



## SAN MATEO COUNTY PROBATION DEPARTMENT INSTITUTIONS SERVICES MANUAL

### Group Supervisor Staff Duties

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#### Procedure

#### Group Supervisor Staff Duties

- **Housing Unit**
- **Housing Lead**

#### PURPOSE AND SCOPE

This policy provides general guidance for the Unit Lead and Unit Staff. Group Supervisors oversees the day to day activities and operations of the Unit and interacts with youth in an ethical, professional manner while providing security. Staff works in accordance of the Code of Ethics and verbally communicates the nature of an alleged violation to their Lead staff and / or an ISM. Unit Lead are responsible for delegating responsibility to the GSI/II's on shift, verifying their duties are completed and done in a timely manner. Although they are "Lead Staff", they likewise will participate and assist in ensuring the workload is distributed and without prejudice.

In the event a GSIII is unavailable on shift to be Lead, the next Senior GSII will take role as Lead staff. ISM-OD on duty may also delegate who will take Lead on shift.

GSIII's may be asked to be the Acting Officer of the Day (OD). They will assume all the responsibilities of the Institution Services Manager (ISM) they are replacing. In such a case, OD pay (011) can only be assigned to a GS III when the ISM is off site and there is not another ISM on the site to cover.

#### BRIEFINGS

The incoming staff will attend the shift briefing at beginning of their scheduled shift time.

Following the shift briefing all staff will report to their assigned unit. Upon arriving, they will read the Log Book, inspect the area, and inquire with the departing staff if there are any issues that need particular attention. Incoming staff should verify that a working flashlight and a well-stocked first aid are always available. Similarly, any relevant information exchanged during the earlier shift briefing should be passed along to their co-workers.

Briefing times are:

AM Shift 6am and Graveyard 10:30pm

## **STAFF APPEARANCE**

Staff are issued:

- a. 2 Navy Blue polo shirts
- b. 2 Navy Blue T-shirts
- c. 1 Jacket
- d. 1 Rain Jacket
- e. Security Pack / Security Belt (permanent staff)
  - Personal Security Device (PSD)
  - Handcuff
  - Handcuff Key
- f. Probation ID
- g. Access Card
- h. Badge (permanent staff)

Staff will wear:

- a. Uniform blue work pants (no denim jeans or sweatpants)
- b. Comfortable athletic shoes

Extra Help staff will sign out a Security Pack at the start of their shift and return pack at end of shift. Staff will have all the items on their person while on duty.

## **COMING ON UNIT**

The Lead Staff or Unit Staff who arrives to unit first:

- a. Shift Exchange with Staff
- b. Conducts the formal counts / visual counts
- c. Ensures staff have their equipment
  - Handcuff and Handcuff key
- d. Inspect Areas
- e. Provide staff expectations for responding to Code's
- f. Replaces Radio battery with charged battery
- g. Read log book
- h. Collect post keys
- i. Initiate log book
- j. Inspects Security Drawer
- k. Initiates Post Briefing Log Sheet
- l. Ensures Wall Board counts are correct
- m. Ensures Hall Boards are correct
- n. Retrieves Youth Binders

- o. Starts New Shift Log for the day
- p. Starts new Movement Log for the day
- q. Updates youth face sheets in Evacuation binder

### **POST BRIEFING CHECKLIST / SECURITY DRAWER**

The Lead Staff or Unit Staff documents if item is missing, makes entry into log book and Post Briefing Log and notify ISM OD and/ or ISM of the unit.

Security drawer consists of:

- a. Protective Spit Hood
- b. Germ Kit
- c. Full Set of Unit Keys
- d. Working Flashlights
- e. 911 Tool
- f. Allen Wrench (resets fire pull stations)
- g. Pair of Handcuffs
- h. Handcuff Key
- i. Key to open Emergency Box
- j. Set of Emergency Keys in box
- k. Pair of Scissors
- l. Pair of Safety Scissors

### **LOG BOOKS**

The Lead Staff or Unit Staff documents in their area Unit Log Book, all actions.

When staff initiate new log entry, they will state in the left margin area;

- a. Date
- b. Day of the week
- c. Shift

First entry should include;

- a. Lead staff
- b. Name of staff
- c. Time of their shift
- d. Opening population count
- e. Security Drawer completed
- f. Include number of radios on unit
- g. Any issues reported from prior shift
- h. Name of ISM-OD for the shift

All entries are in blue or black ink; written in clear to read print, no cursive. Any entry written must be followed with the staff initial. Important information needing immediate attention or acknowledgement may be written in red ink and/or highlighted.

### **YOUTH DOCUMENTATION BINDER**

The Lead Staff or Unit Staff documents daily activities for the youth in the youth individual

- a. Youth Log (Daily individual youth activities)
- b. Phone Log (Phone calls made to who, date and time documented in log and PIMS)
- c. Shift Log (Daily unit scheduled activities)

Within the binder includes the

- a. Unit Overview
- b. Youth Log Acronyms and Abbreviations

### **YOUTH FILES**

All staff will know what goes into the youth green unit file:

- a. Intake Booking sheet
- b. Juvenile Hall Classification / Room Assignment Evaluation
- c. Court reports
- d. Court memos
- e. Youth Log
- f. Youth Phone Log
- g. Youth Facility Rules (signed)
- h. Units Assessment ( initial / and 30 days or more)
- i. Incident Reports pertaining to youth
- j. Information Reports pertaining to youth
- k. Competed Grievances
- l. Unapproved mail

### **LIVING UNIT AREAS**

Staff will know the unit layout and areas

- a. Workstation Area (Staff Only)
- b. Staff break Area on and off the unit (Staff Only)
- c. Unit Staff Restroom
- d. Unit Main Door
- e. Quad
- f. Units Orientation Boards
- g. Recreation Area
- h. Youth Rooms

- i. Triage Medical Room
- j. Anti-Room (Forest 3)
- k. Showers
- l. Emergency shut off valves between rooms
- m. Unit Youth Restroom
- n. Clean linen closet
- o. Mop Closet
- p. Hot/Cold Food Warmers
- q. Emergency Exits

### **STAFF POSITIONING**

Unit staff will position themselves in safety cautious locations/perimeter when the youth are out for program, school, when on movements, routine drills, and when dealing with emergency situations. Staff will not leave another staff alone on the floor while youth are out. There will always be two staff on the unit while youth are out of their youth rooms. . Staff should not compromise the safety, security of themselves or youth they are supervising. Staff must be alert and attentive to their surroundings and the youth. Staff will not do such things as reading a book while youth are out. or having their lunch break while supervising the youth.

### **RADIOS**

At the beginning of each shift, the Lead Staff or Unit Staff conducts a radio check to control. Reports any missing radios to the ISM OD.

Any time Unit Staff takes the youth on a group movement, the Unit Staff obtains a radio from the unit workstation and does a radio transmission to the Control Staff. Staff takes appropriate action for radio malfunctions. Ensure that radios are on Channel 2. Make sure staff turn off radios when charging.

### **CLASSIFICATION**

Admissions contacts units when a new booking arrives and asks for the available room number to place them in. Admissions places youth in room thru PIMS. When youth arrives to the Unit. Staff shall assess the Juvenile Hall Classification / Room Assignment Evaluation and sign the “Staff Review” section. Staff demonstrate the care and maintenance of the room and sends youth to the assigned room. Unit staff shall inform the youth about any rules particular to that unit. New bookings are not eligible for a roommate for up to a 48-hour assessment period; based on need for Medical clearance, staff assessments and first court appearance. Staff will base future roommate status based on the Classification Evaluations.

- a. Age
- b. Gender

- c. Gender Identity
- d. Sophistication
- e. Seriousness of charges
- f. Non-association orders
- g. g.Mental health issues
- h. h.Protective custody status
- i. Any relevant information obtained from existing probation records
- j. Other pertinent information that suggests a safety and security issue to youth or others in the facility

### **YOUTH HANDBOOK, RULES AND PREA PAMPHLET**

When the youth arrives from Admissions/ Intake, the Unit Staff reviews with the youth:

- a. Youth Handbook
- b. Facility Rules
- c. PREA (Prison Rape Elimination Act) pamphlet
- d. Unit Rules

Staff ensures the youth understands facility rules, unit rules, and answers any questions the youth may have. Unit staff ensures the youth has the signed forms in their unit file. Youth must have a signed Sexual abuse and sexual harassment Orientation form (PREA) form in their Admissions file. And the signed Facility Rules form in their unit file.

### **YOUTH COUNTS**

Oncoming Group Supervisors matches the closing count from Graveyard to the opening count for the AM shift. Staff conducts a physical count of all the youth, and the names on the Room Assignment Hall Board.

At the beginning of each shift, the Unit Staff starting the log, obtains the Room Assignment Hall Board from the Staff Workstation and proceeds to the youth's room door. The Unit Staff has direct visual observation of the youth assigned to the Youth Room documenting the actual time, date, and staff's initials on the Safety Check Sheet.

Unit Staff conduct informal counts during meals, school, unit movements and program when all youth are likely to be on or off the Unit. Unit Staff conducts counts before, during and after any drill takes place.

### **YOUTH MOVEMENT**

The Unit Staff follows the appropriate procedures for unescorted, escorted group, and restrained escorted youth movement. Before any movements, youth are provided expectations, move on

silence, and with both hands behind their backs. Unit Staff escorting youth on movements will follow at an arms-length distance from the middle and last section of the line. Staff will not place themselves ahead of the group with the group behind them. The staff will have a constant visual of the youth during all movements. Staff conducts a wand search for any youth who is returning to their Unit and logs all youth movement. The Unit Staff screens the cover and the content of all magazines and books entering the Unit. Only approved reading materials are allowed to be delivered to youth during visits and/ or School.

Staff conducts visual strip searches on youth following procedures, if instructed to do so by the ISM-OD. ISM OD approves strip search based specific and articulable facts and circumstances upon which the reasonable suspicion determination was made if they have probable cause to believe a strip search is necessary.

### **UNIT TRANSFER AND ORIENTATION**

The unit accepting the youth transferred from another unit is responsible for the room change on PIMS. The units will communicate information regarding youth behavior, non-associations, gang affiliations, medical needs, property and accepting unit will review the “Juvenile Hall Classification / Room Assignment Evaluation form”. New Unit Staff shall provide orientation to the youth prior to the placement to make them aware of their rights and rules of the unit / facility

### **TELEPHONES – YOUTH**

The Unit Staff dials all telephone numbers; logs phone call in:

- a. Unit youth phone log
- b. Youth log
- c. PIMS

Youth are allowed:

- a. Initial phone call from booking
- b. Court ordered
- c. DPO requested
- d. Attorney requested
- e. Approved family phone calls

Youth receives 4 phone calls per week at 10 minutes time limit per phone call.

Staff maintains sight supervision of the youth at all times while the youth is on the telephone. Youth should not be walking around the unit or using phone in the quad area without staff sight supervision. Staff are only allowed to speak to legal guardians or approved list from their DPO. Youth families are not allowed to forward youth calls at any time.

## **YOUTH REQUEST**

Youth may make requests:

- a. Youth Request Form
- b. Grievance
- c. Medical Request

The Unit Lead Staff assists youth in filling out the Request Form and then follows the appropriate steps. The Unit Staff assists youth with spelling and grammar on their form, but does not tell the youth what to say. Clinic nurses check the Medical Request forms box daily and submit names to the Nurse Call list to be seen if needed. The ISM-OD checks the Grievance box daily during their shift and handles the Grievance.

The Unit Staff receives Youth Request Forms, addresses them if possible, completes and forwards it onto the appropriate staff. The Unit Staff completes the Youth Request Forms, if it is assigned to them.

## **GRIEVANCES**

See Policy and Procedures Manual on Grievances for further information

When the ISM-OD receives the Grievance. It will be handled at the lowest level possible. Health and Safety issues will be addressed immediately and reported the Director the day it is received. ISM will appoint a Group Supervisor III (GSIII) Unit Lead to resolve the Grievance. Should the grievance involve a GSIII, then the ISM-OD will investigate the grievance; and move up the chain of command as necessary.

The assigned staff shall forward all grievance forms, regardless of the outcome, to the ISM of the unit. The ISM will submit to the Director. The youth will receive a copy and offered the opportunity to Appeal. A copy must be placed in the youth' unit file.

## **INDIVIDUAL ASSESSMENT PLANS AND BEHAVIORAL MANAGEMENT SYSTEM**

The Unit Lead is in charge of assigning youth to the Permanent Group Supervisors assigned to the unit to complete the Pre-treatment plan questionnaire with the youth when youth has completed their first court appearance. A monthly report is sent to the Compliance ISM of the completion of Assessments on their unit.

Youth 30-day assessment counts once they been court ordered for 30 days or more; assessments are filled out at start of the 30 days and again after 30 days completed. If youth is transferred to your unit from another unit. If their court memorandum says they are committed 30 days or more;

staff completes new 30-day assessment. If youth has remained in custody for thirty (30) days and makes program modifications as necessary.

Assessment plans assist with the staff and youth interaction. Staff is able to understand what areas the youth likes, their hobbies, what they may struggle with, needs assistance or what programs benefit the youth. Further provides any information to the youth assigned DPO.

Every Saturday, the PM Unit Staff assigned to their youth adds the weekly total points in the Daily Point Sheet, determines the new step for the week, completes a new Daily Point Sheet which includes the youth first, last name and the youth's current step, places the new Daily Point Sheet inside the Assigned Youth Point Folder, and files the previous week Daily Point Sheet inside the youth's Unit File. Every Sunday, the AM and PM Unit Staff meets with their assigned youth to discuss their points and their current step status.

### **MEALS, FOOD, SNACKS**

Youth are provided Meals and Snacks daily. Dietary delivers the meals to the units.

- a. Breakfast delivered at 7:15 am
- b. Lunch delivered at 12:25 pm
- c. Dinner delivered at 4:20 pm
- d. Evening Snack, provided 4 hours after Dinner (evening snack is not allowed to be distributed during dinner)
  - Fruit, provided all day anytime the youth requests

Staff are to distribute the warmed food trays and cold food trays. Milk, Water or Juice is provided with the food carts. Kitchen Patrol Helpers (KP's) are monitored if they are assisting with meal set up and clean up. Youth are provided expectations before meal time and come out on silent for the first few minutes of the meal. Youth are to raise their hands before any movement or requests. Staff will provide youth with extra's food if requested. Staff will not use food as any form of punishment. After meals, the KP's will dump the left-over food in the waste bin provided by Dietary. No food will be dumped into the living units trash cans. The staff will maintain the cleaning of the food warmer and cold fridge after every meal.

### **LAUNDRY**

Each unit has their own Unit Cart. The Unit Staff distributes linen to youth on assigned designated day during the week, distributes clean towels, clean white and colored unit shirts, socks, and underwear daily during shower time. If needed, Unit Staff gives the youth new shoes / slippers. Staff communicates with Housekeeping regarding clean laundry pick up. Staff must pick up cart from Housekeeping.

If a youth's clothing or bedding on the Unit is infested, the Unit Staff, telephone Medical Staff to inform them of the infestation and to get instructions to follow for the youth.

If needed the Unit Staff or the youth cleans the Youth Room.

Every day during the PM shift soiled linen is separated and collected into marked linen bags and sent to Housekeeping. Staff will drop off dirty laundry every night to housekeeping.

Once a week, the AM Unit Staff completes the Unit Weekly Robes, sheets and blankets list. Units rotate on a schedule per Housekeeping; and collect new items on their assigned dates. Clothing list for pants, shorts, T-shirts, sweaters, underwear and shoes are submitted daily. PM shift is responsible for dropping off both list to Housekeeping and submits it via email to the Housekeeping Staff for the replenishment of supplies.

### **BLOOD, FECES, URINE CLEAN UPS**

These are usually rare and isolated incidents that occur on the living units at the Youth Services Center. In any case, we the “staff” being Group Supervisors who are on scene, will do the actual cleaning. Each unit is provided with the Biohazard Response Personal Protective Equipment Kits (one-time use). Staff will not ask any youth to clean up any blood, feces, or urine infested areas.

We may call Housekeeping for approved cleaning agents for staff to use. We may call them to assist with how to use them properly. After use, the suits are placed in a bio-hazard bag and given to housekeeping for proper disposal. At most, our Housekeeping dept. workers are very supportive and helpful with dealing in such cases.

Custodians may be called depending on the time and location. In the event this was an incident off the living units or in the probation department area

### **HYGIENE**

The Unit Staff replaces youth (s) personal hygiene items when necessary, maintains nail clippers and disposable razors in a secure manner, signing them out to youth as needed, and addresses lost or broken personal hygiene items. Youth provides replacement hygiene item for a new and disposes of old hygiene.

Youth are provided with:

- a. Bar of Soap
- b. Deodorant
- c. Tooth Brush
- d. Tooth Paste
- e. Comb
- f. Brush (as requested)

In addition, the following items must be available and offered to the youth:

- a. Hair Shampoo
- b. Hair Conditioner
- c. Body Lotion
- d. Shaving Products (Razor and Shaving Cream)
- e. Feminine Products (Tampons, Pads, Panty Liners)

Female youth are allowed to shave daily if requested. All razors must be collected and pieces intact from the youth when finished. Staff will log in the youth log when a youth has been provided the opportunity to shave.

### **YOUTH SHOWERS**

The Unit Lead or Unit Staff designates shower for the youth to use during showers. Youth are not to talk to each other during showers. Youth shower are for 7 minutes.

If youth refuses to shower, follow Chain of Command and follow these steps:

- a. Contact ISM/ OD on duty
- b. Counsel youth as to why they don't want to shower. Inform youth of consequences if they don't shower such as:
  - c. Program youth separate from the group
  - d. Not able to attend school
  - e. No unit movement
- f. Contact Medical and MH and inform them of situation
- g. Log youth shower refusal in youth and unit log

### **YOUTH HELPER ON UNITS**

The Unit Lead or Unit Staff orients youth in the Youth Helper (KP) assignment. The Unit Staff monitors youth helpers to see that they are properly performing their tasks, practicing proper hygiene, distributing items fairly, being a role model to other youth, maintaining above average behavior and assisting other youth. Medical must clear any youth before they are assigned to be a youth helper.

### **UNIT YOUTH ROOMS**

The Unit Staff reviews the condition of Youth Rooms at the beginning of each shift. Documents any graffiti and contraband found. Minimum (2) Room searches per AM shift are conducted. Staff completing room search documents findings in the unit log. As necessary, an Incident Report for any major contraband is completed. It is the responsibility of the Unit Lead to ensure the room searches are completed in a timely manner. If no room searches are completed; document the reasoning as to why the searches have not been completed in the unit entry.

During room changes and after unit cleaning:

- a. Unit staff inspects youth room for cleanliness, graffiti, contraband
- b. Make change to the hall board
- c. Make change on PIMS
- d. Staff ensure youth are approved for roommate status
- e. Provide youth expectations with roommates

Staff directly supervises the use of hazardous substances by the youth and conforms to all of the precautionary statements listed on the spray bottle and / or container. Staff follow all appropriate steps when you using Flammable, Toxic, & Caustic Materials. Follow first aid measure on the material data sheet for any accidental, handling and exposure. Under no circumstances should any individual bring outside products into the facility. All cleaning products are approved through use by Housekeeping

Daily the AM and PM Unit Staff conduct a cleaning inspection of the Unit looking for new graffiti, peeled paint, etc. Every night the PM shift inventories the cleaning supplies and paper products in the janitorial closet and identifies supplies needed. Staff assigned to supervise the Kitchen Helper's (KP's) supervise the youth cleaning areas.

During unit and youth room cleaning staff supervises and assist youth preparing unit cleaning supplies:

- a. Cleaning rags
- b. Mop and mop bucket
- c. Broom and dust pan
- d. Toilet cleaning supplies: bucket, toilet brush
- e. Cleaning spray bottles: disinfectant, degreaser, window cleaner, soft scrub

Major deep cleaning is conducted every Saturday. Staff assign youth to clean their rooms, toilet, vents, windows, walls, bunk, mattress, desk and stool. Youth are supervised during their room cleaning while staff search youth belongings for any contraband. Staff assist and guide youth into what areas need further attention and ensure the cleaning supplies are changed out for the next rooms.

Staff ensure these areas are cleaned weekly:

- a. Staff areas
- b. Kitchen
- c. Program Rooms
- d. Youth Rooms
- e. Youth Restroom
- f. Youth Showers
- g. Linen Closets
- h. Janitorial Closet

- i. Quad
- j. Front Uni

The Unit Lead Staff conducts Youth Room changes every Saturday morning. All youth will have their “Classification / Room Assignment Evaluation” form reviewed to see if they are appropriate to have a roommate. Those who have their status marked with a History of Sex Offense, have been sexually assaulted or other disclosed specific reasons are not approved to have a roommate.

AM shift is responsible for throwing out documents for the shredding bin.

PM Shift is responsible for emptying out the trash bins, replacing trash liners, and throwing out the garbage daily in the appropriate bins on the loading dock. Recycles are to be thrown in the correct bin.

### **YOUTH ROOM ITEMS**

Youth are allowed:

- a. Up to 5 Books / Magazines
- b. Up to 5 Letters
- c. 2 Bed Sheets
- d. Up to 4 Blue Heavy Blankets
- e. Hygiene Bag
- f. Youth distributed clothing
- g. 1 disposable cup for water

Youth are allowed to exchange their reading materials and personal letters at the appropriate time allowed during program or when staff discretion. Youth will keep excessive personal items in labeled bags in the unit’s youth property area. Any other items approved to be kept in youth room will be logged, noted in unit log book, noted in youth log and discussed at shift exchange with oncoming staff.

### **MAIL**

Admissions staff delivers unit mail to the units. Unit staff scan the mail for contraband and any inappropriate references. Any mail found inappropriate will be placed in youth’s file and youth’s DPO notified depending on the circumstance. Staff will let the youth know if they have any mail being held in their property as inappropriate and provide letter to them upon release.

The Unit Staff allows youth to write letters during letter time. Unit Staff scans letters being sent out. Youth are not allowed to write about other youth in custody, staff information, gang related, sexual, or offensive content. Staff at the end of their shift drops off mail being sent out to

Admissions for the courier. Mail should not be sitting on the unit for an excessive period of time. Mail that is from the youth's DPO, Attorney or Medical does not need to be scanned.

### **SECURITY 15 MINUTE CHECKS**

The Unit staff are to conduct routine 15-minute checks on the youth housed in the unit. Utilizing the Tyler Supervision scanners; unit staff logs into the system and scan the QR code on each room while physically scanning the youth rooms. If the scanners are not being used; checks are completed every 15 minutes but not to run on a consistent pattern. Checks must be documented on the 15-minute security safety check log. Example: not to run on a pattern as 8:00, 8:15, 8:30, or 8:45. The check time must be documented after the check has been completed. Log entries must be neat, legible, and initialed by the staff completing the check. Log entries are to be in black or blue pen only. Staff may acknowledge youth require more frequent checks based upon the youth's emotional state or other conditions and advises the Unit Lead verbally and documents the information in the Youth log and Unit Log. ISM-OD and Mental Health (MH) contacted, with MH Memorandum filled out.

### **EDUCATION**

All youth are required to attend school. Once a youth has had their first court appearance from their initial booking, they will be added to the Orientation class which is a 2-day period. Through the school assessments and unit feedback, it will determine whether the youth will be mainstreamed into the unit classroom or Learning Center for more specific learning needs the youth may need. Students receive English, Math, Science, Social Studies and PE instruction from the appropriately-credentialed content teacher(s).

The Court Alternative Restorative Education (CARE) class is an alternative space for students who need additional support during the school day. The CARE class is located in Hillcrest School at the County of San Mateo's Youth Services Center (YSC), which is operated by the San Mateo County Probation Department (Probation). CARE students receive their instruction in an alternative classroom setting which is staffed by credential teachers as well as Probation staff trained in Restorative Justice counseling techniques. Students placed in CARE receive English, math, science, social studies and PE instruction from the appropriately-credentialed content teacher(s). Each core content teacher rotates through the CARE classroom upon completing one period of instruction each. To the extent a student enrolled in the CARE class is enrolled in special education, the student will continue to receive any and all accommodations and services identified in his or her Individualized Education Plan (IEP) while enrolled in CARE. Probation will attend and participate in any IEP meeting involving a student placed in CARE to CARE class placement.

Youth may be Timed-Out, in which they will return to the next class period. Youth may request a Self-Time-Out if they request. Youth can be Dismissed Form School (DFS'd) for major school

rules infractions. Once a youth is DFS'd the Principal or their designee will speak to the youth prior to them returning to the school department.

### **PROGRAM**

The ISM-OD is notified by the Lead Staff or Unit Staff before the program to discuss the staff roles, activities and supplies needed. The Unit Lead Staff instructs the Unit staff as to what they will be doing.

The Unit Lead Staff posts the program schedule in the designated area for all youth and staff to view. Unit Lead Staff may modify the program if approved by their assigned ISM.

The Unit Staff works in a collaborative effort to meet the needs of the program and assure the safety, security, and control needs of the youth. At any time, a program is canceled, or an outside provider fails to make the schedule (No Show), the ISM-OD must be notified. The ISM-OD places the No Show in their OD report

### **PROGRAM – REMOVAL**

If youth display inappropriate behavior, the Unit Lead or Unit Staff provides warning, expectations to the group or at last resort asks the youth to return to their Youth Room. If necessary, escorts the youth to their Youth Room. Unit Staff will then take the appropriate steps to determine if the youth should return to the program, another program, or be placed on Alternative Program.

### **RECREATIONAL/ LMA**

All youth are offered one hour of Large Muscle Activity (LMA) every day. Anytime a youth refuses to participate in program, school or LMA it must be logged into youth log and unit log, and why they refused. Staff will periodically check on youth and encourage youth to participate. Any youth placed on LMA restrictions / Quiet Acts, by Medical will be categorized in the following group as:

- a. Group A No Push-ups, Sit-ups, Lunging, Weights, Squats
- b. Group B No Basketball, Volleyball, Softball, Football, Running and Soccer
- c. Group C No Ping Pong
- d. Group D No Kitchen Patrol

Medical provides the Quiet Acts list daily and are only allowed to clear youth from the list.

### **CODE**

Staff places their Personal Security Device (PSD) on their person and presses it in an emergency.

The Unit Staff provides loud verbal commands for the youth to stop, another staff may at the same time direct the other youth to return to their youth room or get on the ground depending on the location of the Code. Staff will ensure the attempts to provide verbal commands first before using force. The Unit Staff waits for additional Staff members before reasonably necessary force is attempted. Unit Staff document a brief description of the incident in the Unit Log Book and in the Youth Log and submits an Incident Report in PIMS to the ISM-OD

Staff shall respond to potentially dangerous youth misbehavior with the reasonable amount of force necessary to prevent harm to youth and staff and to maintain the security of the facility. Any youth placed in mechanical restraints will be seen by Medical.

If youth are injured while at the Juvenile Hall, staff contacts control, control calls a “Medical Emergency” for Medical to respond, directs all other youth to go to their Youth Room, and attempts CPR if needed. If a medical emergency occurs in a Unit, the Unit Lead Staff orders a lockdown until the situation is resolved. After any CODE, ISM-OD conducts a debriefing with the youth involved.

New staff who have not completed Defensive Tactics or CPR/ First Aid are not allowed to place hands on the youth. And are not allowed to be left alone with youth in a supervisory role, there must always be a staff who has completed CORE, PC 832 and all required STC. During CODES new staff may assist by holding doors open for responding staff, answering phone calls, writing reports, taking notes of what happened.

### **RULES AND DISCIPLINE**

The Unit Lead Staff approves or denies a Due Process Ticket. If the Unit Lead Staff denies the Due Process Ticket, they will offer other suggestions for discipline. The youth must be provided explanation and expectations to improve on their behavior. Unit Staff will provide

expectations to the group on a continual basis, encourage the review of unit rules and ensure youth understand the consequences.

### **RELEASE**

Youth being released must ensure their room has no garbage, collected their personal belongings, dispose of their dirty laundry and linen and leaves the youth room clean and clear. The Unit Staff inspects the Youth Room for cleanliness, damage and graffiti before releasing youth to Admissions.

### **EMERGENCY DRILLS**

All unit staff will know where the Red Emergency Procedure Manual is located on their unit.

### Types of Drills

- a. Earthquake
- b. Fire
- c. Evacuation

### Items to bring:

- a. Unit Log Book
- b. Log Book, Staff Roster
- c. Medical/ Asthma Box
- d. All Hall Boards/ Evacuation Binder
- e. Walkie Talkie
- f. Black Box
- g. Emergency Kit
- h. Hard Hat
- i. Reflective Vest

### Movement of youth:

- a. Account all youth
- b. Account all staff
- c. Radio to Control Pop count
- d. Document Arrival of time to evacuation location
- e. Repeat process when returning to unit

### **FIRE DRILL / EVACUATION**

The Lead Staff or Unit Staff (Group Supervisor / GS) on duty directs the unit youth to line up, get count, report to control the count of youth and staff for movement to area of refuge. One staff clears the unit ensuring no staff or youth is left behind. GS or Lead instructs the staff to bring the black box and emergency back pack. Inside the black box should be the unit log book, evacuation binder, unit hall boards, and first aid / asthma kit. Repeat count once arrived to the designated area to control. Advise youth to remain on silent and listen to staff directives. When staff are cleared to return to their unit. Staff secure youth in their assigned rooms, complete headcount with hall boards, radio to control unit is secure.

### **MEDICAL**

When a youth is admitted into the Youth Services Center (YSC). Medical has 24 hours to see youth for assessment. Youth is added to a Nurse Call List and seen in Medical. Medical is responsible for checking the Medical Boxes on each unit, during their routine checks. When Medical arrives on the unit for medication distribution; the Unit Staff notifies the youth that medications are being administered. Youth will line up in an orderly fashion and on silent in front

of the staff station or youth will be called up one by one depending on the tone of the unit and number of youth for medication. The Unit Staff monitors behavior while medications are being administered. Youth who are unable to follow directives, cheek medication, or refuse medication, their behavior is noted in their youth log and unit log. An Incident report may be written depending on the severity of the situation that calls for a report. Example: Youth checking medication and providing medication to other youth.

In addition: Medical ensures the stock of the units

- a. Asthma Box
- b. First Aid Box

Staff will submit Medical Supplies list as needed. Only youth who have their name labeled on an Asthma inhaler is allowed to use it. The Asthma inhaler must be used according to the Medical staff instructions. When a youth is released, staff will ensure the youth receives their asthma inhaler as part of their property.

Youth may submit a Medical request when seeking Medical service. Youth submit their request to the Medical box on the unit. Medical staff will add youth to the Nurse call list depending on the issue or immediately see the youth in the Medical triage unit located on the unit.

### **MENTAL HEALTH SERVICES**

If staff identifies a youth who shows signs, and/or symptoms of active suicidal behavior or sudden onset of grossly bizarre or deranged behavior, s/he takes appropriate action; Calls over another staff to help assist and monitor youth from causing harm, fill out Mental Health Memorandum and call mental health via telephone and request for a on duty therapist to see youth. Staff are not allowed to enter a youth room, remove his personal belongings, and place them in a suicide gown without clinician and/or ISM-OD approval.

### **SUICIDE PREVENTION / SAFETY ROOM**

If staff identifies a youth who shows signs, and/or symptoms of active suicidal behavior or sudden onset of grossly bizarre or deranged behavior, presents an immediate danger to themselves, others, who exhibits extreme or out of control behavior which results in the destruction of property, or reveals the intent to cause self – inflicted physical harm Unit Staff notifies Unit Lead Staff immediately. Upon ISM OD approval, Unit Staff together with the additionally deployed staff removes the youth from their location and escorts the youth to a safety room. Unit Staff then follows the appropriate steps to admit a youth to the safety room. The staff designated by the ISM-OD continuously directly observes the youth, documents the youth's behavior and contacts the Medical Staff and Mental Health Staff. Fills out Mental Memorandum and contacts Mental Health department during business hours. Contact Mental Health On Duty On Call for after-hours incidents. Notifies ISM OD.

### **INCIDENT / INFORMATIONAL REPORT**

If Staff encounters or has direct knowledge of a situation that requires an Incident or Informational Report, they complete the report on PIMS and submits it to the ISM OD for approval. The report will include the following information: who, what, where, when, how, why, and include the debriefing of the incident with staff and show the use of assessment when dealing with the issue. The Unit Staff uses their discretion to use the incident as a point of correction or issues the youth a Due Process Ticket. The Unit Staff then follows the appropriate procedure to carry-out the Due Process Ticket and if approved carries-out the alternative program.

### **LOCKDOWN / INSTITUTION BURN**

The Lead Staff or Unit Staff performs routine emergency Lockdown and/or Institutional searches following the appropriate steps. The Lead Staff or Unit Staff informs the ISM-OD an emergency lockdown is necessary and explains the situation and issues involved. THE ISM-OD contacts the Director and Deputy Chief Probation Officer of the incident causing the Lockdown and when the Lockdown is completed. During a Lockdown, no youth is to be out of their youth room.

During a Unit / Institutional Search (Burn) The ISM-OD contacts the Director and Deputy Chief Probation Officer of the incident causing the search. ISM-OD will brief the staff, organize, assign duty and report the results from the search. During a Unit Search for contraband, the Unit Staff logs, and documents room being searched in the unit log, youth log, conducts searches as directed and logs any findings.

### **HAIR CARE SERVICES**

The Unit Staff collects the Hair Cut Permissions Slip and files it in the Youth Log. The Unit Staff cuts the youth's hair at Unit Staff's discretion at a designated time and location so as not to conflict with the Programs or the Daily Schedule. Youth are not to request for hair to be braided, combed, brushed or styled by any staff of the opposite sex.

### **MAINTENANCE**

A designated Unit Staff gathers the necessary tools and supervises the cleaning of the site. The designated Unit Staff documents the cleaning on the Youth Log and Unit Log Book. If there is sewage problem in a Youth Room, the Unit Staff moves the youth to a new Youth Room. When Staff discovers a situation, which requires routine or emergency repair to the facility or equipment, s/he immediately contacts the ISM, email request to

facilities\_customer\_service\_center@smcgov.org, copy email to the Compliance Officer and call extension 4444.

### **STAFF BREAKS**

Assigned “Floaters/Breakers” provide staff breaks; approved 15-minute, 15 minutes, or 30-minute lunch during the AM shift. During the PM / Graveyard shift, the Unit Lead ensures staff break time is distributed evenly and taken during appropriate times. Staff should not be taking breaks during the last hour on shift. Staff will not take their breaks while supervising youth. Staff will notify the ISM-OD if they are leaving the secured area and upon return.

See Policy Manual on Child Supervision Staff Orientation and Training for further information