



REPLY TO  
ATTENTION OF

**DEPARTMENT OF THE ARMY**  
UNITED STATES ARMY GARRISON VICENZA  
UNIT 31401, BOX 92  
APO AE 09630

IMEU-VIC-MWC

14 September 2009

**STANDING OPERATING PROCEDURES (SOP)**

SUBJECT: Child, Youth & School (CYS) Services Video Surveillance System (VSS)

1. Purpose. To establish procedures for the proper use of the CYS Services VSS.
2. Scope. This SOP applies to all CYS Services VSSs in CYS Services Facilities within USAG Vicenza.
3. References.
  - a. AR 215-1, Morale, Welfare, and Recreation Activities and Nonappropriated Fund (NAF) Instrumentalities, 31 Jul 07.
  - b. AR 215-3, Nonappropriated Funds Personnel Policy
  - c. AR 608-10, Child Development Services, 15 Jul 97.
  - d. AR 608-18, Army Family Advocacy Program, 30 Oct 07.
  - e. CYS Services Video Surveillance System, System Training Manual
4. Definitions.
  - a. CYS Services VSS. The CYS Services VSS includes the Parental Viewing Monitor (PVM), Administrator (Admin) Workstation, Cameras and Equipment Rack.
  - b. Parental Viewing Monitor (PVM). The monitor prominently located in the lobby of the CYS Services facility that allows parents/legal guardians and staff to see real time activities, interactions and their child(ren)'s/youth environment.
  - c. Surveillance Equipment Rack (SER). The primary control center for the VSS contains a monitor, keyboard, Digital Video Recorders (DVR), Camera Processor and Uninterruptible Power Supply (UPS). The SER should be locked and located in an out-of-the-way closet or room to secure it from un-authorized tampering and to protect it from accidental or intentional destruction of views captured.

d. Digital Video Recorder (DVR). Included as part of the Equipment Rack each DVR records video from up to 16 cameras. The number of DVRs for each site varies according to the number of cameras installed and the size of the facility.

e. Uninterruptible Power Supply (UPS). A UPS, also known as a continuous power supply (CPS) or a battery backup is a device which maintains a continuous supply of electric power to connected equipment by supplying power from a separate source when utility power is not available. The UPS only provides enough power to allow the VSS system to shut down the system properly in the event of a sudden power loss, thereby avoiding data loss and/or system corruption.

f. Line of Sight Supervision (LOSS). A requirement that allows a new CYS Services employee to come on board conditionally pending completion of background checks provided they are under LOSS at all times by a cleared employee. The use of the CYS Services VSS satisfies the LOSS requirement.

g. Admin Workstation. Also known as the Director's Monitor it is the computer located in the Facility/Program Director's office. It is used to verify system operation and to review video with parents/legal guardian and staff. This system can be used to burn disks for review purposes.

h. Disk (CD, DVD). Used for recording digital images.

i. Real Time Viewing. Use of monitors to observe actual events as they occur.

## 5. Responsibilities.

a. CYS Services Coordinator. The CYS Services Coordinator provides guidance and oversight to all elements of the CYS Services VSS systems on the Garrison.

b. CYS Services Facility/Program Director/Assistant Director. Each CYS Services Facility/Program Director has oversight of the CYS Services VSS in their facility. Each CYS Services Assistant Director should be trained to support the CYS Services VSS in the absence of the Director.

c. Functional Technology Specialist (FTS). The FTS is responsible for the maintenance and repair of the system. The FTS is the liaison between the program, Space and Naval Warfare Systems Command (SPAWAR) and the contracted company who performs emergency maintenance, warranty work and bi-annual maintenance.

d. Training Specialists. The Training Specialists schedule program observations and training with staff, coordinate with the Facility/Program Director and ensure training records are maintained and up-to-date.

e. Operators. The operators are anyone who would staff the front desk area and would need to know how to manipulate the PVM. This could include clerks, front desk staff or facility management staff.

6. Procedures.

a. The Facility/Program Director will:

(1) Ensure a notice is posted at the entrance of the facility stating a video surveillance system is in use. (CYS Services VSS Guidebook - Tab J)

(2) Ensure all CYS Services personnel sign the CYS Services VSS Personnel Understanding Statement (CYS Services VSS Guidebook - Tab K) and are made aware of CYS Services policies/procedures regarding the CYS Services VSS to include:

(a) The video surveillance system is in use.

(b) In the case of an allegation of child abuse or neglect the recordings may be viewed by authorized personnel (such as: Military Police, Criminal Investigation Division, Social Work Services, Family Advocacy Program staff, Child Protection Services, etc.) to substantiate or un-substantiate the allegation, determine whether a criminal offense has occurred or whether a violation of CYS Services discipline and guidance policy has occurred.

(c) Parents/legal guardians may request to view recordings that include their child(ren)/youth and that those requests must be coordinated with the Facility/Program Director in advance and documented in the CYS Services VSS Review Log (CYS Services VSS Guidebook – Tab B). Parent/legal guardians are not authorized a copy of the recordings without a Freedom of Information Act (FOIA) authorization from the Garrison Administrative Services office, DSN 634-7451/8616.

(d) The video may be used by the Facility/Program Director or Training Specialist for training purposes to:

(1) Ensure only properly trained personnel operate the PVM or Admin Workstation.

(2) Ensure the CYS Services VSS Rack is secured and only authorized staff have access. Maintain a CYS Services VSS Rack Access Log (CYS Services VSS Guidebook – Tab A) and keep it locked inside the SER.

(3) Ensure opportunities are available for parents/legal guardians to observe and participate in their child(ren)'s/youth's program.

(4) Ensure the equipment is maintained and operational and facilitate repairs as needed through the FTS to include reporting all malfunctioning recording equipment, cameras or component to the FTS within 24 hours.

(5) Ensure the program materials in activity areas do not obstruct camera views.

(6) Ensure the burned disks of digitally recorded video are identified as sensitive material, are released to only authorized personnel with an official need for the material and the information contained thereon remain the property of the U.S. Government. Track disks using the CYS Services VSS Disk Log (CYS Services VSS Guidebook – Tab G).

(7) Monitor child/youth activity areas to confirm child/youth safety measures and positive methods of discipline are being practiced by CYS Services staff.

(8) Implement procedures for the control and accounting of disks during distribution, storage, use, and disposal to prevent unauthorized disclosure.

(9) Intervene in the classroom should any significant safety or health risk exist.

(10) Ensure facility management staff is tasked to check the system daily to include in the morning before the facility is open for customers and in the evening at the end of the facility operating hours. The check will include verifying that all DVR lights are on and indicating the date/time of the check as well as initials on the CYS Services VSS Daily Checklist (CYS Services VSS Guidebook – Tab C).

(11) Perform the Facility/Program Director portion of the CYS Services VSS Weekly Checklist (CYS Services VSS Guidebook – Tab D).

(12) Notify the FTS if at any time there is an indication the system is not functioning properly. If the FTS is not available, they will notify the CYS Services Coordinator.

b. Training Specialists will:

(1) Observe care giving practices and youth development interactions in person as well as via the CYS Services VSS.

(2) Identify staff and skill area(s) to be highlighted and recorded for training purposes and discuss with Facility/Program Director as well as staff.

(3) When/If applicable, notify parents/legal guardians of children/youth who may be recorded for training purposes and obtain written permission prior to the session using the CYS Services VSS Permission Statement (CYS Services VSS Guidebook – Tab L).

(4) Review the training recordings on the Admin Workstation with the Facility/Program Director present, prior to sharing with staff and complete the CYS Services VSS Review Log (CYS Services VSS Guidebook – Tab B).

(5) Ensure all copies of the training session remain under the control of the Training Specialist and must always be positive and constructive in nature.

(6) Ensure all training disks are secured in the Lead Training Specialists office when not in use.

(7) Ensure the program materials in activity areas do not obstruct camera views.

c. The FTS will:

(1) Ensure the system is working properly by conducting checks of the system using the FTS portion of the CYS Services VSS Weekly Checklist (CYS Services VSS Guidebook – Tab D).

(2) Perform minor repair (ex. replace DVRs, cameras, etc.) under the direction of SPAWAR and/or contracted companies.

(3) Ensure each DVR is recording at least 30 days at each weekly check. If a DVR is not recording at least 30 days initiate a service request.

(4) Ensure Facility/Program Director and other key CYS Services personnel are trained to conduct daily checks of the system using the CYS Services VSS Daily Checklist (CYS Services VSS Guidebook - Tab C)

(5) Ensure Facility/Program Director is trained to conduct the Facility/Program Director portion of the CYS Services VSS Weekly Checklist (CYS Services VSS Guidebook - Tab D)

(6) Train Operators (i.e. front desk staff, facility management staff) in the facility how to run the controls for the PVM.

(7) Train Facility/Program Director as well as other key facility management staff in how to run the Admin Workstation.

(8) Work with SPAWAR and contracted companies during bi-annual Preventative Maintenance visits to ensure systems are fully operational.

(9) Identify, document and report any serious issues with CYS Services VSS to Higher Headquarters CYS Technology Specialist.

d. Operators will:

- (1) Monitor the PVM periodically to ensure the safety and security of the children/youth.
  - (2) Monitor the PVM to ensure it is functioning properly.
  - (3) Assist visitors to the facility who wish to see specific views on the PVM.
  - (4) Manipulate the views on the PVM to ensure the PVM displays rooms with children/youth for public viewing.
  - (5) Ensure the PVM returns to the designated sequencing pattern after a visitor requests to view a particular camera or sequence.
  - (6) Notify the FTS and Facility/Program Director if the PVM is not functioning properly via email and follow up telephone confirmation.
- e. Operators may be assigned to monitor employees for purposes of LOSS during which they must view the room regularly (at least two times per hour).
- f. The Special Needs Director may schedule real time viewing observations of special needs children/youth by coordination with the Facility/Program Director. Activity room staff will be notified that the observation is taking place. Documentation of the observation will be documented using the CYS Services VSS Review Log (CYS Services VSS Guidebook – Tab B).
- g. In the case of an allegation or incident involving a serious injury to a child/youth, the Garrison's Child Abuse Allegation/Serious Incident Reporting SOP will be followed.
- h. Access to the Surveillance Equipment Rack (SER) is normally limited to the CYS Services management staff. The SER will remain locked at all times to prevent unauthorized access or tampering. The monitors housed in the SER will remain off when the SER is locked. The log will be maintained inside the SER drawer to document all access (CYS Services VSS Guidebook – Tab A). Access to keys will follow each facility's existing key control procedures.
- i. Each designated Digital Video Recorder (DVR) will record at least 30 minutes before and 30 minutes after children/youth are in the facility as well as during the hours that the programs run.
- j. The DVR will record and store no less than 30 days of video. This will be verified on the CYS Services VSS Weekly Checklist (CYS Services VSS Guidebook – Tab D). If the storage is less than 30 days the FTS will report this information to the CYS Services VSS Trouble Call Center (CYS Services VSS Guidebook – Tab F).
- k. Once capacity has been reached on the DVRs the images will be overwritten in a 1<sup>st</sup> on 1<sup>st</sup> off order.

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l. If there is an allegation of any sort, the incident shall be burned to disk and kept by CYS Services for 5 years after last contact on the issue.

m. CYS Services Staff may NOT provide a copy of recordings to parents. Parents must make a Freedom of Information Act (FOIA) request through the Garrison FOIA Office to obtain a copy of any images recorded on the CYS Services VSS.

Garrison FOIA Office Contact Information: Richard Hendrickson, Bldg. 304

Phone Number: DSN 634-7451/8616. Email: richard.hendrickson@eur.army.mil

n. All scheduled observations will be logged on the CYS Services VSS Review Log (CYS Services VSS Guidebook – Tab B) to include the following information: observer's name, date, time, room observed and purpose of observation. Use a standard observation form to document the contents of the observation and the scheduled feedback. Any employee observed during a formal observation is permitted to review the observation and is provided appropriate feedback.

7. Proponent. The proponent of this SOP is the CYS Services Facility/Program Director. The FTS, Parents/Legal Guardians, Staff, Children/Youth and Security personnel are encouraged to send comments and suggestions for changes to the CYS Services Facility/Program Director.

Reviewed by:

VILLAGE 304

CYS Services Facility/Program Director	<u>[Signature]</u>	Date <u>2 Oct 09</u>
CYS Services Coordinator	<u>[Signature]</u>	Date <u>18 Sep 09</u>
CYS Services FTS	<u>[Signature]</u>	Date <u>22 Sep 09</u>

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