



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

**ARTICLE 3  
Training, Personnel, and Management  
§1324**

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**Topic                      Policy and Procedures Manual**

**Policy**                      The facility Superintendent shall develop, publish, and implement written policies and procedures that address all regulations that are applicable to the facility.

1. The Deputy Chief of the Institutions Division, or their designee, shall develop, publish, and implement a manual of written policies and procedures that addresses all regulations applicable to the facility. The DCPO of Institutions, or their designee, shall develop, publish, and implement Training Manual that describes the responsibilities of all employees. The facility Superintendent shall collaborate with staff from other Probation divisions, the Health Department, the San Mateo County Office of Education, Behavioral Health and Recovery Services, and other relevant agencies and organizations in the development and implementation of the Policy and Procedures Manual.
2. The DCPO of Institutions, or their designee, shall ensure that copies of the Policy and Procedures Manual and facility Training Manual are available in the administrative office, unit offices and/or staff areas of all living units. The Superintendent, or their designee, shall further ensure that the Policy and Procedures Manual and relevant forms are published on the Department's SharePoint site. The Superintendent may make the Policy and Procedure Manual and /Training Manual available to collaborating agencies upon request.
3. The DCPO of Institutions, or their designee, shall review the Policy and Procedures Manual and the Training Manual at least once every two years and shall make any necessary updates. Changes in these manuals shall be distributed to all staff. A memo indicating review of the policies and procedures by the DCPO shall be placed in each of the copies of the Policy and Procedure Manual.

4. The Policies and procedures shall contain the following sections: regarding the
  - a. Vision, Mission, and Responsibility.
  - b. Organization Chart.
  - c. Channels of communication.
  - d. Job classifications and responsibilities.
  - e. Purpose of programs.
  - f. External relationships (including those with the Juvenile Court, the Juvenile Justice and Delinquency Prevention Commission, probation staff, school personnel, Behavioral Health and Recovery Services and other agencies that are involved in juvenile facility programs).
  - g. Initial orientation, including safety and security training and anti-discrimination policies for external stakeholders (i.e., school staff, interns, mental health staff, medical staff, program providers and volunteers).
  - h. Maintenance of record-keeping.
  - i. Supply of information to the juvenile court and those authorized by the court or by law; and
  - j. Release of information regarding youth.
  - k. Ethical responsibilities.
  - l. trauma-informed approaches.
  - m. culturally responsive approaches.
  - n. gender responsive approaches.
  - o. Non-discrimination policy that provides that all youth within the facility shall have fair and equal access to all available services, placement, care, treatment and benefits, and provides that no person shall be subject to discrimination or harassment on the bases of actual or perceived race, ethnic group identification, ancestry, national origin, immigration status, color, religion, gender, sexual orientation, gender identity, gender expression, mental or physical disability, or HIV stats, including restrictive housing or classification decisions based solely on any of the above mentioned categories.
  - p. Procedures for collection of Medi-Cal eligibility information and enrollment of eligible youth.
  - q. Policy that prohibits all form of sexual abuse, sexual assault, and sexual harassment.
  
5. The records relating to the standards and requirements set forth in this Policy and Procedures Manual shall be accessible to the Board of State and Community Corrections.