



SAN MATEO COUNTY PROBATION DEPARTMENT INSTITUTIONS SERVICES MANUAL

Admissions Staff Duties

Procedure

Admissions Staff Duties

PURPOSE AND SCOPE

This policy provides general guidance for the Admissions Staff who oversees the day to day activities and operations of Admissions and interacts with youth in an ethical, professional manner while providing security.

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.

COUNTS

At the end of each shift, Admissions Staff prints a copy of the Detention Facility Pop Summary, and the Juvenile Hall Population Report, which includes the Unit Roster for the oncoming shift. These reports are generated from Probation Information Management System (PIMS).

Admissions Staff conducts a Juvenile Hall population count of the entire Juvenile Hall during the AM/ PM/ GY shift. Physical counts provided by the Housing staff to the Admissions staff conducting the Counts must match the Population and Detention Facility Pop Summary in PIMS.

EQUIPMENT

At the beginning of each staff's assignment in Control; Admissions Staff ensures the following:

- a. 2 Working Radios
- b. 2 Sets of Keys
- c. 1 Working Cell Phone
- d. 1 Cell Phone Charger
- e. Visual Check of the Alarm Panel for no Alerts
- f. Visual Check of Fire Drill Form Supplies

Before every AM/ PM/ GY shift the PIMS Population Report, Detention Facility Pop Summary and the Daily Mystery Sheet is provided to Control.

VISITS

Admissions staff must provide General Information to the visitors coming to the YSC such as:

- a. All visitors must have proper identification (Picture I.D.).
- b. And arrive at least 15 minutes prior to scheduled visit.
- c. Staff escorts parents to the visiting room 5 minutes prior to visit start time.
- d. Parents arriving late WILL NOT be allowed to visit.

Visitors can bring blank paper, envelopes, PICTURES, BOOKS AND MAGAZINES. Any of these materials CANNOT contain photos or information about guns, violence, people in bikinis or underwear, sexual material, drugs, alcohol or gang-related material. No hardcover books or local newspapers are allowed. Please refer to the Juvenile Hall Reading Materials List to see approved books and magazines. No games, letters or cards will be given to youth. The Juvenile Hall Visiting Staff must approve all items prior to them being given to the youth.

Visitors MAY NOT bring any contraband (prohibited or illegal) into the facility. In addition, these items are NOT permitted in the visitation area:

- a. Purses, Wallets, Handbags, Backpacks
- b. Cell Phones, Cameras or any electronic devices
- c. Weapons, Drugs, Drug Paraphernalia, Alcohol
- d. Keys (except locker keys)
- e. Unauthorized Medications
- f. Candy, Gum, Food or Drink of any kind
- g. Hats, Caps or any head gear
- h. Cigarettes, Cigars, Tobacco Products, Lighters or Matches

Once in the visiting area, all visitors must sit in the chair provided and remain seated throughout the visiting period. If assistance is needed, or the visitor needs to use the restroom, they must notify staff prior to leaving their seat. A brief hug, kiss, and/or handshake can take place at the beginning and/or end of the visit.

PROPER DRESS ATTIRE GENERAL INFORMATION

Visitors must be dressed appropriately at all times.

The following clothing and attire are inappropriate and can result in a denied visit:

- a. Muscles Shirts, Tank Tops, Halter Tops, Midriffs
- b. Dresses or shorts with hem lines higher than four (4) inches above the knee
- c. T-Shirts or other clothing items bearing offensive or profane logos or messages
- d. Clothing items that advocate alcohol, drugs, violence, anti-government sentiment or gang affiliation

SUPPORTING VISITING STAFF

During business hour visits; when a youth arrives to the visiting room. The Admissions staff will call reception to approve the visitor to the visiting area. Prior to the call, the reception staff will have the visitor cleared and verified.

After business hours, anything after 5pm; Admissions Staff notifies the living units for the visits as they arrive to check point.

When with:

- a. 6 youth or less, 1 staff supervises the visits
- b. 7 youth or more, 2 staff supervise the visits

CHECKPOINT STAFF

Admissions staff receives the visiting list from reception. Arrives 15 minutes prior to the schedule visit at checkpoint. Verifies the visitor ID. Visitor clears the metal detector and staff scans the youth items entering the facility. Visitors are escorted to the reception area and provided opportunity to leave their items in the provided lockers. Visitors are then cleared thru the Cell Sense metal detector and / or wanded before entering the visiting area. At the end of visits, staff escorts the parents back to checkpoint.

AFTER VISIT SEARCHES

Staff conducts Visual and Strip Searches after visits except for the following visit with:

- a. Attorney
- b. Deputy Probation Officer (DPO)
- c. In House Behavioral Health and Recovery Services (BHRS)
- d. Rape Trauma Services (RTS)
- e. Star Vista
- f. Pyramid
- g. Other Law Enforcement Agency

No staff is allowed to conduct a search while alone with a youth. There must be another staff present in close proximity as a witness.

ADMITTANCE/ INTAKE DUTY

See Policy and Procedures Manual for Admittance Procedures for further information.

During business hours, Admissions Staff notifies the Assessment Center of a new admit if the youth meets the criteria required to be admitted. After hours, the Institutions Services Manager Officer on Duty (ISM-OD) can accept or deny the admittance. ISM-OD ensures all areas have been completed before the transportation officers from the agency delivering youth is cleared to leave. Admissions staff ensures the Intake paperwork is completed: (See attachments)

- a. Pre-Booking Form

- b. Probable Cause Declaration
- c. Juvenile Contact Report
- d. Juvenile Disposition Report

Staff will hold strict emphasis on respectful and humane engagement with youth. Admittance process to be trauma-informed, culturally relevant and responsive to language and literacy needs of youth.

Staff conducts pat search upon arrival of intake into Admissions sally port. Staff will follow Gender appropriate procedures. 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.

Staff will follow Policy 1352.5 Transgender and Intersex Youth when dealing with the Transgender youth. Youth will be respectful and equitable treatment of the Transgender and intersex youth population. Allow the youth to dress consistent with their identity. Whenever feasible, the staff will respect the youth's reference regarding the gender of the staff member who conducts any search of the youth.

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. Fills out Mental Memorandum (See attachments) and contacts Mental Health department during business hours. Contact Mental Health On Duty On Call for after-hours incidents. Notifies ISM- OD.

Admission Staff completes the booking process packet: Reviews with the youth and ensures they understand.

- a. Search Authorization Form
- b. Reads the youth Miranda Rights of Minor
- c. Juvenile Hall Classification/ Room Assignment Evaluation
- d. Medical Receiving Screening Form
- e. Sexual Abuse and Sexual Harassment Orientation
- f. Facility Rules
- g. Prison Rape and Elimination Act Pamphlet (PREA)

Once the admissions procedure is complete, the Admissions Staff escorts the youth to the Search Shower and informs the youth that they are required to shower at admission and daily thereafter. Admissions Staff then performs the appropriate search and gives youth hygiene and clothing items. (See Laundry Section)

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

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

Staff offers food to youth. If a youth requests a special diet at the time of admission, the Admissions Staff contacts Medical and Dietary of the request.

The Admissions Staff provides each youth with the Youth Orientation Handbook and Prison Rape Elimination Act (PREA) pamphlet during admission. All youth and staff reads and fully understands the Youth Orientation Handbook, YSC Facility Rules, and the Sexual Abuse and Harassment Orientation. (See attachments)

LAUNDRY

Upon intake youth is provided with:

- a. 2 Sheets
- b. 2 Blankets

1 set of:

- a. Sweater
- b. Shirt
- c. Pants
- d. Underwear
- e. Sports bra
- f. Socks
- g. Sandals
- h. Shoes provided on the Unit

Hygiene Pack:

- a. Soap
- b. Toothbrush
- c. Toothpaste
- d. Deodorant
- e. Combs and Hair brushes provided on the housing unit

If a youth is admitted to the Juvenile Hall and their clothing is infested, needs to be washed, or needs to be retained for evidence-- Admissions Staff must follow the appropriate procedure to exchange the youth's clothing, refer to Article 10 Section 1480.

It is Admissions Staff duty to maintain and stock the clothing, bedding and hygiene supplies

JUVENILE HALL CASH MANAGEMENT

The Admissions Staff inventories all cash youth has on them during intake in admission, and is found on them while in the Juvenile Hall. Admission Staff fills out the appropriate form and place cash in the Admissions safe if the amount is over \$20.00.

If the amount is over \$20.00. Staff will conduct the following:

- a. Staff places the money in an envelope.
- b. Second staff verifies the amount and signs and seals envelope
- c. (pink copy and money inside)
- d. Fill out Triplicate receipt
- e. Fill out YSC Juvenile Money Refund Tracker

Triplicate Form is filled out:

- a. Date
- b. Received from; youth name and PIMS number
- c. On white copy fill out; For Account of JHSA
- d. Filled out by; staff name and amount on bottom

Distribution of triplicate receipt:

- a. White copy is stapled to the youth property sheet
- b. Yellow copy is attached to the Juvenile Money Refund Tracker clip board
- c. Pink copy goes inside the envelope with the money

When a youth is released, and they have a white triplicate copy on their property sheet:

- a. Staff will provide youth white copy of the triplicate
- b. Fill out Request for Juvenile Money Refund
- c. Submit form to the Institutions Secretary
- d. Advise youth money refund will be mailed to the address provided on PIMS

TELEPHONES – YOUTH

During the intake process Admissions Staff allow the youth three (3) telephone calls: attorney, guardian and employer. Admissions Staff monitors and documents the telephone call in the JCMS. Admissions Staff contacts the youth's parent or legal guardian if the youth refuse to do so.

PERSONAL PROPERTY

Admissions staff shall collect the youth's personal property and log it on a Property Inventory Sheet. Admissions staff shall secure the youth's personal property in the Property Room. All valuables shall be sealed in an envelope, clearly marked with the youth's name, and stored in the safe.

The Admissions Staff notifies the owner of the belongings to collect their items. After 120 days if there has been no response, Admissions staff forwards a request via Departmental E-Mail to the Director of Juvenile Hall to donate the abandoned items to selected local Goodwill.

RELEASES

See Policy and Procedures Manual on Release Procedures for further Information.

A youth will be released based on the following:

- a. Violation cleared by Deputy Probation Officer (DPO)
- b. Time Served
- c. Transfer Out
- d. Court approved Release
- e. Assessment approved Release
- f. District Attorney dismissed Charges
- g. Promise to Appear

Admissions staff will:

- a. Contact ISM-OD for Records Clearance / Warrants check
- b. Call the unit and advise of release
- c. Place youth property into the Dress Out Room
- d. Pick up youth from their unit
- e. Ensure youth has all their personal belongings from unit storage
- f. Stop by Medical for Medical clearance
- g. Escort youth to Dress Out room
- h. Youth changes into their personal clothing
- i. Staff will supervise youth distribute county issued clothing into the appropriate bins
- j. Staff provides Money Receipt if youth has money due to them
- k. Staff will ensure all property has been collected from their initial property inventory
- l. Youth acknowledges all property has been received
- m. Staff escorts youth to the reception area for release
- n. Staff asks the Legal guardian for Identification Card, matches picture with person and requires signature for release

MAIL

The Admissions Staff picks up the Outgoing and PONY departmental mail from the Courier Box and delivers it to the Probation Mail Room once during the AM shift and once during the PM shift. Admissions Staff picks up all of the Juvenile Hall Mail, delivers and sorts all mail according to Housing Unit, Medical, Dietary, and Probation. All youth who are no longer in custody and unidentified mail is stamped and returned to sender. Youth has unlimited mail limit that they may send out and receive.

MEDICATIONS

If a youth is admitted with medication, the Admissions staff collects the youth medication, notifies the Medical Department, and places medication in the Medical Department mail box.

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, they must take appropriate action; fill out Mental Memorandum and contact Mental Health department during business hours. Contact On-Call Mental Health On-Duty for after-hours incidents. Notify ISM OD.

SAFETY ROOM

Once the ISM-OD approves placement in the Admissions Safety Room, the designated staff continuously and directly observes the youth, documents the youth's behavior and contacts the Medical Staff and Mental Health Staff. Follows Safety Room Protocol. ISM-OD ensures a Debrief with Staff is completed.

ADMISSIONS CHECKLIST FOR RESTRAINT/ SAFETY ROOM

Anytime a youth is placed in the Safety Room he/she must be placed in a suicide gown

1. Contact ISM OD, Medical, and Mental Health immediately
2. Restraint / Safety Log, Observation Log and Admissions Log must be initiated by ISM OD, and completed by Admissions staff
 - a. Mental Health Memorandum must be completed by housing staff
 - b. ISM OD must initiate form as a Restraint or Safety
 - c. ISM OD must sign bottom of Restraint / Safety and Observation Log
3. Once the youth is placed in the Safety Cell, a staff must be in continuous direct visual supervision of youth the entire time
4. Every 5 minutes, staff is to log exactly what the youth is doing at that time
5. When a Medical Staff is notified that a youth is placed into the Safety Cell, he/ she will assess the youth immediately or within one hour.
 - a. Upon every hour medical staff should do a visual check of youth
 - b. Every 30 minutes staff should offer the opportunity to go to use the restroom, and provide youth nourishment (i.e. Fruit)
 - c. Every 2 hours while Medical staff is on site, should offer youth fluids every 2 hours to avoid dehydration.
 - d. When Medical is not present Group Supervisor staff will continue to offer fluids every 2 hours.
6. Once the ISM OD, Medical and Mental Health staff clears the youth from the Safety Room, document in Admissions Log and sanitize the room.
 - a. Cleaning supplies are located in Admissions property room behind the door labeled 'Safety Room Cleaning Supplies'
 - b. Once the youth is transferred out of the Safety room and placed into a Holding cell, continue documentation on Observation Log (conducted every 15 minutes)
7. Make 5 Separate copies of the logs and attach all forms together.
 - a. Place the original in the youths admissions folder A copy to ISM/ Compliance Officer

- b. A copy goes to the youth's unit Green File
 - c. A copy goes to Medical Unit
 - d. A copy goes to Mental Health Unit
8. This Binder should always be in a visible location in the Admissions OD office, next to the ISM Mailboxes

COURT HOLDING

By 8:00 AM staff assigned to court holding will check the morning court lid for any youth added. It is the staff responsibility to collect the required court reports for each youth prior to going to court. It is the housing unit responsibility to deliver the reports the night before to Admissions. Morning court list must be present in court holding before 8:30 AM.

P4 youth are seated in the front row, and all additional youth are separated by housing unit. Youth who are under protective custody, been involved in an incident with another youth in court holding or youth who can't follow directives are placed in the alternative holding cells.

Youth are called into court by the bailiff. The court holding staff ensures youth are not talking amongst each other inappropriately or to other housing units.

The Admissions Staff assigned to court holding ensures separation between youth and adult offender in the event that an adult is awaiting a court hearing at the Youth Services Center (YSC).

Youth committed to CAMP, Electronic Monitoring Program (EMP), Therapeutic Detention (THD), staff must call and notify the necessary parties of the new court committed youth.

Court Holding documents are sorted as follows:

- Yellow court memo goes in youth's manila Admissions folder
- White court memo goes in youth's green unit file