The display shows the current battery charge, remaining capacity, and the estimated number of times the battery has been charged.
3. Press the HOME button or the button directly below EXIT to return to the Home screen.

## Going Out of Range

When your radio goes out of the range of the system, it can no longer lock onto a control channel.

### Procedure:

1. A low-pitched tone sounds. **AND/OR** The display shows the currently selected zone/channel combination and **OUT OF RANGE**.
2. Your radio remains in this out-of-range condition until: It locks onto a control channel. **OR** It locks onto a failsoft channel. **OR** It is turned off.

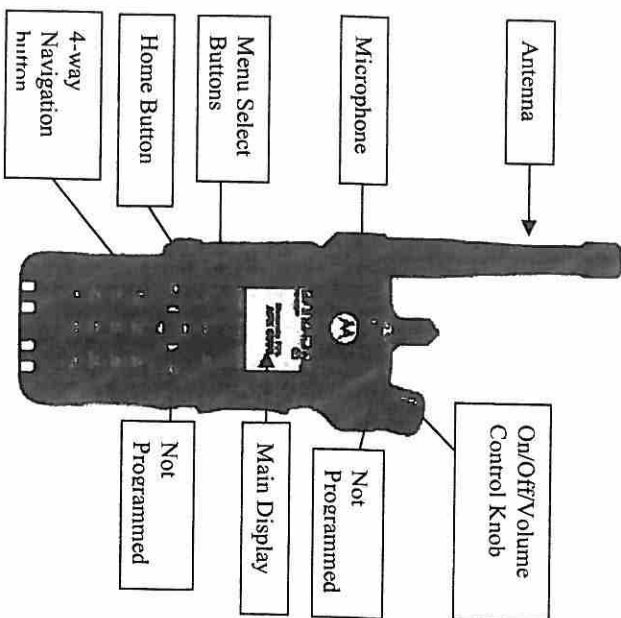
## Site Trunking

1. If the zone controller loses communication with any site, that site reverts to site trunking.
2. The display shows the currently selected zone/channel combination and **Site trunking**.

*Note: When this occurs, you can communicate only with other radios within your trunking site.*

Symptom	Possible Cause/Solution
Busy Tones A Group of Low-Pitched Tones	You cannot transmit because all channels are busy, release PTT and wait for callback.
Short, High-Pitched Tone (Chirp)	When battery is below preset threshold value. Also known as a Low-Battery Chirp.
Continuous low-pitched tone when pressing the PTT button	Indicates you are out of range, or the Time-Out Timer has activated. May also indicate an Invalid Mode, or Talk Prohibit/PTT Inhibit.
Short-Low Pitched Tone	Radio Self Test Fail, Reject, No ACK Received, Time-Out Timer Warning (4 sec. before time out)
Long, Medium-Pitched Tones	Volume Set, Emergency Exit
A Group of Medium-Pitched Tones	Auto Call Back, Talk Permit, Console Acknowledge, Received Individual Call, Call Alert Sent

APX 6000 Model 2  
Maricopa County  
Correctional Health



## Turn Radio On/Off

1. Turn the radio on by rotating the On/Off/VOLUME Control Knob clockwise.
2. Turn the radio off by rotating the On/Off/VOLUME Control Knob counterclockwise until you hear a "click."

## Select a Channel or Talkgroup

1. Rotate the 16-position channel select knob to the desired Channel. The new channel name will appear on the display.
  2. Press the PTT button to transmit. When speaking, keep the microphone 1-2" from your mouth.
- Release PTT button to listen.

### Select a Zone

1. Press the 4-Way navigation button until **Zone** is displayed.
2. Press the Menu Select button directly below **Zone**.
3. Navigate up or down to the required zone.
4. Press the Menu Select button directly below **Sel** to confirm the displayed zone.
5. Press the PTT button to transmit on the displayed zone and channel.

### Display Light/Flip

1. Turn on the radio's backlights by pressing the **Light/Flip** button (Top Side Button).
2. Press and hold the **Light/Flip** button to flip the Top Screen.

### Keypad Tone (Mute/Unmute)

#### *To turn the keypad tones on or off:*

1. Press the right side of the 4-way Navigation button until **Mute** is displayed.
2. Press the button directly below **Mute**.

*The current state is shown:*

**TONES OFF or TONES ON**

3. Press the button directly below **OFF** or **ON**.

### Viewing and Changing a Site

This feature allows you to view the number of the current site or force your radio to change to a new one.

#### **Viewing the Current Site**

Press the preprogrammed **Site Search** button (Side Button 2). The display momentarily shows the name of the current site and its corresponding received signal strength indicator (RSSI).

#### **Changing the Current Site**

Press and hold down the preprogrammed **Site Search** button (Side Button 2). A tone sounds and the display momentarily shows Scanning Site. When the radio finds a new site, it returns to the Home screen.

### Receiving a Call Alert Page

This feature allows your radio to work like a pager. Even if other users are away from their radios, or if they are unable to hear their radios, you can send them an individual Call Alert page. You can also verify if a radio is active on the system.

When you receive a Call Alert page, you hear four repeating alert tones and the LED blinks green. The call received icons blinks and the display shows **Page received**. Press any button to clear the Call Alert page.

### Emergency

1. Press the preprogrammed Emergency button. *The display shows **Emergency** and the current zone or channel. A short, medium-pitched tone sounds and the LED rapidly blinks red. OR* The display shows **No emergency**, if the selected channel does not support emergency.
2. The radio enters the **Emergency Call** state when: You receive the dispatcher's acknowledgement. *The display shows **Ack received**. OR* You press the **PTT** button while in the **Emergency Alarm** mode.
3. Hold the radio vertically 1 to 2 inches (2.5 to 5.0 cm) from your mouth. Press and hold the **PTT** button. Speak clearly into the microphone. Release the **PTT** button to end the transmission and wait for a response from the dispatcher.
4. Press and hold the preprogrammed **Emergency** button for a few seconds to exit the **Emergency Call** mode.

### General Radio Information

Your radio contains information on the following:

- Radio Information
- Control Assignments

**Note:** *The radio automatically exits the feature, if the time-out timer is enabled, when the radio if the time-out timer is enabled. You will hear the Menu Inactive Exit Tone upon feature exit.*

1. Press the right side of the 4-Way navigation button until **Info** is displayed.
2. Press the button directly below **Info**.
3. Press the up or down of the 4-Way navigation button to **Radio Info** or **Control Map** and press the button directly below **Sel**. *The display shows the Information screen or the Control Map screen.*
4. Use the up or down of the 4-Way navigation button to scroll through the various information. **OR** Press the button directly below **Back** to return to the previous screen. **OR** Press the Home button to return to the Home screen.



# RADIO ETIQUETTE

## Use plain English

Use location identifiers or function Title, ie. "Control", "Medical", "Shift Supervisor or Sgt", "Charge Nurse – state name"

## Know what you want to say before you key the mike

Take a breath, relax and then speak slow and clear.

## Keep it short and simple

Speak clear and concise.

Don't use long/big words when a short and sweet one will do just as well (and probably better).

## Pause for breaks every now and then

1. You need to ensure that the person on the other end is getting all the information.
2. it gives a second for another person to add needed info or ask a question for clarification if needed.

## Remember the whole world is listening

Scanners abound. Make sure you want what you say to be public knowledge.

## Talk across the mike, not into it.

Hold it a couple of inches away from your face and speak at right angles "across" the mike instead of right into it. You'll be easier to understand.

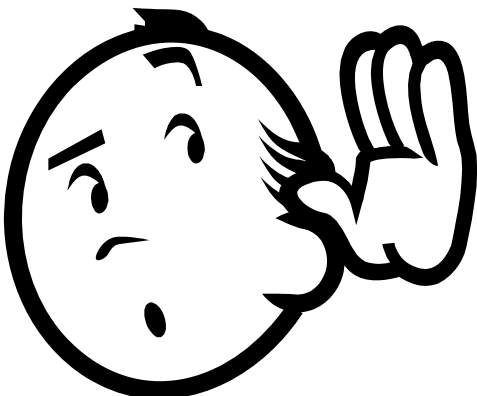
## Don't shout. Speak clearly instead.

Shouting may cause distorting and makes you hard to understand.

To be really sure you're getting through to the right person, a radio message should include who you're calling and who you are

### Here's a sample

"Med Nurse Carrie CS521 to Available Shift Sergeant"



## **Correctional Health Services**

### **Registry Orientation**

#### **How to Properly Log In and Out**

##### **To Properly Log In**

1. Log into network
2. Double click on “Desktop Links” icon from desktop screen
3. Double click on the location that you are working at from the list
4. Wait for the “Registry Sign-In and Sign-Out Program” screen to automatically appear
5. The “Memo” screen will automatically appear
6. Read the memo in the text box – these are important notes that we communicate to you
7. Click the “o.k.” button to acknowledge that you have read the memo
8. The “Initial Sign In/Sign Out Screen” will appear
9. Verify that the correct location, date and time are showing on the sign-in screen
10. Select the “Sign-In Now” button to sign in
11. Select your name from the drop down menu. Type your last name then first name in if it is not in the drop down menu
12. Select the registry you work for in from the drop down menu. Type in your registry’s name if it does not appear in the drop down menu
13. Verify that the information on the screen is correct
14. If the information is correct, click the “Sign-In” button
15. The “Confirmation Page will appear. Confirm that the information on the screen is correct. If it is correct, click “yes”. If it is not correct, you will be directed to the previous page to make corrections.

##### **To Properly Log Out**

Follow steps 1-9 above:

10. Select the “Sign-Out Now” button to sign in
11. Select your name from the drop down menu. Type your last name then first name in if it is not in the drop down menu
12. Select the registry you work for in from the drop down menu. Type in your registry’s name if it does not appear in the drop down menu
13. Verify that the information on the screen is correct
14. If the information is correct, click the “Sign-Out” button
15. The “Confirmation Page will appear. Confirm that the information on the screen is correct. If it is correct, click “yes”. If it is not correct, you will be directed to the previous page to make corrections.

■ **MCSO Help Desk Phone # is 876-1234**

##### **Important Things to Know**

- If you transfer between facilities, log in and out of both facilities. It is in the contract to pay for travel time. We will manually adjust your hours if necessary
- If you cannot sign in/out properly PLEASE CALL THE STAFFING OFFICE 876-7107 ASAP.
- The staffing office will inform you about the reason for your inability to sign in/out and advise you about steps you need to take to fix the problem.
- An exemption form must be completed, signed by one of the CHS staff to verify your time in and out and then by the Nurse Manager at the jail in which you are working.
- The nurse manager will forward to CHS Staffing office.
- If you have questions... Ask your Nurse Manager!

Common Reasons for exemption forms:

- Cannot log into computer
  - Remedy: Is the locked user still in the clinic? Have them unlock it with their password
  - Call Sheriff’s IT (876-1234) and have the help desk/administrator unlock the computer
- Name Not on the List
  - Are you due for any certification renewals (BLS, TB tests?)
  - Did you log out properly from your last shift?
    - If you did not, it will NOT let you log into the next shift!
- Transferred to Another Facility / Forgot to sign out day before
  - If you log out of the 1st facility correctly, you can log in and out of the next facility with no problem or if you failed to log out day before, you may not be able to log in.

What happens if I don’t sign in/out properly?

- Increased paperwork/headaches on your part
- Payment to the registries (& you) could be delayed

# YOU HAVE A RIGHT TO KNOW!

## EMERGENCY RESPONSE



Correctional Health Services has procedures in place governing response during emergencies. These policies help make CHS a safe place to work; familiarizing yourself with policy J-A-07 will better prepare you for a real-life scenario.

- If you notice an emergency → Notify your supervisor
- If there is an unsafe or unsecured area → Do not enter
- If you're notified of an emergency → Gather information
- If called back to work → Report to designated triage area

### Other Important Items

- An Incident Command Center is formed during emergencies
- Emergencies are fully documented
- Drills are conducted for each shift annually
- Detention personnel can assist medical staff, within scope of certification

### TRIAGE



## HARASSMENT



Maricopa County policy HR2406 prohibits harassment in the workplace. **Harassment** is defined as an **unlawful practice** which is so severe and pervasive as to alter an employee's working conditions, and create a hostile working environment based on race, color, religion, national origin, sex, age, or disability.

If you feel you've been the subject of harassment:

- You are not required to confront the individual you believe to be engaging in inappropriate activity, though you may advise the person of their behavior.
- You are encouraged to formalize your statement in writing—a standard form is available for this purpose.
- Send your complaint to your immediate supervisor. If they are the subject of the complaint, send it to the next level of department supervision.
- You must bring your complaint within 300 days of the incident. Submissions after this date will be reviewed on a case-by-case basis.

300

What happens next?

- The county will investigate your claim and take appropriate actions—see HR2406 for more information.

## WORKPLACE HAZARDS

Employers are required to notify employees of potential hazards in the workplace and take steps to mitigate these hazards. Employees are responsible for following established precautions and participating in training.

### STOP and REPORT electrical safety violations



and not reporting violations.

- Physical hazards: wet floors, bare wires, overloaded circuits, cords under rugs, overheated wall plates, and power lines.
- Behavioral hazards: indifference, lack of knowledge, working under stress, taking shortcuts, not following safety precautions,

### Potential for fires in facilities is high



- RACE = Rescue anyone in danger, Activate alarm, Contain fire, Extinguish (if safe to do so)
- PASS = Pull pin, Aim low, Squeeze handle, Sweep side to side
- Elements of a fire include heat, air, and fuel
- Extinguishers are designed to meet specific needs; CHS uses the ABC (multipurpose) extinguisher

### Hazard Communication

Hazardous materials are identified by labels and proper terminology. Categories include physical, health, and environmental hazards. CHS maintains Safety Data Sheets provided by chemical manufacturers at U:\MSDS-Material Safety Data Sheets.

*Vapors, spills, and smells could indicate a hazard. Know the hazards in your work area and exercise good judgment. Wear protective equipment and call for assistance if needed. Read labels and follow all guidelines.*



Correctional Health Services  
Education

