

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
PAROLE DIVISION**



**POLICY AND
OPERATING PROCEDURE**

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SUPERSEDES: 10/12/07

SUBJECT: SAFETY GUIDELINES FOR NON-STANDARD BUSINESS HOUR INVESTIGATIONS

AUTHORITY: TEXAS GOVERNMENT CODE § 508.112

PURPOSE: To establish guidelines for district parole officers and Warrants Section Command Center staff to follow when conducting field investigations during non-standard business hours.

DEFINITIONS:

Standard Business Hours: 8:00 a.m. – 5:00 p.m., Monday – Friday, excluding holidays and weekends.

Non-Public Area: Any area to which the public does not have immediate access, such as a home or an apartment; may also be a rural area such as a small town or a home located away from populated areas where a parole officer may not feel secure.

PROCEDURE:

I. PAROLE OFFICER ENTERING NON-PUBLIC AREA

In the event a parole officer is planning to enter a non-public area outside standard business hours, the parole officer may take the following actions before departing from the office or entering the area:

- A.** Contact the Warrants Section Command Center (Command Center) at (512) 406-5390 and relay the following information:
1. Parole officer's name;
 2. Parole officer's cell phone number;
 3. Name(s) of any other individual(s) accompanying the parole officer;
 4. Client's name;

5. Client's Texas Department of Criminal Justice number and State Identification (SID) number;
 6. Parole officer's exact destination (physical address);
 7. Make, model, and license plate number of the vehicle the parole officer is utilizing;
 8. Time the parole officer will enter the non-public area; and
 9. Time the parole officer is scheduled to depart the non-public area.
- B. In the event initial contact with the Command Center was made, the parole officer shall also notify the Command Center of the need to extend the time in the non-public area, to cancel the contact entirely, or to report the contact has concluded.
- C. At the time of the initial contact, the Command Center shall provide a code to the parole officer to signal duress.

II. COMMAND CENTER ACTIONS

The Command Center shall take the following actions when contacted by a parole officer:

- A. Record, in writing, all information received from the parole officer;
- B. Track the time the parole officer enters the non-public area and the scheduled time of departure; and
- C. Verify the parole officer's status.

III. VERIFICATION

- A. The Command Center shall inquire as to the parole officer's safety status when the parole officer:
 1. Terminates the contact;
 2. Cancels the contact; or
 3. Extends the departure time.
- B. Should the parole officer use the code signaling duress or should the Command Center believe the parole officer is under duress, the Command Center shall:
 1. Make note of any background noises heard over the telephone;
 2. Terminate the call without any further discussion;

3. Contact local law enforcement, explain the situation, and request they dispatch a patrol to check the status of the parole officer; and
4. Notify the Warrants Section Director as well the applicable assistant region director and advise of status of the officer. If immediate contact is not made with:
 - a. The Warrants Section Director, then the Command Center shall contact the Deputy Director of Support Operations. The Division Director shall be contacted if the Deputy Director of Support Operations is not contacted; or
 - b. The Assistant Region Director, the appropriate Region Director shall be contacted. If the Region Director is not contacted, then the Deputy Director of Field operations shall be contacted. The Division Director shall be contacted if the Deputy Director of Field Operation is not contacted.

IV. INABILITY TO CONTACT PAROLE OFFICER

- A. In the event the parole officer has not contacted the Command Center by the scheduled end time, the Command Center shall attempt to contact the parole officer five (5) minutes after the scheduled end time. In the event they do not contact the parole officer, the Command Center shall:
 1. Leave a message to contact the Command Center immediately;
 2. Contact local law enforcement, notify them of the situation, and request immediate assistance; and
 3. Notify the Warrants Section Director as well the applicable assistant region director and advise of status and the inability to establish contact with the officer. If immediate contact is not made with:
 - a. The Warrants Section Director, then the Command Center shall contact the Deputy Director of Support Operations. The Division Director shall be contacted if the Deputy Director of Support Operations is not contacted; or
 - b. The Assistant Region Director, the appropriate Region Director shall be contacted. If the Region Director is not contacted, then the Deputy Director of Field operations shall be contacted. The Division Director shall be contacted if the Deputy Director of Field Operation is not contacted.

- B. In the event contact is established with the parole officer and the parole officer's safety status is verified after steps noted in Section IV.A have already been taken, the Command Center shall:
1. Notify the law enforcement agency that the parole officer has been found and assistance is no longer needed.
 2. Notify the Warrants Section Director and the assistant region director, or the two persons that were initially notified of the situation; and

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