



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

**ARTICLE 3
Training, Personnel, and Management
§1327**

**Procedure
Emergency Procedures**

1327 PURPOSE AND SCOPE

The purpose of this Emergency Procedures Manual is to:

- a. Assist staff in maintaining a safe and healthy environment for youth, staff, service providers, and visitors during emergencies;
- b. Provide procedures for effective and coordinated response to emergencies; and
- c. Comply with state and local laws.

An emergency is defined as an escape/AWOL, disturbance/violence/riot, civil disturbance, lockdown, bomb threat/terrorist act, hostage situation, fire, natural disaster (earthquake, flood), hazardous materials incident, utility failure/utility shutoff/gas leak, or medical emergency. For each of these situations, the Emergency Manual describes staff roles, the steps for response, response resources, the movement of staff and youth, the location of emergency equipment, and the documentation of the situation.

Staff shall make every attempt to maintain security, but the safety of youth and staff shall be the priority.

In the event of an emergency incident not described in this Emergency Manual, staff shall proceed according to policies for similar situations and their best judgment.

This Emergency Manual serves as partial compliance with Title 15, Section 1327, Emergency Procedures.

1327.1 ESCAPE/AWOL

1. Staff shall call for assistance (Camps) or call a Code Orange (Juvenile Hall) over the radio and activate their personal security device.
2. When a duress alarm or personal security device is activated, Central Control hears an audible tone and the location of the emergency shows on the Control touchscreen. Control staff calls the Code Orange (or "Medical Emergency" if Medical staff is required), contacts the Institution Services Manager-Officer of the day (ISM-OD) or their designee on duty at the facility;

- documents observations, any false alarms, time and location of actual emergency in the Log book. Central Control will make necessary announcements as advised.
3. The (ISM-OD) or their designee on duty at the facility shall respond to the location of the escape.
 4. Staff shall contain and/or secure all other youth in the facility. In Juvenile Hall, the facility shall remain on lockdown until authorization is obtained from the facility Superintendent.
 5. Staff shall conduct a head count and identify the youth who are missing. Staff shall make note of youth who are in other areas of the facility for court, school, visiting, or programming.
 6. Staff shall inform the Institution Services Manager-Officer of the day (ISM-OD) or their designee on duty of the identity of the missing youth.
 7. The Institution Services Manager-Officer of the day (ISM-OD) or their designee on duty shall direct other staff to the following duties:
 - a. Search – These staff shall locate the escaped youth or search the grounds.
 - b. Access – These staff shall meet the Sheriff's Office Deputies and assist them with their investigation.
 - c. Communication – These staff shall be stationed in Admissions or the administrative office to coordinate communication.
 8. Search staff shall make every attempt to regain custody of the escaped/AWOLed youth while the youth is on the grounds of the facility.
 9. Staff shall use verbal persuasion techniques and, if necessary, reasonable force to apprehend a youth. Such use of force shall follow Policy and Procedures Section 1357, Use of Force.
 10. Should the youth be apprehended or surrender, staff shall handcuff the youth and transport them to the Juvenile Hall.
 11. If the youth is missing, Search staff shall search the grounds.
 12. Unit staff shall check the rooms, or sleeping area of the youth to determine what clothes the youth was wearing. Unit staff shall report this information to the Institution Services Manager-Officer of the day (ISM-OD) or their designee on duty.
 13. The Communication staff person shall locate key information in the youth file or in the Probation Information Management System (PIMS) including:
 - a. Full name of the youth;
 - b. Physical characteristics (height, weight, hair color, eye color, etc.);
 - c. Clothing the youth was wearing;
 - d. Last known address and phone number of the youth's parent or legal guardian;
 - e. Last known address and phone number for the youth if different from the parent or legal guardian; and
 - f. Last known address and phone number of other relatives of the youth.
 14. The Communication staff person shall notify the Sheriff's Office Central Dispatch (ext. 4915) to report the escape/AWOL and to request assistance and the initiation of an investigation. In addition, the lead staff shall request the issuance of a teletype. The teletype shall be addressed to all county law enforcement agencies and shall include the information in #12 above and instructions that the youth should be transported to Juvenile Hall.
 15. The Communication staff person shall complete the Escape/AWOL Checklist (attached).

16. The Communication staff person shall initiate the process to obtain a warrant.
17. The Communication staff person shall call the police department(s) of residence of the youth to notify them of the escape/AWOL and requesting that they check the last known addresses of the youth and the youth's family members.
18. The Communication staff person shall put out a Critical Alert Track Flyer.
19. The Institution Services Manager-Officer of the day (ISM-OD) or their designee on duty shall start the notification procedures for internal staff and for the public (Escape / AWOL Checklist)
20. The Superintendent of the facility respond to the facility. The Superintendent of the facility shall initiate a Critical Incident Command Center and coordinate with the Sheriff's Command Center if a Command Center is established.
21. The Superintendent of the facility shall initiate the notification procedures for external parties
22. The Access staff person shall meet the Sheriff's Deputies at the Admissions sally port or in front of the facility. All staff shall comply with Sheriff's Office personnel in the investigation and response process.
23. The Institution Services Manager-Officer of the day (ISM-OD) or their designee on duty shall notify the Medical Unit or San Mateo Medical Center (when the Medical Unit is closed) to initiate medical care for any staff or youth who were injured in the incident. As appropriate, the (ISM-OD) or their designee on duty shall designate unit staff to assist the Medical Unit staff. The (ISM-OD) or their designee on duty shall provide the Worker's Compensation packet to any staff that was injured in the incident, even if the injuries were minor. Staff shall follow up with a personal physician for treatment of injuries.
24. Staff shall follow the procedures in the Documentation and Debriefing section of this Emergency Manual.
25. The (ISM-OD) or their designee on duty shall notify Maintenance staff and/or the Department of Public Works of any repairs that need to be made in the physical plant.
26. The facility Superintendent shall coordinate with the Sheriff's Office in investigating the incident and evaluating the adequacy of the actions of staff and the response from authorities. The facility Superintendent shall investigate any potential policy and procedures breakdowns and take corrective action where appropriate.
27. The procedures for AWOL from temporary release (home or community pass) are contained in the Temporary Release Policy, Section 1351a.

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1327.2 BOMB THREAT

1. The staff receiving a bomb threat attempts to obtain and write down the information to the questions outlined on the Bomb Threat Checklist, which includes: (see attached)
 - a. When is the bomb going to explode?
 - b. Where is it right now?
 - c. What does it look like?
 - d. What kind of bomb is it?
 - e. What will cause it to explode?
 - f. Did you place the bomb?
 - g. Why?

- h. What is your address?
 - i. What is your name?
2. While listening to the caller, the staff attempts to note the caller's gender, race, and age, any background noises, type of language used, and any distinguishing characteristics to the caller's voice or word choice.
 3. If possible, the person receiving the call contacts another staff to let them know what is happening.
 4. The staff notifies the Institution Services Manager-Officer of the day (ISM-OD) or their designee on duty at the facility of the situation. Central Control will make necessary announcements as advised. Log announcement and observations in the log book, continued monitoring any suspicious activity.
 5. The staff records all information obtained from the call, the time of call, and length of the call on the Bomb Threat Checklist and notes in the appropriate log book that there was a bomb threat and the Bomb Threat Checklist was completed.
 6. If the call comes into a telephone equipped with Caller ID and the phone number shows on the Caller ID, the staff notes the number on the Bomb Threat Checklist.
 7. After the call is completed, the staff who received the call immediately notifies via telephone the (ISM-OD) or their designee on duty.
 8. The (ISM-OD) or their designee on duty physically obtains the Bomb Threat Checklist from the staff who received the call and has a debriefing with the staff.
 9. The (ISM-OD) or their designee on duty evaluates the credibility of the threat by considering the following:
 - a. Information on the Bomb Threat Checklist,
 - b. Feedback from the staff who received the call,
 - c. What the caller said and seriousness of the caller's threat,
 - d. If similar calls have been made,
 - e. Staff who have been recently dismissed or disciplined,
 - f. Media reports of similar events,
 - g. Evacuation action being a greater risk.
 10. The (ISM-OD) or their designee on duty notifies the Juvenile Hall Superintendent who follows the chain of command to notify the Deputy Chief Probation Officer of Institutions Services Division (DCPO) and the Assistant Chief Probation Officer (ACPO), via telephone, of the situation.
 11. The (ISM-OD) or their designee on duty stops all radio traffic within the Youth Services Center (YSC) by instructing via radio to all the Housing Units and department and advises the staff of the situation and instructs them to lockdown all youth or evacuates area. (See Evacuation)
 12. The Superintendent of the facility shall respond to the facility. The Superintendent of the facility shall initiate a Critical Incident Command Center and coordinate with the Sheriff's Command Center if a Command Center is established.
 13. The Superintendent of the facility shall initiate the notification procedures for external parties
 14. The Investigations staff person shall meet the Sheriff's Deputies at the Admissions sally port or in front of the facility. All staff shall comply with Sheriff's Office personnel in the investigation and response process.

15. The (ISM-OD) or their designee on duty shall notify the Medical Unit or San Mateo Medical Center (when the Medical Unit is closed) to initiate medical care for any staff or youth who were injured in the incident. As appropriate, the (ISM-OD) or their designee on duty shall designate unit staff to assist the Medical Unit staff. For staff or youth with serious injuries, staff shall call 9-911. The (ISM-OD) or their designee on duty shall provide the Worker's Compensation packet to any staff that was injured in the incident, even if the injuries were minor. Staff shall follow up with a personal physician for treatment of injuries.
16. Staff shall follow the procedures in the Documentation and Debriefing section of this Emergency Manual.
17. The (ISM-OD) or their designee on duty shall notify Maintenance staff and/or the Department of Public Works of any repairs that need to be made in the physical plant.
18. The facility Superintendent shall coordinate with the Sheriff's Office in investigating the incident and evaluating the adequacy of the actions of staff and the response from authorities. The facility Superintendent shall investigate any potential policy and procedures breakdowns and take corrective action where appropriate.

1327.3 DISTURBANCES/VIOLENCE/RIOT / CIVIL DISTURBANCE/ LOCKDOWN / ACTIVE SHOOTER/ TERRORIST ATTACK

1. Staff shall call for assistance (Camps) or call a Code Orange (Juvenile Hall) over the radio and activate their personal security device.
2. When a duress alarm or personal security device is activated, Central Control hears an audible tone and the location of the emergency shows on the Control touchscreen. Control staff calls the Code Orange (or "Medical Emergency" if Medical staff is required), contacts the Institution Services Manager-Officer of the day (ISM-OD) or their designee on duty at the facility; documents observations, any false alarms, time and location of actual emergency in the Log book. Central Control will make necessary announcements as advised.
3. The (ISM-OD) or their designee on duty shall respond to the location of the disturbance.
4. Staff shall move non-involved youth away from the disturbance. Staff shall contain and/or secure all other youth in the facility. In Juvenile Hall, the facility shall remain on lockdown until authorization is obtained from the facility Superintendent.
5. Staff shall conduct a head count to determine if any youth are missing. Staff shall make note of youth who are in other areas of the facility for court, school, visiting, or programming.
6. Staff shall issue verbal commands for the youth to stop the disturbance. If youth do not respond, staff shall apply appropriate force according to the Use of Force policy (Section 1357) to prevent injury to youth, staff, or others in the facility. Once subdued, staff shall handcuff youth and transfer them to the Juvenile Hall and the unit specified by the lead staff.
7. If youth cannot be subdued, the (ISM-OD) or their designee on duty shall call the Probation Department Officer of the Day requesting for assistance and/ or the San Mateo County Central Dispatch (ext. 4911) and report a disturbance. Staff shall cooperate with Sheriff's Office personnel in gaining control of the involved youth.
8. The (ISM-OD) or their designee on duty shall notify the Medical Unit or San Mateo Medical Center (when the Medical Unit is closed) to initiate medical care for any staff or youth who were

injured in the incident. As appropriate, the (ISM-OD) or their designee on duty shall designate unit staff to assist the Medical Unit staff. For staff or youth with serious injuries, staff shall call 9-911. The (ISM-OD) or their designee on duty shall provide the Worker's Compensation packet to any staff that was injured in the incident, even if the injuries were minor. Staff shall follow up with a personal physician for treatment of injuries.

9. Should there be significant injury to youth or staff or significant property damage, the (ISM-OD) or their designee on duty shall follow the procedures in the Notification Procedures section of this Manual and document the time of notification of each party.
10. Staff shall follow the procedures in the Documentation and Debriefing section of this Emergency Manual.
11. The (ISM-OD) or their designee on duty shall notify Maintenance staff and/or the Department of Public Works of any repairs that need to be made in the physical plant.
12. The facility Superintendent shall coordinate with the Sheriff's Office in investigating the incident and evaluating the adequacy of the actions of staff and the response from authorities. The facility Superintendent shall investigate any potential policy and procedures breakdowns and take corrective action where appropriate.

1327.4 HOSTAGES

1. Staff shall call for assistance (Camps) or call a Code Orange (Juvenile Hall) over the radio and activate their personal security device.
2. When a duress alarm or personal security device is activated, Central Control hears an audible tone and the location of the emergency shows on the Control touchscreen. Control staff calls the Code Orange (or "Medical Emergency" if Medical staff is required), contacts the Institution Services Manager-Officer of the day (ISM-OD) or their designee on duty at the facility; documents observations, any false alarms, time and location of actual emergency in the Log book. Central Control will make necessary announcements as advised.
3. The (ISM-OD) or their designee on duty shall respond to the location of the disturbance.
4. Staff shall move non-involved youth away from the location. In Juvenile Hall, the facility shall remain on lockdown until authorization is obtained from the facility Superintendent.
5. Staff shall conduct a head count and identify youth who are missing. Staff shall make note of youth who are in other areas of the facility for court, school, visiting, or programming.
6. Staff shall issue verbal commands for the youth to release the hostage(s). Should the hostage(s) be released, staff shall handcuff the youth and transfer them to the Juvenile Hall and the unit specified by the lead staff.
7. If the subject does not release the hostage(s), the (ISM-OD) or their designee on duty shall call the Probation Department Officer of the Day for assistance and/ or the San Mateo County Central Dispatch (ext. 4911) and report the incident. Staff shall cooperate with Sheriff's Office personnel in gaining control of the involved youth.
8. While subject is in control of hostage(s), staff shall not challenge or create situations that could place the hostage(s) in greater harm. Staff shall not negotiate with the subject holding the hostage(s).

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9. The (ISM-OD) or their designee on duty shall notify the Medical Unit or San Mateo Medical Center (when the Medical Unit is closed) to initiate medical care for any staff or youth who were injured in the incident. As appropriate, the (ISM-OD) or their designee on duty shall designate unit staff to assist the Medical Unit staff. For staff or youth with serious injuries, staff shall call 9-911. The (ISM-OD) or their designee on duty shall provide the Worker's Compensation packet to any staff that was injured in the incident, even if the injuries were minor. Staff shall follow up with a personal physician for treatment of injuries.
10. The (ISM-OD) or their designee on duty shall follow the procedures in the Notification Procedures section of this Manual and document the time of notification of each party.
11. Staff shall follow the procedures in the Documentation and Debriefing section of this Emergency Manual.
12. The (ISM-OD) or their designee on duty shall notify Maintenance staff and/or the Department of Public Works of any repairs that need to be made in the physical plant.
13. The facility Superintendent shall coordinate with the Sheriff's Office in investigating the incident and evaluating the adequacy of the actions of staff and the response from authorities. The facility Superintendent shall investigate any potential policy and procedures breakdowns and take corrective action where appropriate.

1327.5 FIRE

1. Staff shall call for assistance (Camps) or call a Code Orange (Juvenile Hall) over the radio and activate their personal security device.
2. The Institution Services Manager-Officer of the day (ISM-OD) or their designee on duty at the facility shall respond to the location of the fire.
3. Central Control will make necessary announcements as advised. Log announcement, fill out "Central Control Emergency Checklist" and observations in the log book.
4. Staff shall move all youth to a safe location away from the fire. To the "Area of Refuge" Staff shall conduct a head count to determine if any staff and youth are missing. Staff will account for the staff and youth (present / not present), utilizing staff roster, youth population sheet and individual youth face sheets.
5. Staff shall close all doors and windows in the area to contain the fire. Staff shall turn off all electrical devices and lights.
6. The (ISM-OD) or their designee on duty shall direct other staff to the following duties:
 - a. Search – These staff shall look for any youth who are missing in the fire.
 - b. Access – These staff shall meet the Fire Department and assist them with fighting and investigating the fire.
 - c. Communication – These staff shall be stationed in Admissions or the administrative office to coordinate communication.
7. The Communication staff person shall call 9-911 to notify the Fire Department of the fire. At the direction of the (ISM-OD) or their designee on duty, the Communication staff person shall call off-duty personnel to report to the facility.

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8. Should evacuation be necessary, staff shall follow the Evacuation Procedures located in this Emergency Manual. Staff shall close all doors behind them as they exit. Staff shall instruct youth to stay close to the floor to avoid any smoke in the area.
9. If the fire is small, youth have been removed from the area, and staff are familiar with the use of a fire extinguisher, staff may attempt to extinguish the fire. Staff are not required to try to fight the fire. Staff not familiar with the use of a fire extinguisher shall not attempt to put out a fire.
10. Access staff shall direct fire authorities to minimize the likelihood of injury from youth assault or physical plant conditions.
11. Should youth be missing, staff shall follow the Escape/AWOL procedures in this Emergency Manual.
12. Should the fire involve criminal actions, (ISM-OD) or their designee on duty shall notify the Sheriff's Office for an investigation.
13. The (ISM-OD) or their designee on duty shall notify the Medical Unit or San Mateo Medical Center (when the Medical Unit is closed) to initiate medical care for any staff or youth who were injured in the incident. As appropriate, the (ISM-OD) or their designee on duty shall designate unit staff to assist the Medical Unit staff. For staff or youth with serious injuries, staff shall call 9-911. The (ISM-OD) or their designee on duty shall provide the Worker's Compensation packet to any staff that was injured in the incident, even if the injuries were minor. Staff shall follow up with a personal physician for treatment of injuries.
14. The (ISM-OD) or their designee on duty shall follow the procedures in the Notification Procedures section of this Manual and document the time of notification of each party.
15. Staff shall follow the procedures in the Documentation and Debriefing section of this Emergency Manual.
16. The (ISM-OD) or their designee on duty shall notify Maintenance staff and/or the Department of Public Works of any repairs that need to be made in the physical plant.
17. The facility Superintendent shall coordinate with the Sheriff's Office and the County Fire Marshall in investigating the incident and evaluating the adequacy of the actions of staff and the response from authorities. The facility Superintendent shall investigate any potential policy and procedures breakdowns and take corrective action where appropriate.

1327. 6 FIRE DRILL PROTOCOL FOR LIVING UNITS

- Once Fire Drill announcement has been made
All Group Supervisors from assigned living units must make Radio Acknowledgement of Fire Drill:
i.e. Forrest 1, 2, 3 copy, Pine 4 copy, Pine 5 copy, Elm 6 copy, Elm 7 copy

- One staff from each unit will take Lead on the movement and be the ONE voice over the radio
- Depending on the ratio of staff to youth on unit:

- Staff takes control over announcement to unit. And controls the work station, propping doors open, identifying them as the Floor Leader wears the hard hat and reflective vest.
- Grabs the Team Leader Emergency Kit.
- Staff takes control over items needed: i.e. Radio, Medical / Asthma Box, Hall boards, Log Book, Evacuation Binder; ALL items placed in Roll away black box.
- Last staff clears unit: opening every cell door and visually/ physically checking rooms are cleared
- Once youth / staff lined up, Lead staff being the ONE voice for the unit. Radio's to Control the pop of youth / staff to the designated area. And Lead staff confirms upon arrival to Area of Refuge. I.e. Elm 6 27 youth / 3 staff to the field. Elm 6 27 youth / 3 staff arrived at field
- The (ISM-OD) or their designee on duty conducting the Fire Drill will acknowledge to Control when the units are cleared to return to their respective units. Central Control documents drill in the "Central Control Emergency Checklist"
- Units will respond via Radio their status once youth and staff have been secured back on their assigned units

1327. 8 FIRE DRILL PROTOCOL FOR SCHOOL WATCH

1. Once Fire Drill announcement has been made.
2. All Group Supervisors in the School Department must make Radio Acknowledgement of Fire Drill: i.e. Math class copy, English class copy, PE watches copy ...etc.
3. Special Day Class (SDC) Group Supervisor makes announcement sending youth down the hall to respective units, movement to designated area starts once all youth have been properly dispersed in an orderly manner.
4. Science Class Group Supervisor will be the LEAD in the movement and send the classrooms one at a time to the designated area on the field.
5. The second staff from PE watch will take position over the Science class youth as the Lead staff ensures the movement and clears the school department.
6. The assigned Group Supervisor from each class will radio to Control the pop of staff/ youth to the designated area. And confirm once arrived to area again with pop of staff / youth
Example: Math class with 8 youth 1 staff to field.....Math class with 8 youth 1 staff on field
7. The Lead staff clearing the school department will make sure all the classrooms are empty and once the school department is cleared they will radio to Control.
 - School Watch to Control the school department is cleared.
 - Control is responsible for taking all logs of movement and time from the youth/ staff to designated area
8. Lead Teacher for the day is responsible for clearing the teacher area and accounting for all teachers. The Lead teacher will report to GS clearing school department that all teachers have been accounted for.

- o The (ISM-OD) or their designee on duty conducting the Fire Drill will acknowledge to Control when the units are cleared to return to their respective classrooms / or units. Central Control documents drill in the “Central Control Emergency Checklist”
- 9. Units will respond via Radio their status once youth and staff have been secured back to their respective classrooms / or their assigned units.

1327. 9 NATURAL DISASTERS/ EARTHQUAKE

1. Staff shall move all youth to a safe location away from danger. If an Earthquake is occurring; staff is to instruct youth to Drop, Cover and Hold: drop to the floor, take cover, hold on, and protect from falling debris. Stay in Drop, Cover and Hold until danger has passed, or announcements are made.
2. Once cleared, Staff shall move all youth to the “Area of Refuge” Staff shall conduct a head count to determine if any staff and youth are missing. Staff will account for the staff and youth (present/ not present), utilizing staff roster, youth population sheet and individual youth face sheets.
3. Staff shall conduct a head count to determine if any youth are missing. Staff shall make note of any youth who are in other areas of the facility for court, school, visiting, or programming. Staff shall notify the lead staff person if any youth are missing.
4. Central Control will make necessary announcements as advised. Log announcement and observations in the log book.
5. The Institution Services Manager-Officer of the day (ISM-OD) or their designee on duty at the facility shall announce over the radio instructions for shelter in place or evacuation. If the instruction is to shelter in place, staff shall contain and/or secure all youth in the facility. If the instruction is to evacuate, staff shall follow the procedures in the Evacuation section of this Emergency Manual.
6. The (ISM-OD) or their designee on duty shall direct other staff to the following duties:
 - a. Search – These staff shall locate any missing youth and search the grounds.
 - b. Access – These staff shall meet authorities and disaster workers and assist them with rescue and investigation.
 - c. Communication – These staff shall be stationed in Admissions or in the administrative office to coordinate communication.
7. The Communication staff shall:
 - a. Call 9-911;
 - b. Retrieve the disaster supplies located in the property room;
 - c. Listen to the radio (KGO 810 AM) to learn the extent of the disaster; and
 - d. Communicate the extent of the disaster to the lead staff.
8. At the direction of the (ISM-OD) or their designee on duty, the Communication staff person shall call off-duty personnel to report to the facility.
9. The (ISM-OD) or their designee on duty shall communicate the extent of the disaster over the radio as necessary.

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Commented [CG7]: Is this true?

10. The Access staff shall meet authorities and disaster workers at the Admissions sally port (Juvenile Hall) or in front of the administration building (Camps). All staff shall comply with disaster workers in the rescue and response to the incident.
11. Should youth be missing, Search staff shall attempt to locate them. If Search staff believe that a youth has escaped or AWOLed, they shall follow the Escape/AWOL procedures in this Emergency Manual. The Superintendent of the facility shall respond to the facility, if not there already. The Superintendent of the facility shall initiate a Critical Incident Command Center and coordinate with disaster workers.
12. Staff shall get the approval of the (ISM-OD) or their designee on duty prior to going off duty. Staff may be required to serve as disaster service workers according to County policy.
13. The (ISM-OD) or their designee on duty shall notify the Medical Unit or San Mateo Medical Center (when the Medical Unit is closed) to initiate medical care for any staff or youth who were injured in the incident. As appropriate, the (ISM-OD) or their designee on duty shall designate unit staff to assist the Medical Unit staff. For staff or youth with serious injuries, staff shall call 9-911. The (ISM-OD) or their designee on duty shall provide the Worker's Compensation packet to any staff that were injured in the incident, even if the injuries were minor. Staff shall follow up with worker's compensation for treatment of injuries.
14. The (ISM-OD) or their designee on duty shall follow the procedures in the Notification Procedures section of this Manual and document the time of notification of each party.
15. Staff shall follow the procedures in the Documentation and Debriefing section of this Emergency Manual.
16. The (ISM-OD) or their designee on duty shall notify Maintenance staff and/or the Department of Public Works of any repairs that need to be made in the physical plant.
17. The facility Superintendent shall investigate the incident and evaluate the adequacy of the actions of staff and the response from authorities. The facility Superintendent shall investigate any potential policy and procedures breakdowns and take corrective action where appropriate.

1327.10 EARTHQUAKE PROTOCOL

- Once Earthquake announcement has been made
- All Group Supervisors from assigned living units must make Radio Acknowledgement of Earthquake Drill: i.e. Forrest 1, 2, 3 copy, Pine 4 copy, Pine 5 copy, Elm 6 copy, Elm 7 copy
- If on Unit: If youth are already in their assigned rooms, staff will instruct youth to take cover: Drop, cover and hold underneath their bunks / or tables in cells. With their hands laced over to protect their heads. Staff will stand in doorways facing the youth cells until cleared. Staff will complete a security check and make sure youth are in the correct rooms, take a count and report back to Control. Example: Forrest (2) 8 youth/ 3 staff accounted and secured
- If off unit:
- On a Movement: Staff will instruct youth to get on the floor, sit on their rears, keep legs crossed and tucked in, hands laced over their head to protect themselves. Staff will position themselves next to the group until cleared.

- During School: Teachers / Staff will instruct youth to take cover underneath their desks, remain calm and on silent, with their hands laced over to protect their heads. Teachers and Staff to stand in doorway with constant visual on group until danger have cleared.
- During PE watch in Gym: Staff will instruct youth to get on the floor, sit on their rears, keep legs crossed and tucked in, braced up against a wall balled up with hands laced over their head to protect themselves. Staff will position themselves next to the group until cleared.
- During Nurse call, Court Holding, Visits: Staff will instruct youth to get on the floor, sit on their rears, keep legs crossed and tucked in, braced up against a wall balled up with hands laced over their head to protect themselves. Staff will position themselves next to the group until cleared.
- Depending on Radio Instruction: Movement out to designated area will NOT take place until cleared by the (ISM-OD) or their designee on duty.
- Once cleared to move out to designate area, staff will take Lead on the movement and be the ONE voice over the radio, calling out to Control their position from the units.
- Depending on the ratio of staff to youth on unit:
 - Staff takes control over announcement to unit. And controls the work station, propping doors open, identifying them as the Floor Leader wears the hard hat and reflective vest.
 - Grabs the Team Leader Emergency Kit.
 - Staff takes control over items needed: i.e. Radio, Medical / Asthma Box, Hall boards, Log Book, Evacuation Binder; ALL items placed in Roll away black box.
 - Last staff clears unit: opening every cell door and visually/ physically checking rooms are cleared
- Once youth / staff lined up, Lead staff being the ONE voice for the unit. Radio's to Control the pop of youth / staff to the designated area. And Lead staff confirms upon arrival to designated area. Example: Before leaving unit report via radio: Elm (6) 27 youth / 3 staff to the field. Arrived at field report via radio: Elm (6) 27 youth / 3 staff arrived at field
- The (ISM-OD) or their designee on duty conducting the Earthquake Drill will acknowledge to Control when the units are cleared to return to their respective units. Central Control documents emergency in the "Central Control Emergency Checklist"

1327.11 EVACUATION

Note: Procedures regarding specific incidents (fire, natural disaster, etc.) are to be followed in addition to these evacuation procedures.

1. The Institutions Services Manager-Officer of the day (ISM-OD) or their designee on duty at the facility shall make the decision whether to evacuate. If evacuation is necessary, the (ISM-OD) or their designee on duty shall decide whether to evacuate to local areas of refuge or to evacuate off-site. The (ISM-OD) or their designee on duty shall assign Communications Staff who will contact County Communications, the Institutions Services Division's Superintendent, Deputy Chief Probation Officer, Assistant Chief Probation Officer, Chief Probation Officer, Medical Unit,

Dietary, Housekeeping, Maintenance, The School Department and the Youth Services Center's Central Plant advising of the evacuation.

Local areas of refuge shall include but not be limited to the following:

- a. Youth Services Center Track and Field area
- b. Police Sally port
- c. Loop Road inside the security gates
- d. Youth Services Center upper visitor parking lot
- e. Youth Services Center lower visitor parking lot
- f. Camp Kemp quad
- g. Camp Kemp gym
- h. Camp Kemp parking lot

Off-site evacuation areas shall include but not be limited to:

- a. San Mateo County Jail
2. Staff shall conduct a head count and identify if there are any missing staff or youth; (present/not present), utilizing staff roster, youth population sheet and individual youth face sheets. Staff shall make note of youth who are in other areas of the facility for court, school, visiting, or programming. If youth are missing, staff shall radio to the (ISM-OD) or their designee on duty. Staff shall direct youth to collect their hygiene and bedding and line up at the exit door. Staff shall instruct the youth to move quickly and quietly. Staff shall take the Unit Black Box including emergency back pack, Log, Hall Boards, Unit Youth Log Binder, Emergency Manual, Evacuation Binder containing face sheet for all youth on the unit, First Aid Kit and the Medication Kit with them.
 3. At the direction of the (ISM-OD) or their designee on duty, Central Control will direct each unit, building, or area to evacuate one by one. The unit, building, or area shall evacuate according to the evacuation route on the maps attached to the Emergency Manual. Staff shall evacuate youth to the area of refuge designated by the (ISM-OD) or their designee on duty. If that area of refuge is unsafe, staff shall evacuate youth to a secondary area of refuge as determined by the (ISM-OD) or their designee on duty person. If the secondary area of refuge is unsafe, staff shall contact the (ISM- OD) or their designee on duty for instructions. Central Control will note movement in the log book and "Central Control Emergency Checklist"
 4. Staff shall conduct a head count prior to and following a movement, as well as every three minutes while waiting in a location.
 5. All staff except Communication Staff shall exit the buildings by the evacuation routes. Admissions staff shall take the disaster supplies that are located in the property room. If the (ISM- OD) or their designee on duty has ordered an evacuation to an off-site location, Admissions staff shall take the youth Admission files with them.
 6. At the direction of the (ISM-OD) or their designee on duty, the Communication Staff shall call off- duty personnel to report to the facility. Staff reporting for duty shall report to the areas of refuge as instructed by the (ISM-OD) or their designee on duty.

Commented [CG8]: What supplies?

7. Should youth and staff need to be evacuated off-site, the lead staff person shall instruct the Communications Staff to notify County Communications of the need for emergency transportation. The (ISM-OD) or their designee on duty shall designate staff to go to the off-site location and prepare it for youth to arrive.
8. The (ISM-OD) or their designee on duty shall identify and designate a staging area for supporting agencies to meet and gather any necessary equipment.

Staging areas may include but are not limited to any of the following:

- a. Camp Kemp parking lot
 - b. Loop Road inside the security gates
 - c. Youth Services Center upper visitor parking lot
 - d. Youth Services Center lower visitor parking lot
9. The (ISM-OD) or their designee on duty shall assign staff to meet transport vehicles at the location designated by the (ISM-OD) or their designee on duty.

Transport pick up points will include but not be limited to the following:

- a. Police Sally port
 - b. Loop Road inside the security gates
 - c. Youth Services Center upper visitor parking lot
 - d. Youth Services Center lower visitor parking lot
 - e. Camp Kemp parking lot
10. When boarding the transport vehicles, there shall be a minimum of two staff on each vehicle, one in the back and one in the front. However, the staff to youth ratio of 1:10 (Juvenile Hall) and 1:15 (Camps) shall be maintained throughout an evacuation. When all youth have boarded a vehicle, staff shall radio to the lead staff person, who will authorize the vehicle to leave.
 11. For housing off-site, youth shall be transported to:
 - a. Youth Services Center - San Mateo County Jail
 - b. Camp Kemp – Youth Services Center or San Mateo County Jail
 12. The (ISM-OD) or their designee on duty shall notify the receiving site of the number of youth to expect and the estimate time of arrival.
 13. Medical Unit staff shall take first aid supplies and medication with them when they evacuate.
 14. The (ISM-OD) or their designee on duty shall designate a staff person to determine if there are youth who could be released to their parents. If there are youth that could be released, the designated staff person shall get authorization from the (ISM-OD) or their designee on duty. Staff shall check parents' photo ID and confirm parents' addresses prior to releasing the youth. Parents shall sign that they have picked up their child. Staff shall adjust the population count. For youth who cannot be released, staff shall contact their parents to let them know the location of their child.
 15. The facility Superintendent shall investigate the incident and evaluate the adequacy of the actions of staff and the response from authorities. The facility Superintendent shall investigate any potential policy and procedures breakdowns and take corrective action where appropriate.

1327.12 CHEMICAL AGENTS, RADIOS, PERSONAL SECURITY DEVICES, WEAPONS/AMMUNITION

1. Chemical agents
 - a. Chemical agents include pepper spray, mace, tear gas, and other chemical substances that might be used to subdue a person.
 - b. Probation staff shall not use chemical agents in Probation facilities.
 - c. Probation staff shall not bring chemical agents into Probation facilities, including those used for personal protection outside of the facility.
 - d. Service providers, visitors, and others shall not bring chemical agents into Probation facilities, including those used for personal protection outside of the facility.
 - e. Chemical agents may be used by the Probation Department staff who are trained and issued and/ or the Sheriff's Office in the event of a disturbance, riot, or other emergency requiring the chemical restraint of youth. Such use shall be approved by a supervisor at the Sheriff's Office and, if possible time permitting, by the facility Superintendent, the Deputy Chief Probation Officer of the Institutions Division, Assistant Chief Probation Officer, and/or the Chief Probation Officer.
2. Radios
 - a. Staff shall be issued a facility radio. Staff shall use radios only for communication related to the facility. Staff shall not use radios for communication of a personal nature.
 - b. In the event of an emergency, staff shall call for assistance (Camps) or call a Code Orange (Juvenile Hall) over the radio and activate their personal security device.
 - c. Staff shall contact an Institutions Services Manager if a radio is not functioning properly.
3. Personal security devices
 - a. Staff in Juvenile Hall shall be issued personal security devices. Staff shall use the personal security device only for communication related to the operation of the facility.
 - b. In the event of an emergency, staff shall activate their personal security device.
 - c. Staff shall contact an Institutions Services Manager if a personal security device is not functioning properly.
4. Weapons/Ammunition
 - a. Weapons include firearms and other instruments designed to injure a person.
 - b. Probation staff shall not use weapons or ammunition in Probation facilities.
 - c. Probation staff shall not bring weapons or ammunition into Probation facilities, including those used for personal protection outside of the facility.
 - d. Weapons or ammunition may be used by the Probation Department staff who are trained and issued and/ or the Sheriff's Office in the event of a disturbance, riot, or other emergency requiring the control of youth. Such use shall be approved by a supervisor at the Sheriff's Office and, if possible time permitting, by the facility Superintendent, the Deputy Chief Probation Officer of the Institutions Division, Assistant Chief Probation Officer, and/or the Chief Probation Officer.
 - e. During routine business at Probation facilities, Police Officers and Sheriff's Deputies shall lock their weapon and ammunition in the provided gun lockers or their trunk safes.

1327.13 DOCUMENTATION, DEBRIEFING, AND FOLLOW-UP

1. Documentation
 - a. Staff shall note any emergency incidents in the unit log (Juvenile Hall) or facility log (Camps).
 - b. All staff involved in an emergency situation, including lead staff, shall complete an Incident Report prior to the end of their shift (see Policy and Procedure Manual Section 1362, Reporting of Incidents).
 - c. All staff involved in an emergency drill; Fire, Evacuation, or Earthquake, shall complete the appropriate paperwork provided for those drills. (San Mateo Probation Department Institutions Division Fire Drill Form, Central Control Emergency Checklist)
 - d. In the event of an escape/AWOL, All staff involved shall complete an Escape Checklist in the Escape/AWOL section of the Emergency Manual.
 - e. In the event of a Bomb Threat, the staff addressing the call shall complete a Bomb Threat Checklist in the Bomb Threat section of the Emergency Manual.
2. Debriefing and Follow-up
 - a. The Superintendent of the facility shall conduct a debriefing of staff involved in the emergency.
 - b. The Superintendent shall appoint an ISM to complete an investigation of the emergency and submit a report to the Superintendent of the facility. The report shall include:
 - i. A description of events, including the staff involved;
 - ii. An analysis of whether staff followed policies and procedures;
 - iii. Recommendations for amendments to policies or additional staff training; and
 - iv. Any potential disciplinary action that is indicated by the event.
 - c. The Superintendent of the facility shall review the response from staff and take appropriate action when indicated.
 - d. The Superintendent of the facility shall determine if relevant policies are adequate to guide staff during an incident.
 - e. The Superintendent of the facility, the Deputy Chief Probation Officer, Assistant Chief Probation Officer, or the Chief Probation Officer shall contact the coordinator of the Probation Peer Support Team if warranted by the situation and shall make staff aware of the availability of Peer Support. The Peer Support Coordinator shall notify the Peer Support Team members to provide support for involved staff.
 - f. As appropriate, an ISM, Superintendent, or other manager shall notify staff of the availability of counseling through the Employee Assistance Program (EAP), Concern. In making a referral, the manager shall give the staff the Concern brochure.

Commented [CG9]: Are you aware?? HMMMMM

Commented [CG10]: Where do we get them? Or just take this out?

1327. 14 NOTIFICATION

1. Notification of Internal Staff
 - a. The lead staff person shall notify the (ISM-OD) or their designee on duty.
 - b. The (ISM-OD) or their designee on duty shall notify the Superintendent of the facility.
 - c. The Superintendent of the facility shall notify the Deputy Chief Probation Officer of the Institutions Division.

- d. The Deputy Chief Probation Officer of the Institutions Division shall notify the Assistant Chief Probation Officer and Chief Probation Officer.
 - e. If staff are unable to reach the next in command, they shall skip to the next person in the line of command.
 - f. Work and cell phones for staff are located on the Department phone list, which can be located on the Probation Intranet site.
2. Notification of External Parties
- a. The Superintendent of the facility shall notify the Supervising Juvenile Court Judge.
 - b. The Superintendent of the facility shall send an email to the “Probation Institutions Managers” Outlook email group indicating the nature of the emergency.
 - c. The Deputy Chief Probation Officer for the Institutions Division shall notify the Presiding Judge of Superior Court, the Assistant Presiding Judge, the County Executive officer, the County Manager, the Assistant County Manager, and the members of the Board of Supervisor.
 - d. In the event of an AWOL from Camp Kemp, the lead staff person shall notify the Juvenile Hall.
3. Notification of the Public
- a. The Deputy Chief Probation Officer (DCPO) or their designee shall decide about whether the public should be notified of the incident. The public shall be notified if there is a potential safety or security issue, or if an emergency would greatly inconvenience people residing in the vicinity. In the event of an escape or AWOL, the public shall always be notified.
 - b. To initiate public notification, the (DCPO) or their designee shall contact the Sheriff’s

Office of Emergency Services:

- o Business hours: 599-1297 or 363-4790 (if no answer, 363-4911)
- o After hours: 363-4911 (Public Safety Communications – ask for the Law Liaison to be paged)

The (DCPO) or their designee shall request public notification by digital alert and email (SMCAalert) and telephone (TENS).

1327.15 PERIODIC TESTING OF EMERGENCY EQUIPMENT

Emergency equipment in Probation facilities shall be tested on a regular basis. The facility Security Officer, as described in Policy and Procedure Manual Section 1326, Security Review, shall make monthly inspections of equipment, including fire alarms, smoke detectors, exit signs, fire extinguishers, first aid supplies, alarm systems, door locks, radios, flashlights, and generators.

The Monthly Facility Inspection Form shall be submitted to the facility Superintendent, who shall review the form and make provisions for any necessary corrective action. The Monthly Facility Inspection Forms shall be retained for at least four (4) years and shall be filed in the facility Superintendent’s office.

Commented [CG11]: Can you make room in your office for this??

In day-to-day operations, all staff shall be alert to the functioning of safety and emergency equipment and shall bring such issues to the attention of the housing or OD Institutions Services Manager. If the ISM cannot resolve the issue, they shall contact the facility Superintendent. The facility Superintendent shall bring the issue to the attention of the Department of Public Works, other authorities, or contractors to make necessary repairs. Such repairs shall be documented in the Superintendent's files. Any physical plant changes that are more than \$15,000 shall be reported to the Department of State and Community Corrections.

1326.16 REVIEW OF EMERGENCY PROCEDURES FOR YOUTH SUPERVISION STAFF

The Compliance Officer of the Institutions Division shall work with the Superintendent of the facility to make changes to the Policy and Procedure Manual and/or Emergency Manual. The Manual shall be updated annually or as necessary.

The Training Unit shall ensure that all youth supervision staff are trained in response to emergencies, including their role, emergency resources, the movement of youth and staff, documentation, and the location of emergency equipment.

The training requirements for fire and life safety can be found in the Policy and Procedure Manual Section 1323, Fire and Life Safety. The requirements include the State of California Core Training (permanent staff only), Staff shall receive training in emergency procedures during orientation training and participate in quarterly drills.

Staff shall acknowledge any Special Post Orders, the Policy and Procedures Manual, Emergency Procedures Manual, Training Manual, and Central Plant Emergency Orientation as when directed. Staff understands the following can be located at each work station, Institutions Service Managers, or the Probation Intranet in the event they need to review.

- a. Training Manual
- b. Policy and Procedures Manual
- c. Emergency Procedures Manual
- d. Central Plant Emergency Orientation
- e. Cell Phone and Portable Electronic Devices
- f. Fire Prevention/ Safety Plan/ Fire Suppression Pre-Plan
- g. PREA Sexual Abuse Prevention, Detection and Response
- h. PREA Transgender Youth in Juvenile Facilities Prison Rape Elimination Act 28 C. F. R. part 115
- i. PREA Sexual Assault Response- Title XV 1453
- j. Post Orders 1 Admission Staff
- k. Post Orders 2 Admissions Lead
- l. Post Orders 3 Central Control
- m. Post Orders 4 Reception

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Commented [CG13]: We don't sign for Post Orders anymore, these have become procedures. Remove?

- n. Post Orders 5 Transportation
- o. Post orders 6 Community Care Program (CCP)
- p. Post Orders 7 Visiting
- q. Post Order 8 Group Supervisors as Housing Lead and Housing Staff
- r. Post Orders 9 Institutions Services Manager / Officer of the Day ISM-OD
- s. Camp Specific Post Orders
 - Camp Kemp Staff
 - AWOL from Home Pass, Procedures and with Limited Staff or during Graveyard
 - Medication Distribution Policy for Camps
 - Transportation Duties for Camp

Commented [CG14]:

See Policy Manual on Emergency Procedures for further information.