



**SAN MATEO COUNTY  
PROBATION DEPARTMENT  
INSTITUTIONS SERVICES MANUAL**

**ARTICLE 3  
Training, Personnel, and Management  
§1322**

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**Topic                      Youth Supervision Staff Orientation and Training**

**Policy**                      Probation management shall ensure that all staff are adequately trained on youth supervision techniques and the policies and procedures relating to youth discipline, use of force, emergencies, and other topics.

1. The Superintendent and the Institutions Services Managers (ISM) shall ensure that all youth supervision staff are adequately oriented to their duties, including:
  - a. Youth supervision duties;
  - b. The scope of the decisions they must make;
  - c. The identity of their Supervisor;
  - d. The identity of the lead staff person;
  - e. The identity of the people who they are responsible for;
  - f. The contact person for decisions beyond their scope;
  - g. Ethics;
  - h. The facility grounds and physical plant; and
  - i. The location of safety equipment
  
2. The Superintendent or designated ISM, and/or Group Supervisor III's shall plan and implement a training program that all new youth supervision staff shall complete prior to assuming the responsibility for the supervision of youth. This training, which shall be at least 40 hours, including 2 formal classroom days, shall include:
  - a. Mission, vision, and organization of the Probation Department and the facility;
  - b. New Employee Orientation;
  - c. Individual and group supervision techniques;
  - d. Policies and procedures regarding:
    - The basic rights of minors;
    - Health, sanitation, and safety measures (including first aid, CPR, universal health precautions, and cleaning/disinfecting requirements);

- Suicide prevention and response to suicide attempts;
  - Discipline;
  - Use of force (defensive tactics), de-escalation techniques, and mechanical and physical restraints;
  - Review of policies and procedures referencing trauma and trauma-informed approaches;
  - Emergency procedures;
  - Routine security measures including facility perimeter and grounds;
  - Crisis intervention and the process for referrals to mental health services;
  - Documentation (e.g. Incident Reports, Log Books);
  - Alternative Programming
- e. Fire/life safety training (including safety equipment use)
3. The Superintendent shall ensure that all sworn staff successfully complete the Juvenile Corrections Officer Core Course and peace officer training pursuant to 832 PC prior to assuming sole supervision of youth (independent supervisor of one or more youth).
4. Support staff, contract employees, school and medical staff, program providers, volunteers, and others with contact with youth in the facility shall receive Orientation and Safety and Security Training including expectations involving emergency procedures and the reporting/documenting of incidents. All individuals entering the facility that have access to youth are required to sign the Security Training Acknowledgement form.