

**CONTROL**

**POST ORDERS**

# POST ORDERS - CONTROL

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## START OF SHIFT

1. If you are assigned to Control, you will report to the control room ready to assume responsibility for the post at your designated time, refer to policy 5.1.1.
2. The Control officer being relieved will provide a short summation of the status of the facility to the oncoming Control officer.
3. Shift Briefing with supervisor:
  - A. The oncoming control officer will be briefed by the on-duty sup/OIC
  - B. The control officer and sup/OIC will review the daily schedule of activities and verify that all resources are available and assigned properly.
4. Security System Check
  - A. The control officer will run a check on the security system and verify that all systems are operational.
    - 1) Details will be provided as soon as we know more about the system.
5. Population Verification
  - A. The control officer will verify the number and location of all residents under the supervision of Control.
    - 1) Medical
    - 2) Visiting
    - 3) Booking
    - 4) Kitchen
    - 5) Off-site
      - a. Court
      - b. Medical
      - c. Day Furlough
      - d. Other
6. All clear for programming (Day and Swing)

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### END OF SHIFT

1. 30 minutes prior to the end of shift the control officer will begin the end of shift process.
  - A. The control officer will verify that all logs and tracking sheets are up to date.
    - 1) Facility Log
      - a. Master Population
      - b. All log notes
      - c. Shift summary
    - 2) Pod population tracking sheets
      - a. Population verified with pod officers
      - b. Population and location of residents released to control
        - (a) On site
          - (i) Medical
          - (ii) Visiting
          - (iii) Booking
          - (iv) Kitchen
        - (b) Off-site
          - (i) Court
          - (ii) Medical
          - (iii) Day Furlough
          - (iv) Other
  - B. Finalize the shift briefing sheet.
    - 1.) E-mail to Probation Juvenile all, and the on sight Medical personnel.
  - C. Provide supervisor/OIC end of shift briefing
  - D. Provide oncoming control officer shift briefing.

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## CONTROL/POD POPULATION TRACKING

### 1. Pod Population Tracking

#### A. Control will track the total population on the pods.

- 1) Total population is the actual number of residents assigned to a pod without consideration for their physical location.
  - a. Population will be adjusted when a resident is booked onto or released from the pod in red or green ink.
    - (i) Changes to the total population on the pod due to transfer of a resident will be documented on the pod tracking sheet.
    - (ii) Changes to the total population on the pod due to bookings or releases will be tracked on the pod tracking sheet and in the master facility count log.

#### B. Control will track the physical population on the pods.

- 1) The physical count is derived from the total pod population less the residents released off the pod to control.
  - a. Control will adjust the physical count on the pod tracking sheet as residents are moved on and off the pods.
  - b. While a resident is released to control, their physical location will be updated as needed.
  - c. The pod staff are not responsible for tracking residents that have been released to control.
  - d. When residents are returned to their pod, control will adjust the pod tracking sheet and verify the new population with the pod staff.

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### Central Control Resident Movement Tracking Form

The Central Control tracking form is used to maintain, and track any and all movement in and out of the facility in addition to the population of each Pod, and the facility as a whole. This form is to be used in conjunction with the Central Control Log Book. The primary function of this form is to provide a quick reference of where all the residents are located, or are being housed within the facility.

In the event of an evacuation, the Central Control Officer will use this form to verify the whereabouts of all the residents insuring that everyone is evacuated from the building, and quickly determine if someone is attempting to escape the facility during an emergency.

#### How to use the Tracking Form

1. At the beginning of each shift the JDO Assigned to central Control will write their name into the appropriate slot for their shift.
2. After everyone does their Population verification, the Control Officer will note the beginning populations in the appropriate spot for each Pod. You will repeat this at the end of your shift, and note the ending population accordingly.
3. During the course of your shift, you will note all movement as follows:
  - a. Name of resident being escorted off the Pod
  - b. The Pod they are exiting, (only when being escorted off their assigned Pod).
  - c. The time they are exiting
  - d. The destination of the resident, IE: Medical, Laundry, Kitchen, court etc.
    - i. If the resident is being released, the notation will be in green as a release, and the population will be adjusted accordingly.
    - ii. If the resident is being booked on the Pod, the notation will be in red, and the population adjusted accordingly.
  - e. Any "Day" Furloughs out of the facility will be tracked in Red and Green as well, and the Pod populations will be adjusted accordingly. Remember, this tracking form is to be used in conjunction with the Central Control Log Book, and all of the standard documentation requirements still apply for that log book.



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## Control Administrative Duties

### 1. Master Calendar

A. Control will coordinate with the management team to keep the master calendar up to date and accurate.

a. All requests to add or delete items from the calendar must meet the preapproved criteria or have Supervisor approval.

B. Offense Report Log

a. See Procedures for maintaining Offense report Log

C. Folder upkeep and maintenance

D. JALAN (Graveyard)

a. Court paperwork

b. Processing of all bookings and releases

c. Updating current residents

1) Status changes

E. Approved visitor list

a. Updated daily

1) All changes to the approved visiting list must come from Probation Officers or management.

F. Visiting list (After hours)

a. The Master approved visitor list will be stored on the H:drive in the SCJRF folder under "Control."

1) Clerical will be responsible for updating the list daily.

b. The visitor signup sheet will be stored on the H:drive in the SCJRF folder under "Control."

1) All requests to be placed on the visiting list will be checked against the approved visitor list.

i. If the person requesting is not on the approved list their request will be denied.

2) During normal business hours the receptionist will take calls from parents for the visiting list.

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- 3) After normal business hours the Control Officer will take calls from parents for the visiting list.

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## Master Calendar

### PURPOSE:

Due to the physical layout of the SCJRF there is a need for a central location to store all of the scheduled activities and events that will take place during any given day. This task will be accomplished through the use of a Master Scheduling Calendar in Outlook.

### FUNCTION:

The Master Calendar will be administrated by the control officer and the management team. All activities and events affecting the facility will be entered into the master calendar. The events and activities will include but are not limited to:

- Transport (Steel)
- Training (Dark Maroon)
- Visiting (Orange)
- Special Visit (Red)
- Court (Black)
- Medical Appointment (Dark Blue)
- Scheduled maintenance (Yellow)
- Programming (Green)
- Scheduled Release (Dark Teal)
- Delivery (Dark Peach)

As information is provided to the control officer(s) and management, the calendar will be updated to reflect the most current information. All staff in the facility will be able to view the calendar.

The graveyard control officer will take the information from the Master Calendar and create a daily schedule that will break the information down by topic. This document will be used by the day shift and swing shift control officers and supervisors to schedule and assign resources and personnel during the shift.

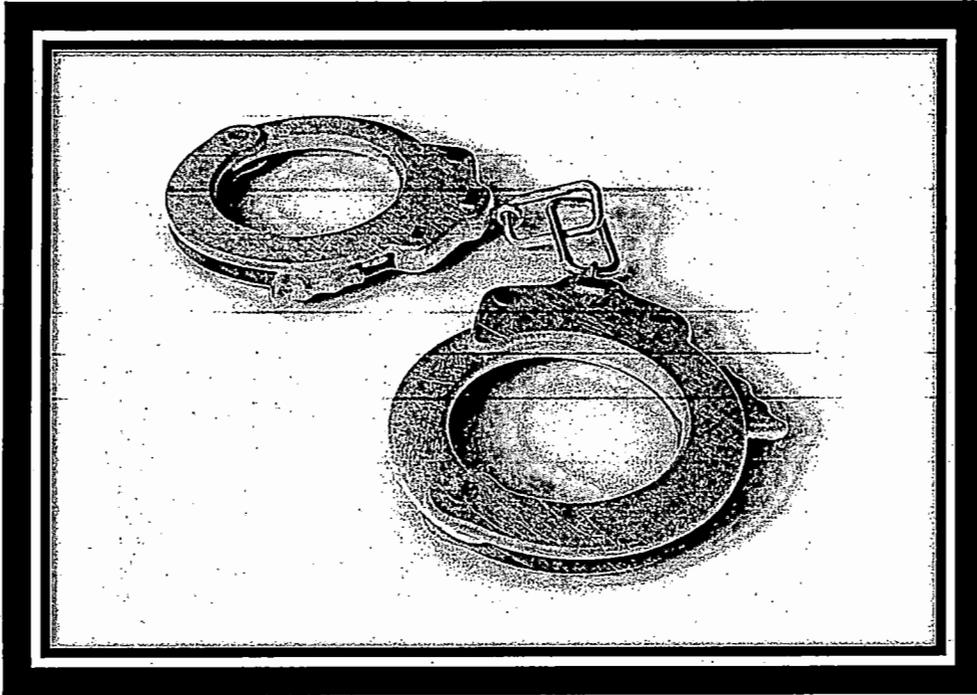
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Any changes in the master calendar (addition or deletion) will follow a clearly defined process.

1. The new information will be sent to control via e-mail to the Command Center e-mail box.
2. The scheduling supervisor will review the Master Calendar on a regular basis and assure that each shift has the required personnel to meet each shift.

# POST ORDERS



# BOOKING/FLOAT

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- 26. Temporary Furlough Procedures
- 27. Booking and Release Log Sheet
- 28. Court transports, and video Conferencing
- 29. Grow
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### CLASSIFICATION

Goals of classification are to ensure the appropriate housing and programming of minors, maintain the security of the facility, and provide for the safety and security of staff and minors. Classification shall never be used as a tool for punishment or discipline. The classification system should provide suitable levels of security for each minor and impose the least restrictive conditions that are practical with consideration for the facility population and design.

A minor will be classified upon admittance to the facility. The initial classification focus is the health and safety of the minor and the safety and security of staff and facility. Classification factors shall include, but are not limited to: age, sex, maturity, sophistication, emotional stability, program needs, legal status, public safety considerations, and medical/mental health needs. Consideration shall also be given to input from other sources such as completed assessments, available records, parents, victims, police, and Probation Officers.

Classification reviews, including consideration for the level of needed supervision and the minor's behavior, shall be reviewed weekly by the Division Director and/or Supervisors. Additionally, individual classification reviews may be requested at any time circumstances warrant.

Room assignments are affected by a number of factors including sophistication, serious vs. less serious offenders, violence prone offenders, sex offenders, and differences in sex, age, size and maturity. As sleeping rooms in this facility are single- and double-occupancy and upper and lower tier, sound judgment and prudent decision making on the part of staff are required when making room and roommate assignments.

#### Review/Removal of special Classification status:

- A. The Division Director and/or Supervisors will review all minors' classification status weekly, considering recommendations from staff. Additionally, individual classification reviews may be requested at any time circumstances warrant.
- B. Only the Division Director and/or Supervisors may modify a minor's classification status.
- C. Changes in a minor's classification status will be made in the unit logbook, on the locator, and in the minor's file on the face sheet.

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- D. Assignment to a special classification status during a previous stay should be taken into consideration when determining classification status. In general, if a minor left the facility while assigned to a special classification status, that status should be assigned to the minor upon new booking, pending review.

CLASSIFICATION CODES

Administrative Separation - (AD-SEP=IN RED INK)

There are two (2) levels of Administrative Separation.

A. The first level is Administrative Separation (1)

1. This "Ad-Sep" is for residents that cannot be around other residents. This resident is typically a "victim" and fears for his/her safety. They are not on Ad-Sep for serious behavioral issues. One (1) Officer may open this resident's door and be present for any movement or programming.

B. The second level is Administrative Separation (2)

2. This "Ad-Sep" is the highest level of a security issue in the facility. A resident is placed on Ad-Sep (2) for serious charges or serious behavior issues. Two (2) Officers MUST be present to open this resident's door or anytime he/she is out of their room.

Daily documentation is required to remain on status.

Maximum Security Risk- (MSR – IN RED INK))

This is one step down from Ad-Sep. A resident is placed on this status for serious charges and/or serious behavior issues. This status requires 2 staff present to open their door and 2 staff present when out of their room. MSR minors also have limited contact with the other minors due to their status.

Security Risk – (SR- IN RED INK))

Residents classified as Security Risk status are observed closer than regular status residents. Residents are classified SR due to their charges and/or behavior.

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### Suicide Risk – (●●●- IN RED INK))

Residents classified as Suicide Risk status need to be watched closely for suicidal ideation or gestures.

### XXX Red – (XXX – IN RED INK) Room Alone

Residents classified as XXX are to be housed alone. They may never have a roommate. This classification is usually due to charges or VAI results.

### NTT Red - (NTT- IN RED INK) No Top Tier

Residents who are on certain statuses will not be housed on the top tier of the pod. Those statuses' include, but are not limited to: Maximum Security Risk, Suicide Risk and Administrative Separation. Security Risk residents may be placed on the top tier ONLY with Management approval.

Exception: Females will be placed on the top tier.

### A/C Red- (A/C - IN RED INK) Adult Court

Residents who are going to Adult Court and being charged as an adult.

### No Contact- (N/C – IN BLUE INK)

Residents classified as N/C with another minor is to be separated from them. This is court ordered, Probation Officer or JDO imposed.

### Observation – (OBS – IN BLUE INK)

All residents booked into the facility will be placed on an Observation status for three (3) days. This is the time to pay close attention to this minor for; suicidal ideations, security risk behavior, coming down from drugs/alcohol, etc.

### Gang Affiliation – (GA – IN BLUE INK)

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Residents placed on GA are known or suspected to have affiliations with gangs. This status is used to keep known gang members separate.

## DETENTION RISK ASSESSMENT INSTRUMENT

### DRAI

#### GENERAL INFORMATION

The Detention Risk Assessment Instrument (DRAI) is a point-based assessment tool that will generate a recommendation for "release", "detention alternative program eligible", or "secure detention" when a minor is presented for booking.

#### **A. Why complete a DRAI?**

1. The use of an objective point- based assessment tool to determine placement is considered a national best practice.
2. A structured assessment tool will provide more consistent information gathering and recommendations than a more informal interview process.
3. Information from the DRAI will be stored in a database which provides for effective record keeping and access to data for analysis.

#### **B. Which minors receive a DRAI assessment?**

1. A DRAI assessment is to be completed on all minors presented by law enforcement and Probation for booking. Except the following:
  - a. Court ordered commitments
  - b. Courtesy holds
  - c. Cite and release arrests
  - d. Probation violations (777 WI)
  - e. Warrant Arrests

#### **C. How the DRAI works**

1. Points are assigned to each element of the tool and the cumulative total is the score. Recommendations are made based on the scores as follows: Secure Detention, for minors with scores of 15 and above; Detention Alternative Programs, for minors with scores 8-10; and Release Without Restrictions, for minors with scores of 7 and below.

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### **D. DRAI categories**

1. Mandatory Detention
2. Presenting or Filed Offense
3. Prior Offense History
4. Aggravating Factors
5. Mitigating Factors

### **E. Procedure for Detention Screening**

1. SPO/SJDO can determine detention. SPO and Division Director can release resident.
2. Resident is presented at booking
3. Juvenile Detention Officer (JDO) completes and signs DRAI as Screener
4. Supervising Probation Officer (SPO) reviews the DRAI assessment score (including any overrides), and detention recommendations.
5. SPO then signs the DRAI, making the final detention determination.
6. Detention/release decisions are made based on the DRAI score
7. If the DRAI score is 7 or less and an SPO is not on shift, the supervisor or OIC will call the Juvenile Hall Director to review the DRAI assessment score (including any overrides), and detention recommendation. The Division Director makes the final decision.
8. DRAI information will be entered into the appropriate JALAN case by clerical staff.
9. A copy of the Probable cause will be stapled to the DRAI form.
10. When DRAI form is completely filled out, it is sent to clerical staff.
11. When clerical staff has entered information, form will be sent back to graveyard basket, to be filed in resident's file.

### **F. Overrides**

1. There may be occasions when the Screener has information that makes the DRAI recommendation inappropriate. In such situations, the Screener may "override" the assessment tool, providing clear rationale for the decision. Overrides should be used only on occasions when the information available is not already covered in the DRAI assessment itself.
2. Overrides may be used in favor of release or detention and recommendations may be made for "release," "eligible for alternative to secure detention" or "secure detention." The least restrictive placement recommendation should always be made while providing for the safety of the youth and the community. A clear rationale and specific details must be provided to overriding the recommendation and may include the following:
  - a. Patterns of escalating behavior

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- b. Criminal history in another jurisdiction
- c. Victim/witness fear for their safety
- d. Incurable, failure to appear risk
- e. Severity of charge/offense unclear
- f. Parent/guardian cannot be located
- g. Resident refuses to return home
- h. Parent/guardian refuses to take custody of resident
- i. Threat to public/community safety
- j. Victim resides in home
- k. Safety of resident

### G. Interpreting DRAI Scores

1. **SECURE DETENTION = > 11 points:** Resident will likely be detained in Juvenile Hall pending a detention hearing. At the detention hearing, a recommendation for continued detention is also likely.
2. **Eligible for Alternative to Secure Detention = 8-10 points:** Minor will likely be detained in Juvenile Hall pending a detention hearing. At the detention hearing, a recommendation may be made by the assigned Probation Officer to release the resident on a detention alternative program.
3. **Release = < 7 points:** Resident should be released without restrictions to parent/legal guardian.

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### DRAI's THE EASY WAY

- 1. Intake Juvenile Detention Officer completes minor's profile**
  - a. Fill in all blanks (Name, DOB, Address, etc.)
- 2. DRAI Tool/Recommendation**
  - a. Fill in all blanks (Screening date, Charges, Arrest date/time, etc.)
- 3. Mandatory Detention**
  - a. Check all that apply (If none apply, go to next section)
- 4. Presenting or Filed Offense (check one)**
  - a. You have now created section points which are totaled and carried over to the next section of questions.
  - b. Go into JALAN and see if you get a "hit" on the resident or a file, you will go to Number 5 –Proceedings/File Update, on the main screen
- 5. Prior Offense History**
  - a. If resident is in system, you will look into every file, this way you will be able to determine if they have any **sustained** offenses and if they are misdemeanor or felonies. If it is a JAC case or SARB, not considered for this section. (You can keep a tally sheet or write on the DRAI form, the total number of sustained offenses, because this will determine how many points for this section.)
- 6. Aggravating Factors**
  - a. The first two statements can be obtained from the probable cause declaration.
  - b. The rest of the aggravating factors must be obtained from a conversation you have with the resident and parents.
    1. What kind of drugs and alcohol do you use? How much? How often?
    2. Tell me about school? Do you attend? Have problems?
    3. Tell me about your relationship with your parents?
    4. Do you run away from home? How often?

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### 5. Tell me about your gang affiliation?

These questions should be open-ended, Motivational Interviewing.

\*\* You are going to engage in a **conversation** with the resident to find answers from him/her in regards to aggravating factors. (See statements on form)

\*\* Do not ask closed ended questions unless you have no choice.

\*\*\* At this point you should have a positive total score.

### 7. Mitigating Factors

- a. This section will be answered from conversation from parent/guardian and from JALAN history.

Example: Identify yourself and let parent/guardian know that their child is in custody and there are some questions you would like to ask them:

- i) Can you tell me about your relationship with your child?
- ii) Can you tell me about your child's school habits?
- iii) Can you tell me about your child's drugs/alcohol use?
- iv) Can you tell me about your child's runaway history?
- v) Does your child have a counselor or mentor for any reason outside the family?
- vi) How long have you lived at current address?
- vii) How long has child lived with you?
- viii) Does your family attend church or any other religious organization?

You are asking them question and creating a dialog to best answer the statements on the DRAI form. Pay special attention to any discrepancy between the resident and parent statements. At this point, you should be listening to the parents AND scoring, so you have a good idea of recommending a release or staying.

Pay attention to the overall story and not the specific questions. Is the parent saying their child is out of control? Is the parent fearful of their own safety, in regards to their child?

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Explain the DRAI worksheet and let the parent know that their child did not score high enough to be incarcerated or scored high enough to stay. Explain they will have to come pick them up or if scored high, they will be staying and a Probation Officer will be talking to them. \*\*\*\*Notify a SPO/Director for approval of your decision.

### 8. Screener Override

ANYTIME you decide to override the point score of the DRAI, you must justify it and write the explanation for your decision in the box below the reason for screening override you checked.

Examples:

Resident scores a 5, eligible for DRAI release, however, the parent won't come to pick him/her up because they are afraid of them and fear for their safety.

(Resident came in on a 647(f) and battery on mom, no priors, no probation. Mom wants resident to calm down and sober up before she will pick up.) OK to override until morning.

Parents and resident all arrested on a home raid. Parents went to jail, resident booked on possession of marijuana. Scored low on DRAI, however, might want to override until a Probation Officer can find someone to release to since parents in jail.

### 9. Screener Recommendation

- a. Get your total score and check appropriate box.

### 10. Screener Name and Title

- a. Sign your name and title

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**NOTE:**

When the JRF DRAI's a youth (non-Ward), they will be cited to intake on the following Thursday @ 1330. The JRF staff will use the JV635 form for the citation, scan it and email it to the intake officers and the intake Supervisor. That way we expect the appointment. If JRF staff want to contact an intake officer and arrange for another appointment time, that's perfectly acceptable... just document that appointment on the citation and scan it and send to that PO in addition to the intake Supervisor, also make a case note in the case management system.

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## FLOAT DAILY DUTIES

### **1. Laundry**

- a. The float will coordinate with Pod officers to use eligible high level residents to help with the laundry.
- b. RESIDENTS SHALL NOT BE LEFT UNATTENDED IN THE LAUNDRY ROOM.
- c. The laundry will be picked up from the pods, washed and dried and returned to the pods before the high level residents go to bed. (High level residents will be responsible for folding the laundry and making shower rolls for the next day.)

### **2. Pick up – deliver mail to pods**

- a. The graveyard float will pick up the outgoing mail from the pods and place it in the basket for outgoing mail.
- b. The receptionist will get the mail from the post box and give it to the afternoon float. The float will separate the mail and deliver it to the pods.

### **3. Filling pod orders for supplies**

- a. On graveyard, the float will check with all the pods and pick up their supply requisition forms. The forms will be filled out by dayshift, swing shift and finalized by graveyard shift. If an emergency, the float will get the supplies, however, routine stocking will be done on the graveyard shift.

### **4. Relieve pod staff for breaks**

- a. Using the break chart, the float will relieve pod officers for breaks.

### **5. Graveyard- stocking**

- a. The graveyard float will use the requisition forms and bring supplies to the pods for re-stocking. The pod officer's will put the supplies/clothing away.

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### **6. Flags**

- a. It is the floats responsibility to take the flags down during rainy weather and store them in a dry place.
- b. It is the floats responsibility to hang the flags when the rain stops.

### **7. Escort residents to /from appointments: Attorney, PO, Medical**

**NOTE: Without prior authorization from sup/OIC:**

- a. Control may request that the float escort residents from their pod to another place in the facility.
- b. The float shall open all doors via control to escort all residents to another location.
- c. Residents are not to be unattended in the corridor.

### **8. The float will lock the lobby entrance doors at 5pm.**

### **9. The float will unlock the lobby doors at 8am.**

### **10.GRAVEYARD:**

- a. Every night, the LIVESCAN machine must be turned off and powered back on.

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## EMPLOYEE SCHEDULED BREAKS

### GENERAL INFORMATION

It is the Float's responsibility to provide breaks for the Officers working other assignments. Each Officer will be offered two (2), fifteen minute, breaks during their shift (8 hour shifts). The Float will assume duties performed by the Officer they are relieving for break.

The Float will maintain a break schedule to ensure all Officers were offered breaks.

### BREAKS

- A. Breaks will be provided by the Float for the following Officers:
1. Pod Officers
  2. Control Officer

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## RESPONSE CALLS AND STANDARDIZED CODES

All emergency calls will be routed through Central Control. Control will then dispatch the float to the location of the incident.

All available floats and supervisors/OIC will be dispatched to emergency backup calls.

To ensure uniformity, Shasta County Rehabilitation Facility will use the Standardized Codes, 10 Codes and Alpha Codes.

**\*\*\*CODE 33\*\*\***

When you hear on the radio, Code 33, you need to stop all non-emergency radio traffic until cleared.

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## VISITING PROCEDURES

### NEW VISITING HOURS:

**SATURDAY: 12:15-2:15 AND 2:45 – 4:45**

**SUNDAY: 12:15-2:15 AND 2:45 – 4:45**

1. Visiting Room Search and Preparation for Next Session
  - a. The visiting officer(s) will conduct a complete and thorough search of all areas, prior to the first visit of the day, and immediately after each visiting session is concluded, as soon as the visiting area is clear of residents and visitors.
    - 1) These areas will include:
      - a) Contact and no-contact visiting areas
      - b) Sally ports (resident and public)
      - c) Private visiting room
    - 2) At the end of the visiting sessions each day, the visiting officer will close out all logs, counts and prepare for the next day's use.
2. Visitor Check-in and Screening
  - a. On scheduled visiting days, family visitors who have been authorized to visit will come to the public entrance 15 minutes prior to the start of visiting.
  - b. The visiting officer will:
    - 1) Start the visiting process 15 minutes prior to the actual start of visiting to allow time to check visitor identification to the visiting list, remove all items from the visitor, give them a visitor badge and get the visitors seated in the visiting area prior to the start of visiting.
    - 2) Obtain the visiting list from central control and provide copies to the pod officers. Why? They should write them out of their log book as they leave to visiting.
    - 3) Confirm the visitor's identity and authorization to visit by checking the visiting list against the visitor's identification.
      - a) If the visitor is not on the visiting list, the visitor will be asked to step to the back of the line until a decision is made whether or not they will be allowed to visit.

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- b) The visiting officer will contact the supervisor/OIC for a decision about the visit.
  
- 4) Assess the visitor's demeanor to determine if he/she is under the influence of an intoxicating substance.
  - a) This is to be completed as the visiting officer is checking the visitor's identification.
  - b) If the visitor is believed to be under the influence, the visiting officer will contact the supervisor/OIC for confirmation and direction.
  - c) If the supervisor/OIC agrees that the visitor is likely under the influence, the visit will be denied and the supervisor/OIC will determine if Redding PD needs to respond or if the parent needs to be detained for the safety of the community.
  - d) The visiting officer will make an effort for their well-being by offering to make a telephone call for them to arrange a ride and/or encouraging the visitor to take safe transportation.
- 5) Assess the clothing the visitor is wearing to ensure it meets the rules for visitor attire.
  - a) If the visitor's clothing does not meet the standards set in the visiting rules, the visiting officer will deny the visit and will offer to allow the visit during another session if space is available and the visitor has time to return home to change clothes.
- 6) Exchange the visitor's belongings and identification for a visitor ID badge which they must wear while in the facility.
  - a) The visiting officer will place the visitor's belongings and identification in a container that matches the number of the Visitor Badge with the ID and keys. This will be kept on a cart and the cart will be later placed in the visiting area behind the desk for safe keeping.
- 7) Advise the visitor to ensure they are not carrying anything that will not be allowed through the security checkpoint, including any metal that will set off the metal detector.
- 8) Have the visitor remove any metal, i.e. belts, jewelry.
- 9) The visiting officer will direct visitors through the metal detector and observe to ensure the detector is not activated. If a visitor does not clear the metal detector:

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- The visiting officer will ask the visitor to check him/herself again for any metal and then walk through the detector.
- 10) If the visitor does not pass a second time the float officer will instruct the visitor to step to the back of the line.
  - 11) Once all other visitors are seated in the visiting area, the visiting officer will use the hand held metal detector on all those who did not make it through the metal detector to determine the source of the positive indication.
  - 12) If it appears the cause of the detector activation is an item of removable clothing, the float officer will ask the visitor to remove them and then re-scan the visitor using the hand-held metal detector.
  - 13) The visit will be denied if the visitor is not able to be cleared using the hand-held metal detector unless the source is an artificial limb.
  - 14) The float officer will use the hand-held metal detector to screen visitors who require the use of a wheelchair or crutches.
  - 15) If a visitor refuses to participate in the screening process, the visiting officer will deny the visit, noting the reason in the visiting log.
  - 16) Ask the visitor to have a seat until the visiting period begins.
  - 17) Notify central control and the pod officers via radio of which visitors have arrived.
    - a) Pod officers will prepare the residents for visiting when they hear the visitors have arrived.
    - b) If a resident chooses not to have a visit, the pod officer will notify the visiting officer. The visiting officer will take the visitor aside to let him/her know.
    - c) If a visitor who is denied a visit becomes uncooperative:
      - 1) The visiting officer will contact the supervisor/OIC via the radio and ask for assistance. The visiting officer will try and de-escalate the situation using verbal skills until the supervisor/OIC arrives and takes charge of the situation.
      - 2) If the situation escalates beyond the ability for the supervisor/OIC to manage, central control will call Shascom to request assistance from Redding PD.
    - d) Once all the visitors have been checked into the lobby, the visiting officer will contact central control and advise they are ready to escort visitors to the visiting area.

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- e) Central control will send a float officer to the sally port to assist in guiding visitors to the visiting area.
- f) The visiting officer will:
  - 1) Ask central control, via radio, to open the sally port door.
  - 2) Escort all visitors in the sally port. Central control will open the sally port door to the visiting area.
  - 3) Observe visitors as they enter and assign them to a table, non-contact visiting booth or private visiting room as appropriate.
- a. The pod officer will tell the resident(s) with visitors to assemble at the pod entry door.
- b. If the resident does not want a visit:
  - 1) The pod officer will notify the visiting officer of the refusal.
  - 2) The visiting officer will tell the visitor the resident has declined the visit.
- c. Prior to the float arriving to escort the residents to visiting the pod officer will:
  - a) Tell the resident to dress appropriately. Residents are to have all clothing on appropriately and sweat shirt will be on and worn at all times. Sweat shirt will not be carried down to visiting and not worn. If not going to put on at the pod then the sweat shirt will be placed in the resident's room until he or she returns to the pod.
  - b) Tell the resident to use restroom since they will not be allowed to use the restroom in visiting. Once a resident leaves visiting they will not be allowed to return.
- 1) Review the basic visiting rules and expectations with the residents.
- 2) Advise central control that the residents with visits are assembled and ready to move.
- 3) The float officer will go to the pod and call control via radio and request entry to the pod.
- 4) The pod officer will escort the residents to the pod door, hand them off to the float officer, and will document location.
- 5) Control will verify with the pod officer that the float officer is there to move the residents to visiting and opens the door.
- 6) The float officer will escort the residents to the visiting area and assist the visiting officer with seating the residents.

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- a) Only one officer is required to conduct visiting, however, the float officer will assist with visiting unless other duties/responsibilities take priority.
3. Conducting the visits
  - a. The visiting officer will:
    - 1) Control operations in the visiting area.
      - a) Monitor the visitors and residents to ensure they are not passing notes, other unauthorized items contraband.
      - b) Ensure residents spend time visiting with their visitor and not each other. Residents are not allowed to visit with each other or another resident's visitor.
      - c) Circulate through the visiting area throughout the visiting session to observe resident/visitor interaction.
    - 2) Coordinate:
      - a) The distribution of and accounting for game pieces that can be used with the game boards built into the tables.
        - i. All items distributed will be logged in and out in a central location (staff station) in the visiting logbook.
        - ii. All items distributed will be turned in and accounted for five minutes prior to the visiting session ending.
    - 3) Document visiting information on the visiting form by:
      - a) Documenting the number of visitors and residents during each visit.
      - b) Complete the visitor signup sheet.
      - c) Complete comment portion of the visiting form.
      - d) Documenting the use of the private visiting room and why the visit was allowed in that area.
      - e) Documenting any problems that occurred during the visiting session.
    - 4) Document the overall tone of the visit.
      - a) Did the resident/visitor appear happy during the visit, were there healthy exchanges, arguments, crying, etc?
4. Ending the Visits
  - a. If a resident or visitor elects to end their visit early:
    - 1) The visiting officer will ask control to send the float officer to visiting (if not already there) and open the inner visiting sally port door.

## POST ORDERS- FLOAT

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- 2) The visiting officer will have the resident sit in the sally port until the float officer is available to return him/her to pod.
- 3) The float officer will:
  - a) Escort the visitor to the lobby.
  - b) Conduct a thorough pat-down search of the resident and return them to his/her pod.
1. If appropriate, a strip search may be conducted.
2. Fill out a strip search form and receive authorization from the Supervisor/OIC).
  - b. If the visit is terminated early by the visiting officer due to visitor/resident conduct issue.
    - 1) The visiting officer will call the supervisor/OIC via radio to ask for assistance.
    - 2) The supervisor/OIC will respond to the visiting area.
    - 3) If the conduct issue was the residents', the float officer and supervisor will:
      - a) Escort the resident to the search location.
      - b) Conduct a pat search.
      - c) Return the resident to his/her pod unless it is necessary to keep the resident separated due to behavior or mind-set. (In this case, the resident will be taken to booking and placed in a holding cell until he/she calms down and can be moved back to the pod.)
    - 4) The float officer will:
      - a) Return to the visiting area.
      - b) Call control via radio and ask them to open the door to the sally port leading to the lobby.
      - c) Ensure the visitor retrieves their items and returns the visitor badge.
      - d) Escort the visitor to the lobby.
    - 5) The visiting officer will:
      - a) Notify the pod officer of the reason the visit was terminated.
      - b) Document the incident in the visiting log.
      - c) Write an incident report.
  - c. If the visit ends as scheduled:
    - 1) The visiting officer will announce, five minutes before visiting ends, which all games and other items (cards, checkers, pencils, and paper) are to be returned to the visiting desk.

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- a) The visiting officer will ensure all items are returned and will check for damage.
- 2) The visiting officer will verbally notify the visitor group that visiting is over.
- 3) Once notified, the visitors will line up at the sally port door to the lobby for exit into sally port.
- 4) The float officer will:
  - a) The float officer will respond to the visiting area to supervise the residents so the visitors can turn in their badges and retrieve their belongings from the visiting officer.
  - b) The visiting officer will retrieve the visitor's belongings from behind the visiting desk area and exchange them for the visitor's badge.
  - c) Control will let the visitors in the lobby sally to leave all at once.
  - d) Residents will remain seated in their location on "quiet time" status.
  - e) The visiting officer will return to the visiting area to assist with resident searches.
- 5) The visiting officer and the float officer will conduct pat searches on the residents.
  - a) If contraband is found, the visiting officer will process it after the residents are returned to their pods, note the contraband in the visiting log, write an incident report, and initiate the disciplinary process as appropriate.
- 6) When all residents have been searched, the visiting officer will notify the pod officer(s) that the residents will be returning to their pods.
- 7) The float officer will escort the residents to their pods.
- 8) The pod officer will check the residents in to the pod.
- 9) The visiting officer will forward the visiting log and the information about the tone of the visits to the LPC for entry into the system.
- 10) The LPC will enter the information into the computer and file original forms.

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### I. PROHIBITED CLOTHING OR ITEMS

- A. The following clothing attire will result in the visitor being denied entry into the facility.
1. No hats or bandanas of any form.
  2. Gang attire or sports attire worn in any combination that suggests gang membership.
  3. Low-cut shirts/blouses.
  4. Any blouses/shirts that expose the midriff.
  5. Any clothing bearing print, logos, or pictures that promote drugs, alcohol, sex or violence.
  6. Shorts, skirts, or dresses that expose skin above the knees.
  7. Sheer clothing no see through.
  8. No heavy outerwear, to include jackets, sweatshirts, and sweaters.
- B. The following items are prohibited from being brought into the facility.
1. No letters, pictures!! Books and magazines must be cleared by a supervisor/OIC.
  2. Bags, backpacks, purses, or briefcases (Have the visitor place these items back into their vehicle).
  3. Cell phones
  4. Car Keys (Must be left with identification in the assigned tray during the Check-in-process).
  5. Food or beverages
  6. Tobacco items or alcohol
  7. Lighters or matches
  8. Controlled substances
  9. Writing implements
  10. Knives or firearms
  11. Money

**NOTE:**

**SUPERVISION OF VISITING**

**A. The Visiting Officer shall supervise all of the residents and visitors.**

**This shall include:**

- 1. Visiting officer is to be alert at all times.**
- 2. Watching for objects being passed between them, or inappropriate physical contact.**
- 3. Determining the "tone" of the visit, to ascertain if there are signs of impending argument or physical altercation.**
- 4. Insuring that resident interact with their visitor and not each other.**

**ANYTIME A VISIT IS DENIED A SPECIAL INCIDENT REPORT SHALL BE WRITTEN.**

## **Multiple (more than two) MSR Visiting Procedure**

**Saturday – 0815, 1015, 1215, 1445, and 1815**

**Sunday – 0815, 1015, 1215, 1445, and 1815**

This procedure is for the purpose of scheduling multiple MSR visits during the normal weekend visitation. In the event of multiple (more than two) residents are classified as MSR's within the facility, the following procedure should be followed.

1. No more than one MSR will be allowed to visit at one time and will take place in the no-contact visiting room (NC-1-404).
2. Each visit will be scheduled one after the other starting with the morning visits at 0815, or 1015.
3. The 1815 visit should only be scheduled if all the other visits are scheduled first, including the 0815 visit.
4. In the event of the 1815 visit needing to be scheduled, the Supervisor/OIC on the Friday before the visit, will make sure that the facility is staffed to be able to facilitate the visit and call in or hold over the visiting staff.
5. In the event that there are only three MSR's in the facility, we should only schedule visits during the 1015, 1215, and 1445 visits.
6. A visitor is not allowed to schedule a visit outside of this process without Director or Supervisor approval.

# POST ORDERS -FLOAT

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## SAFETY ROOM

The safety room shall be used to hold only those residents who present an immediate danger to themselves or others, who exhibit behavior which results in the destruction of property, or reveals the intent to cause self-inflicted physical harm. It shall not be used for punishment or discipline, or as a substitute for treatment.

**SAFETY ROOM:** A room specifically designated for the housing of residents who are an immediate danger to themselves, others, or property. This room may not be used for any other purpose, including overflow intakes.

1. Approval of supervisors/OIC must be obtained prior to placing a resident in the safety room. (The only exception to prior approval is in the most volatile of circumstances. In this instance, staff may place the resident in a safety room while obtaining approval to keep the resident or others from being injured.)
  - a. The supervisor will notify the Division Director of a resident being placed in the safety room.
2. CFMG medical staff may direct the placement of a resident into the safety room.
3. All residents placed in the safety room will be placed in a safety gown.
  - a. Exception: Residents may be approved by management to be placed in the room for one- on- one supervision, determined on a case by case basis.
4. Provisions shall be made for administration of necessary nutrition and fluids, access to a toilet and suitable clothing to provide for privacy.
  - a. Staff will offer the resident water or nutritional fluids a minimum of every two hours, which will be provided in a paper cup, and the opportunity to eat a regular meal or snack. The resident will be allowed

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to use the toilet with assistance and under close supervision. This has to be documented on the designated forms for the safety room.

5. **EVERY RESIDENT IN A SAFETY ROOM MUST BE PROVIDED CONTINUOUS DIRECT VISUAL SUPERVISION.** Audio/visual monitoring may supplement, but NEVER substituted for direct visual supervision.
6. The resident's behavior must be documented every 15 minutes with a note of the actual time recorded on forms designated for that purpose.
7. Residents shall be evaluated by the supervisor/OIC at a minimum of every four hours until the resident is removed from the safety room. The supervisor/OIC shall document their evaluation on designated forms.
8. After safety room placement, on-site medical staff will be notified within one hour. The resident will be medically evaluated no later than the next daily sick call. If on a weekend, medical staff shall respond to medically evaluate the resident. The resident must be medically cleared for continued safety room placement every twenty-four hours. Additionally, a mental health evaluation must occur within 24 hours of placement in the safety room to determine the resident's need for mental health services and suitability for retention in the safety room.
9. Whenever a resident is in a safety room, the supervisor or his/her designee is responsible for submitting a special incident report by the end of their shift detailing the events resulting in the use of the safety room. The incident report will contain the reason for the safety room placement, the attempts to use less restrictive means of control, details and documentation of decisions to continue and end placement.

## POST ORDERS -FLOAT

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### **A. Supervisor/OIC responsibilities:**

- 1) Approve/disapprove use of safety room
- 2) Notification of Division Director
- 3) Notify medical staff
- 4) Evaluate resident every four hours and document evaluation on Observation Sheet
- 5) Ensure Special Incident Report is written

### **B. Officer responsibilities:**

- 1) Provide **DIRECT SUPERVISION**
- 2) Document every 15 minutes the resident's behavior with a note of actual time on the Observation Sheet.
  - a. The documentation will also include staff's efforts at intervention. When writing information, staff will be as detailed as possible, so as to ensure the resident has been properly cared for by staff during his/her stay in the safety room. Specifically, document the actual time and date the resident consumed meals, snacks, and liquids as well as if they refused offerings from staff.
- 3) Provide water, in a paper cup, every 2 hours
- 4) Safe access to a toilet
- 5) Provide meals and snacks at appropriate serving times on paper plates or other non-injurious eating utensils

# POST ORDERS - FLOAT

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## FOREIGN NATIONALS

Detained juveniles who are known or suspected to be foreign nationals (i.e., citizens of another country) have the right to communicate with an official from the consulate of their country. If a juvenile chooses to exercise this right, the Probation Department shall provide notice of the request to communicate to such consulate and shall make reasonable arrangements for such communication to occur. In addition, the Probation Department is required to notify the consulates of certain designated countries if their citizens are arrested or detained, regardless of the wishes of the juvenile. While federal immigration authorities are entitled to receive certain information regarding foreign nationals, it is not within the purview of the Probation Department to determine the immigration status of any person in its custody.

### 1. GENERAL INFORMATION

- a. Consulate Notification Required for Known or Suspected Foreign Nationals: If a juvenile is in the custody of a Probation Officer for more than two hours, or if a juvenile is booked into the Juvenile Hall, then the Intake Staff shall inform the juvenile that he/she has a right to communicate with an official from the consulate of his/her country.
  - i. Totality of the Facts to Determine Known or Suspected Foreign National: Staff shall use reasonable efforts to determine whether a juvenile being booked into the Juvenile Hall is a known or suspected foreign national. Such reasonable efforts include questioning the juvenile to determine whether he/she is a citizen of another country, and considering facts available from the arresting officer or other third parties.
  - ii. Uncertain Facts as to Foreign National Status: If Staff is uncertain as to the citizenship of a detained juvenile, Staff shall apply the requirements of this policy to the juvenile as a suspected foreign national.

## POST ORDERS - FLOAT

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- b. Mandatory Versus Discretionary Notice to Consulate: If a detained juvenile is a citizen of a country that is a party to the Vienna Convention on Consular Relations, the juvenile's country is required to be notified of the arrest and detention regardless of the wishes of the juvenile, absent exigent circumstances. Notice to Consulates is thus required to be provided to the countries set forth below, and as listed in the Consulate Notification Form.\*
- c. Consulate Notification and Access Booklet. Further information regarding the rights of foreign nationals and consulate notification is provided in the U.S. Department of State's Consulate Notification and Access booklet, a copy of which shall be located in the Juvenile Hall intake area.

### 2. NOTIFICATION PROCEDURES

- a. Notice to Juvenile. Upon determination that a juvenile is a known or suspected foreign national, staff shall advise the juvenile that he/she has a right to communicate with an official from the consulate of his/her country, as set forth on the Consulate Notification Form.
- b. Consulate Notification Form. Staff shall read the applicable notice provisions contained on the Consulate Notification Form to the juvenile, and shall indicate on the form whether the juvenile requests the Probation Department to notify his/her country's consulate of the arrest or detention.
  - i. Optional Consulate Notification. If notice to a juvenile's country is optional, then indicate on the Consulate Notification Form whether the juvenile requests to communicate with an official from the consulate of his/her country.
  - ii. Mandatory Consulate Notification. If notice to a juvenile's country is mandatory, then indicate on the Consulate Notification Form whether the juvenile believes there are special circumstances that would prevent such mandatory notification (e.g., political asylum issues). If special circumstances exist that would indicate against notifying the consulate, contact County Counsel for further direction prior to taking any other action.

## POST ORDERS - FLOAT

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- iii. Form Maintained in Juvenile's File, Copy to Parents/Guardians. The completed Consulate Notification Form shall be maintained in the juvenile's custody file, and a copy shall be provided to the juvenile's parents/guardians via mail or hand delivery and a copy will be forwarded to Probation Services.
  - iv. Information Provided to Juvenile Court. Information regarding a completed Consulate Notification Form, and any actions taken with respect to providing notice to a consulate, shall be included in a Probation report provided to the Juvenile Court.
- c. Notification to Consulate. Upon a juvenile's request to communicate with an official from the consulate of his/her country, or in the event that mandatory notification is required, the Intake Staff shall provide notice to the applicable consulate without unnecessary delay.
- i. Method of Notice. If possible, the notice to the consulate should be provided by facsimile, using the Notification to Consular Officers of Arrest or Detention form. Where facsimile notice is not possible within a reasonable period of time, telephone notice shall be provided.
  - ii. Juvenile Request to Contact. Upon request, a juvenile shall be provided with the telephone number of the closest consulate of his/her country, and allowed to place a telephone call to it.
  - iii. Closest Consulate. Notice shall be provided only to the consulate office that is the closest to the Juvenile Hall.
- d. Contacts with Consulate Officials. Staff shall accommodate the requests of juveniles, their parents/guardians, and consulate officials to communicate with each other to the extent reasonable and appropriate. Communications may occur in writing, over the telephone, or in person. Consulate Officials must present valid Department of State identification prior to visiting or coming into contact with any juvenile in custody.

## POST ORDERS - FLOAT

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### 3. IMMIGRATION STATUS

- a. Determination of Immigration Status. It is not the responsibility of Juvenile Hall Staff to determine the immigration status of a juvenile; such determination is in the purview of the Department of Homeland Security, Bureau of Immigration and Customs Enforcement ("ICE").
  - i. Copies of Consulate Notification Forms to ICE. Juvenile Hall staff shall provide copies of completed Consulate Notification Forms to ICE.
  - ii. Additional Information Provided to ICE Upon Request. Juvenile Hall Staff shall comply with any additional request by ICE for further information relating to resident juveniles, and shall provide ICE with reasonable access to such juveniles for the purposes of questioning.
- b. Immigration Detainers: Staff shall comply with any immigration detainers, holds, warrants, subpoenas, or other lawful directives issued by ICE or other federal immigration authorities with respect to a juvenile in custody.

## POST ORDERS - FLOAT

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### BASIC INSTRUCTIONS FOR REPORTING FOREIGN NATIONALS

- 1) Were they born in the U.S.?
  - A. Yes Book them.
  - B. No Go to # 2
- 2) Do they have a green card?
  - A. Yes Go to # 3
  - B. No Contact Immigration and Customs Enforcement (ICE)  
<http://www.ice.gov>
- 3) Is their country of origin on the "Mandatory Notification List" see:  
[http://travel.state.gov/law/consular/consular\\_5125.html](http://travel.state.gov/law/consular/consular_5125.html)
  - A. Yes
    - i. Inform them they can communicate with the Consulate and you must notify consulate of arrest/detention.
    - ii. Fax the nearest Consulate for that country, regardless of the minor's request, without delay.
    - iii. Log the contact attempt: date, time, number, etc. If no fax is available, call person to person.
  - B. No Go to # 4
- 4) Do they want to contact their Consulate?
  - A. Yes
    - i. Locate consulate contact information and allow them to contact consulate without delay. Note: the consulate must be allowed to communicate with nationals in detention providing them with legal representation.
  - B. No
    - i. Proceed with normal booking.

## POST ORDERS - FLOAT

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### NOTES:

- Do not inform consulate of detainee's refugee or asylum status. If the consular officer insists on information that the resident does not want disclosed, staff shall advise the Supervisor/OIC. The Department of State must be contacted, **202-647-4415**.
- Detainee may communicate with consular officer and may request consular access at any time (whether previously declined or not).
- Consular officers may have access to detainee regardless if detainee requests it.
- You may have to search the internet to find the closest consulate contact information.
- Notify the supervisor/OIC of any possible Foreign Nationals
- Staff shall make a note of the completed notification on the face sheet in the resident's file. Staff shall also retain the Consulate Notification Form and fax confirmation in the file, which will also be scanned into Filebound.

**A binder with detailed information and forms is located in the booking area.**

# POST ORDERS - FLOAT

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## VULNERABILITY ASSESSMENT INSTRUMENT

(VAI)

### GENERAL INFORMATION:

The Vulnerability Assessment Instrument (VAI) is a point-based assessment tool designed to determine whether a resident is vulnerable to victimization and/or sexually aggressive behavior and is required to be placed on Room Alone (XXX) status.

#### **A. Why complete a VAI?**

1. The Prison Rape Elimination Act of 2003 (PREA) established a zero tolerance standard for the incidence of rape in juvenile institutions and makes the prevention of rape a top priority.
2. The VAI is used to place residents with the probability for victimization or sexually aggressive behavior on Room Alone (XXX) status. The intent is to separate victims and aggressors by Pod and/or room.
3. Information from the VAI will be stored in a database which provided for effective record keeping and access to data for analysis.

#### **B. Which minors receive a VAI?**

1. The VAI assessment is to be completed on all minors presented by law enforcement and probation for booking who will be housed in the facility.

#### **C. How the VAI works:**

1. Points are assigned to each element and the cumulative total is the score. When determining if a resident should be placed on Room Alone status, first check the Overall Risk Score for a "High" level (Score of 17 or higher). If the resident has a "High" risk level they should be placed on Room Alone status. If the overall risk score does not indicate a "High" risk level, check the risk levels from the Vulnerability to Victimization score and the Sexually Aggressive Behavior score. If either of these were a "High" risk level then the resident would be placed on Room Alone status.

## POST ORDERS - FLOAT

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### **D. VAI Categories:**

1. Experience in Institution
2. Social Skills
3. Perception of Risk
4. History of Victimization
5. Offense Type
6. Engagement in Violent or Sexually Aggressive Behavior
7. Age of Resident
8. Intellectual impairment
9. Lack of Fit
10. File Review
11. Overall Risk Score

### **E. Procedure for VAI Screening**

1. Resident is presented at booking
2. Juvenile Detention Officer (JDO) or Supervising Probation Officer (SPO) completes the VAI to determine whether the resident will be on Room Alone status.
3. A "High" score will result in Room Alone status.
4. The Shift Supervisor or Officer in Charge (OIC) will review for an override if necessary.
5. When the VAI is completely filled out, it will be placed in the residents file.

### **F. Overrides**

1. In the event you need movement to a lesser or higher risk pod or room assignment, the Supervisor or Division Director will determine movement. Proper documentation must be stated as to the reason why resident is moved, i.e., behavior, maturity, facility count, etc. In support of an override please obtain collateral information from file review and/or parent/guardian contact.

**SEXUAL ABUSE ORIENTATION ACKNOWLEDGEMENT FORM**

During the booking process, the resident will be provided with the Sexual Abuse Orientation Acknowledgment Form.

The form outlines:

- a. The purpose of the acknowledgment form
- b. SCJRF's zero tolerance policy
- c. What is sexual abuse
- d. Prevention and intervention
- e. Protection against retaliation
- f. Means of reporting sexual abuse
- g. Consequences of false allegations

The resident will:

- a. Read the form in its entirety
- b. Print their name in the space provided
- c. Sign their name in the space provided
- d. Date the form

Staff will:

- a. Provide the resident with assistance if they are unable to read the form
- b. Ensure the resident has printed, signed, and dated the form
- c. Sign and date the form under the resident's signature
- d. Ensure the signed copy of the form has been scanned into Filebound

# POST ORDERS – FLOAT/POD /SUPERVISOR

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## TIMELINES

**\*\*\*Notify Division Director\*\*\***

### **Restraints: Hard Restraints and The Wrap**

When using restraints there are specific timelines that must be followed.

1. Every resident in restraints must be under continuous direct visual supervision.
2. CFMG will be notified within one (1) hour of placement in restraints.
3. The on-call provider must come to the facility and provide a medical assessment within two (2) hours of the resident being placed in restraints.
4. The resident must be medically cleared through an on site face-to-face assessment by CFMG staff and approved for remaining in physical restraints. This on site clearance must take place every three (3) hours thereafter, to determine appropriateness of continued use of restraints.
5. As soon as possible, but within four (4) hours of placement in restraints, the resident must be evaluated on site by a licensed mental health professional to assess whether the resident needs immediate and/or long term mental health treatment.
6. Hydration (water) offered every half hour, and documented.
7. Sanitation (bathroom) offered every hour and documented.
8. At a minimum, the resident's behavior and any staff interventions shall be documented at least every 15 minutes.
9. Range of motion exercises of alternating extremities a minimum of ten (10) minutes every two (2) hours.
10. Restraints checked for tightness once (1) every 15 minutes.

## POST ORDERS – FLOAT/POD /SUPERVISOR

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### **Safety Room:**

If a resident is placed in the safety room, the following timelines must be followed:

1. Safety gown
2. Continuous direct visual supervision
3. Behavior documented every 15 minutes
4. Water every two (2) hours
5. Provisions for meals at appropriate times
6. Evaluated by a supervisor/OIC a minimum of every four (4) hours.
7. Medical staff shall be notified no longer than one (1) hour of a resident being placed in the safety room.
8. The resident must be medically cleared for continued safety room placement every 24 hours.
9. Mental health evaluation must occur within 24 hours of placement in a safety room.

### **OC Pepper Spray:**

If a resident is sprayed with OC PEPPER SPRAY, the following timelines must be followed for decontamination:

1. All residents sprayed with OC must be referred to medical personnel as soon as possible and if medical personnel are not on site, the on-call medical provider will be called within one (1) hour.
2. Resident will be allowed to flush face and eyes with cool water or a shower of cool water.
3. Direct supervision for one (1) hour
4. All contaminated items (clothing, bedding, etc.) should be removed and laundered.

# POST ORDERS- FLOAT

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## RESIDENT MOVEMENT WITHIN THE FACILITY

All resident movement within the facility will be controlled by Central Control.

1. Medical:

- a. Medical will call/radio control that they are requesting a resident.
- b. Control will notify the float to respond to the pod where that resident resides.
- c. Control will notify the pod that a certain resident is requested.
- d. The float will go to the pod and escort the resident to medical.
- e. When medical is done with the resident, they will call/radio control.
- f. Control will dispatch the float to return resident to pod.
- g. Control will notify the pod of residents return.

2. Visiting:

- a. Control will have a list of residents with visits.
- b. Control will notify the float to retrieve residents from pod and take them to visiting.
- c. Control will notify the pod of the residents having visits.
- d. The float will escort the residents to visiting.
- e. After visiting control will notify the float to retrieve the residents.
- f. Control will notify the pod of the residents return.

3. Release:

- a. Control will notify the float of a resident's release.
- b. Control will notify the pod of a resident's release.
- c. The float will go to the pod to retrieve resident for release. (Also, picking up resident's file from pod officer.)
- d. The float will follow release procedures.

The float will be responsible for escorting residents in the facility from one place to another at the direction of control.

### INSERTING PICTURES

- Open the document
  - Only two documents are formatted to insert pictures
    - Door tag
    - Resident info sheet
- Click on the gray box
  - If you hover the cursor over the box it will tell you to click the button
- A search box will appear titled "Select Icon"
  - Click on the browse button
- Navigate to the location that the picture was saved to when it was exported from Cogent
- At the bottom of the window there is a drop down menu titled "Files of type:"
  - Select JPEG
  - The picture that was exported should appear
  - Double click the picture
- The picture will appear in the box titled "Sample"
- Click the "OK" button at the bottom of the box
  - The picture will now be inserted into the gray box
- Complete the document and then click the print button

# POST ORDERS- FLOAT

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## COURT VIDEOCONFERENCING PROCEDURES

### For 0830 videoconferencing matters:

**0745: Youth to be brought to Visiting Area**

**0800: Parents/guardians to be brought in to Visiting Area following Security  
Checkpoint Clearance**

### For 1430 videoconferencing matters:

**1345: Youth to be brought to Visiting Area**

**1400: Parents/guardians to be brought in to Visiting Area following Security  
Checkpoint Clearance**

1. Visiting Room Search and Preparation for court videoconferencing
  - a. The court transport officer will conduct a complete and thorough search of all areas, prior to the first scheduled videoconference, and immediately after the last videoconferencing hearing is concluded, as soon as the visiting area is clear of residents, parents/guardians, and the public defender.
    - 1) These areas will include:
      - a) Contact and no-contact visiting areas
      - b) Sally ports (resident and public)
      - c) Videoconferencing room
2. The court transport officer will ready the videoconferencing room.
  - a. The court transport officer will unlock the videoconferencing cabinet, turn on the computer and television, log in, and test the system.
  - b. The court transport officer will call the court clerk if there are technical difficulties.
  - c. The court transport officer will then exit the videoconferencing room and keep the videoconferencing room locked until court.
3. The court transport officer will obtain a copy of the court videoconferencing list from central control and provide copies to the pod officers.
4. The Deputy Probation Officer and Deputy Public Defender attending court videoconferencing will show their official photo identification and be authorized entry to the visiting area. They are members of Shasta County

## POST ORDERS- FLOAT

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staff and may enter without passing through the security checkpoint; however, they shall surrender their belongings according to policy.

### 5. Parent/Guardian Check-in and Screening

- a. On scheduled court videoconferencing days, parents/guardians will report to the JRF lobby to attend their youth's hearing.
- b. The court transport officer will:
  - 1) Start the screening process at 0730 hours to allow time to check parent/guardian identification to the court videoconferencing list, remove all items from the parent/guardian, give them a visitor badge and get the parents/guardians seated in the visiting area prior to the start of court.
  - 2) Confirm the parent/guardian's identity and authorization to visit by checking the court videoconferencing list against the parent/guardian's identification. Only parents and guardians shall attend court videoconferencing.
    - a) If the parent/guardian's is not on the videoconferencing list, the parent/guardian's will be asked to step to the back of the line until a decision is made whether or not they will be allowed to attend court.
    - b) The court transport officer will contact the supervisor/OIC for a decision about the videoconference.
  - 3) Assess the parent/guardian's demeanor to determine if he/she is under the influence of an intoxicating substance.
    - a) This is to be completed as the court transport officer is checking the parent/guardian's identification.
    - b) If the parent/guardian is believed to be under the influence, the visiting officer will contact the supervisor/OIC for confirmation and direction.
    - c) If the supervisor/OIC agrees that the parent/guardian is likely under the influence, the parent/guardian will be denied and the supervisor/OIC will determine if Redding PD needs to respond or if the parent needs to be detained for the safety of the community.
    - d) The court transport officer will make an effort for their well-being by offering to make a telephone call for them to arrange a ride

## POST ORDERS- FLOAT

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- and/or encouraging the parent/guardian to take safe transportation.
- 4) Assess the clothing the parent/guardian is wearing to ensure it meets the facility rules for entry (see below).
    - a) If the parent/guardian's clothing does not meet the standards set in the visiting rules, the court transport officer will contact the supervisor and get direction.
  - 5) Exchange the belongings and identification for a visitor ID badge which they must wear while in the facility.
    - a) The court transport officer will place the parent/guardian's belongings and identification in a container that matches the number of the Visitor Badge with the ID and keys. This will be kept on a cart and the cart will be later placed in the visiting area behind the desk for safe keeping. The court transport officer shall ensure the parent/guardian leaves everything besides their keys and photo identification in their vehicle.
  - 6) Advise the parent/guardian to ensure they are not carrying anything that will not be allowed through the security checkpoint, including any metal that will set off the metal detector.
  - 7) Have the parent/guardian remove any metal, i.e. belts, jewelry.
  - 8) The court transport officer will direct parent/guardian through the metal detector and observe to ensure the detector is not activated. If a parent/guardian does not clear the metal detector:
  - 9) The court transport officer will ask the parent/guardian to check him/herself again for any metal and then walk through the detector.
  - 10) If the parent/guardian does not pass a second time the float officer will instruct the parent/guardian to step to the back of the line.
  - 11) Once all other parent/guardian are seated in the visiting area, the court transport officer will use the hand held metal detector on all those who did not make it through the metal detector to determine the source of the positive indication.
  - 12) If it appears the cause of the detector activation is an item of removable clothing, the court transport officer will ask the parent/guardian to remove them and then re-scan the parent/guardian using the hand-held metal

## POST ORDERS- FLOAT

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detector.

- 13) The parent/guardian will be denied if the parent/guardian is not able to be cleared using the hand-held metal detector unless the source is an artificial limb.
- 14) The court transport officer will use the hand-held metal detector to screen parent/guardians who require the use of a wheelchair or crutches.
- 15) If a parent/guardian refuses to participate in the screening process, the court transport officer will deny entry, noting the reason in the central control log.
- 16) Direct the parent/guardian to have a seat until the court begins.
- 17) Notify central control and the pod officers via radio of which parent/guardian have arrived.
  - a) Pod officers will prepare the residents for videoconferencing when they hear the parent/guardians have arrived.
  - b) If a parent/guardian who is denied videoconferencing becomes uncooperative:
    - 1) The parent/guardian officer will contact the supervisor/OIC via the radio and ask for assistance. The parent/guardian officer will try and de-escalate the situation using verbal skills until the supervisor/OIC arrives and takes charge of the situation.
    - 2) If the situation escalates beyond the ability for the supervisor/OIC to manage, central control will call Shascom to request assistance from Redding PD.
  - c) Once all the visitors have been checked into the lobby, the parent/guardian officer will contact central control and advise they are ready to escort parent/guardians to the visiting area.
  - d) The cart with parent/guardians' belongings will be brought in to visiting and placed behind the staff station desk.
  - e) Central control will send a float officer to the sally port to assist in guiding parent/guardians to the visiting area.
  - f) The visiting officer will:
    - 1) Ask central control, via radio, to open the sally port door.

## POST ORDERS- FLOAT

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- 2) Escort all parents/guardians in the sally port. Central control will open the sally port door to the visiting area.
  - 3) Observe s parents/guardians as they enter and assign them to individual tables. No more than five families shall enter the JRF visiting area at a time.
- a. The pod officer will tell the youth scheduled for court videoconferencing to assemble at the pod entry door.
  - b. Prior to the float arriving to escort the residents to visiting the pod officer will:
    - a) Tell the resident to dress appropriately. Residents are to have all clothing on appropriately and sweat shirt will be on and worn at all times. Sweat shirt will not be carried down to visiting and not worn. If not going to put on at the pod then the sweat shirt will be placed in the resident's room until he or she returns to the pod.
    - b) Tell the resident to use restroom since they will not be allowed to use the restroom while waiting to or attending court except exigent circumstances dictate otherwise.
- 1) Review the basic visiting and videoconferencing rules and expectations with the residents.
  - 2) Advise central control that the residents with videoconferences are assembled and ready to move.
  - 3) The float officer will go to the pod and call control via radio and request entry to the pod.
  - 4) The pod officer will escort the residents to the pod door, hand them off to the float officer, and will document location.
  - 5) Control will verify with the pod officer that the float officer is there to move the residents to visiting and opens the door.
  - 6) The float officer will escort the residents to the visiting area and assist the court transport officer with seating the residents at the tables with their parents/guardians.
    - a) Only one officer is required to conduct court videoconferencing, however, the float officer will assist with videoconferencing as needed unless other duties/responsibilities need to take priority.
    - b) Residents on Maximum Security Risk (MSR) or Administrative Separation (Ad Sep) classification will remain in the visiting sally port, where their attorney may confer with them. However, no traffic will be allowed in the sally port while the resident is there.

## POST ORDERS- FLOAT

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7) A plan for backup calls should be in place.

### 10. Conducting the videoconferences

a. The court transport officer will:

1) Control operations in the visiting area.

a) Monitor the parent/guardians and residents to ensure they are not passing notes, other unauthorized items contraband.

b) Ensure residents spend time visiting with their parent/guardian and not each other. Residents are not allowed to visit with each other or another resident's parent/guardian.

c) Move around the visiting area throughout the court session to observe resident/parent/guardian's interaction.

a) Document any problems that occurred during the court videoconferencing session.

11. The deputy public defender shall utilize room NC1 in visiting to confer with youth and their parent/guardian in private.

12. The deputy probation officer and deputy public defender will enter the videoconferencing room.

13. Each resident's videoconference will occur, as they are called by the Court. At that time, the public defender will notify the court transport officer which case has been called.

14. The parent/guardian and youth will enter the court videoconferencing room and be seated.

15. If there are not additional families waiting to enter, the resident and their parent may return to the visiting area and sit at an available table to visit quietly.

### 16. Concluding videoconferences

a. Once a resident's videoconference is over:

1) The court transport officer will ask control to send the float officer to visiting (if not already there) and open the inner visiting sally port door.

2) The court transport officer will have the resident sit in the sally port until the float officer is available to return him/her to pod.

3) The float officer will:

a) Escort the visitor to the lobby.

b) Conduct a thorough pat-down search of the resident and return them to his/her pod.

## POST ORDERS- FLOAT

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1. If appropriate, a strip search may be conducted.
2. Fill out a strip search form and receive authorization from the Supervisor/OIC).
  - 1) The court transport officer will call the supervisor/OIC via radio to ask for assistance.
  - 2) The supervisor/OIC will respond to the visiting area.
  - 3) If the conduct issue was the residents', the float officer and supervisor will:
    - a) Escort the resident to the search location.
    - b) Conduct a pat search.
    - c) Return the resident to his/her pod unless it is necessary to keep the resident separated due to behavior or mind-set. (In this case, the resident will be escorted to booking and placed in a holding cell until he/she calms down and can be moved back to the pod.)
  - 4) The float officer will:
    - a) Return to the visiting area.
    - b) Call control via radio and ask them to open the door to the sally port leading to the lobby.
    - c) Ensure the parent/guardians retrieve their items and returns the visitor badge.
    - d) Escort the parent/guardians to the lobby.
  - 5) The court transport officer will notify central control that a resident is done with court videoconferencing and asks for another youth.
  - 6) A float or supervisor will take the cart with them to the lobby and have the next family go through the security checkpoint. They will bring the cart back in to visiting and repeat the process until all families have been cleared.
- b. At the conclusion of court videoconferencing:
  - 1) The parent/guardians officer will announce that videoconferencing has concluded.
  - 2) Once notified, the parents/guardians will line up at the sally port door to the lobby for exit into sally port.
  - 3) The float officer will:
    - a) Respond to the visiting area to supervise the residents so the parent/guardians can turn in their badges and retrieve their belongings from the I process clerk will retrieve the visitor's

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- belongings from behind the visiting desk area and exchange them for the visitor's badge.
- b) Control will let the parent/guardians in the lobby sally to leave all at once.
  - c) Residents will remain seated in their location on "quiet time" status.
  - d) The court transport officer will return to the visiting area to assist with resident searches.
- 4) The court transport officer and the float officer will conduct pat searches on the residents.
    - a) If contraband is found, the court transport officer will process it after the residents are returned to their pods, note the contraband in an incident report, and initiate the disciplinary process as appropriate.
  - 5) When all residents have been searched, the court transport officer will notify the pod officer(s) that the residents will be returning to their pods.
  - 6) The court transport officer closes down the videoconferencing equipment as outlined in the directions and locks up the videoconferencing cabinet.
  - 7) The float officer will escort the residents to their pods.
  - 8) The pod officer will check the residents in to the pod.

### **I. PROHIBITED CLOTHING OR ITEMS**

A. The following clothing attire will result in the visitor being denied entry into the facility.

- 1. No hats or bandanas of any kind.
- 2. Gang attire or sports attire worn in any combination that suggests gang membership.
- 3. Low-cut shirts/blouses.
- 4. Any blouses/shirts that expose the midriff.

## POST ORDERS- FLOAT

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5. Any clothing bearing print, logos, or pictures that promote drugs, alcohol, sex or violence.
  6. Shorts, skirts, or dresses that expose skin above the knees.
  7. Sheer clothing no see through.
  8. No heavy outerwear, to include jackets, sweatshirts, and sweaters.
- B. The only items allowed in the facility during court are court documents without staples.

### **NOTE:**

#### **SUPERVISION OF COURT VIDEOCONFERENCING**

**A. The Court Transport Officer shall supervise all of the residents and visitors. This shall include:**

1. Visiting officer is to be alert at all times.
2. Observing parents/guardians and residents to assure the following:
  - a. No objects are being passed between residents and parent/guardians
  - b. No Inappropriate physical contact
  - c. Arguments or altercations are thwarted
  - d. No visiting between families or other residents

**ANYTIME A PARENT/GUARDIAN IS DENIED ENTRY OR ESCORTED OUT OF VIDEOCONFERENCING EARLY A SPECIAL INCIDENT REPORT SHALL BE WRITTEN.**

## POST ORDERS - POD

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### **GROW Program Procedures and Guidelines Regarding Location and Resident Classifications/Statuses**

Section 1: Area Security Classifications

Section 2: Obtaining Furlough Paperwork

Section 3: Resident Movement to and from GROW

Section 4: Showers/Clothing exchanges

#### **Section 1: Area Security Classifications**

##### **A: Interior Garden (Located North of the 900 pod inside main perimeter)**

This area is generally accessible to all residents provided no safety/security concerns are present. Facility standards for staff/resident ratio are to remain in effect. MSR's, Ad-Sep, SR are all permitted provided proper staffing ratios are maintained. Furlough paperwork is NOT required to utilize this area. A Core Trained JDO will always be present when residents are in the Interior Garden.

##### **B: Chicken Care: (Short Term) Food Scrap Bucket Delivery/Egg Gathering Accompanied by JDO**

Resident(s) who are not classified as A status (awaiting arraignment), or MSR/ Ad-Sep Status may accompany a Core Trained JDO to the West Garden for the purposes of emptying food scrap buckets ("Chicken buckets") and gathering eggs from the chicken coops. This task should be completed daily. Residents who have earned the facility job of chicken care should be the primary workers for this assignment.

##### **C: West Garden- Furlough for Ongoing Work/Projects (All areas Located west of the Inner Facility Perimeter)**

The West Garden for work of a longer duration/larger projects (more than just emptying chicken buckets and gathering eggs) is available only to residents

## POST ORDERS - POD

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with furlough paperwork which is signed by the resident's Probation Officer and initialed by the Facility Director. No residents with C status (placement), A status (awaiting arraignment), or any residents with MSR, Ad-Sep Statuses are permitted in the West Garden.

The resident(s) must have court ordered discretion to furlough (B\* or D\* status) to utilize this area. The furlough paper work must indicate whether the resident shall be supervised by a core trained JDO or if the resident can be furloughed to a GROW Program service provider. While working in the West Garden, the gate between the fire egress lane and West Garden shall be locked.

### **C: Staff Parking Lot/Strawberry Garden**

The Staff Parking Lot/Strawberry Garden is available only to residents with furlough paperwork which is signed by the Resident's Probation Officer and initialed by the Facility Director. No C status (placement), A status (awaiting arraignment), or any residents with MSR or Ad-Sep Statuses are permitted in the Strawberry Garden. The Resident(s) must have court ordered discretion to furlough (B\* or D\* status) to utilize this area. Residents programing in this area MUST be accompanied by a core trained JDO. The Furlough paperwork must indicate that the Resident may work in the strawberry garden and must be signed by the Resident's Probation Officer and initialed by the Facility Director.

### **Section 2: Obtaining Furlough Paperwork**

Furlough Paperwork will initially be filled out by the resident's Probation Officer. The Probation Officer will ensure that the resident has court ordered discretion to furlough. The Probation Officer shall indicate if the resident is able to work in the Strawberry Garden under JDO supervision, the West Garden under JDO supervision and/or the West Garden under GROW service provider supervision. The Probation Officer will then submit the furlough paperwork to the JRF for Director approval. Furlough paperwork without the Facility Director's initials is NOT valid. Once the furlough paperwork has been initialed by the

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Director it will be stored on the resident's respective living pod in the orange GROW folder.

### **Section 3: Resident Movement to and from GROW Program**

#### **A: Movement to and from Interior Garden**

Prior to resident(s) being moved to the interior garden a JDO shall perform a perimeter check ensuring both gates are secured and any tools are secured in the garden shed. The JDO should also be looking for other hazards such as loose boards, nails/screws, etc. Once the area is secured the JDO may move the resident(s) to the Interior Garden adhering to facility movement policy/procedure. When returning from the Interior Garden the resident(s) shall be pat-down-searched prior to returning to the living areas.

#### **B: Movement to and from the Staff Parking Lot/Strawberry Garden**

Prior to residents being moved to the Strawberry Garden a JDO shall perform a security sweep of the area insuring the area is appropriate for programming. The vehicle gate must be working (closing) and any extraordinary hazards must be identified and removed before residents may program in the strawberry garden (running unsecured vehicles, delivery trucks unloading, etc...) The JDO shall also ensure there are no sight and sound violations such as adult workers from JCWP. Once the area has been deemed appropriate for programming the JDO will locate the furlough paperwork on the pod and check to make sure that the Strawberry Garden is specifically listed and that the facility director has initialed the furlough sheet. Attached to the furlough paperwork will be a "Resident Temporary Release" sheet which the JDO will fill out prior to the resident leaving the facility. A log note in green will be made showing the resident being released to a GROW furlough. Once clearing the movement with control a JDO will escort the residents out of the building adhering to facility movement procedures. When returning to the facility from the strawberry garden the residents will be pat down searched prior to entering the facility.

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Following facility movement procedures the JDO will then escort the residents back to the pod. The log book will be updated in red ink to show the residents returning from furlough and the Resident Temporary Release sheet will be completed.

### **C: Movement to and from the West Garden**

Prior to Residents being moved to the West Garden a JDO shall perform a perimeter check ensuring that all exits are secure and that no hazards exist on the West Garden (unsecured gardening tools are common and do not prohibit residents from working in the west garden). Exits that must be secure include the Main fire gate between the JRF and the old facility, the 4 entrances/exits to the old juvenile hall, and the gate next to the JCWP office.

### **Chicken Care: (Short Term) Food Scrap Bucket Delivery/Egg**

#### **Gathering**

After performing the security check on the West Garden and clearing the movement with control a JDO may be accompanied by a resident and proceed to the West Garden area to empty the chicken buckets and gather eggs. The resident(s) should always remain near the JDO, under officer supervision.

### **West Garden- Furlough for Ongoing Work/Projects (All areas Located west of the Inner Facility Perimeter)**

After performing the security check on the West Garden the JDO will locate the furlough paperwork on the pod and check to make sure that the West Garden is specifically listed and that the facility director has initialed the furlough sheet. Attached to the furlough paperwork will be a "Resident Temporary Release" sheet which the JDO will fill out prior to the resident leaving the facility. A log note in green will be made showing the resident being released to a GROW furlough. Once clearing the movement with control a JDO will escort the residents out of the building (even if the furlough is to a GROW service provider) adhering to facility movement procedures. When returning to the facility from the west garden the residents will be escorted into the west sally by a JDO and pat down

## POST ORDERS - POD

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searched prior to entering the facility. Following facility movement procedures the residents will be returned to the pod. The JDO will then complete the Resident Temporary Release form and update the log book in red ink to show the residents returning from a furlough.

### **Section 4: Showers/Clothing exchanges**

Residents returning from GROW activities will often have soiled clothing/shoes and may be in need of a shower. Residents with heavily soiled clothing or shoes shall be given clean clothing to change into. Showers are not always necessary but staff should use good discretion, favoring health and good hygiene.

# POST ORDERS-

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## Contract County Commits Instructions

### Intake

1. Placing Counties will obtain clearance prior to admission as described in the business rules.
2. Placing Counties will provide documentation to the JRF, including:
  - A. Name(s), phone number(s), and email address(es) of the case carrying probation officer/probation contacts.
  - B. Documentation that the youth is on formal probation as a Ward of the Court, or has been ordered detained.
    - 1) If this is a Fresh Arrest, the Placing County shall provide enough information to support a probable cause declaration that shall be completed by a Supervising Probation Officer or the Facility Director.
    - 2) If this is a Warrant Arrest, a copy of the warrant.
    - 3) If this is a Commitment Arrest, a copy of the Juvenile Court Order.
  - C. The criminal history of the youth, if applicable.
  - D. The eta of the youth's arrival at the JRF.
  - E. The date and time the Placing County will pick up the youth, if applicable.
  - F. Identifying information of the youth.
  - G. Information regarding known medical conditions, mental health diagnoses, medications and allergies.
  - H. If applicable, any of the following:
    - 1) Juvenile Court Orders
    - 2) Consent to medical treatment signed by the parent/legal guardian/Juvenile Court Judge.
    - 3) Any dispositional or supplemental reports associated with the youth's current commitment.
3. The JDO completing the intake shall:
  - A. Pre-booking
    - 1) Insure that a PC Declaration is completed.
      - a. Fresh arrest or warrant PC Declaration shall be completed by a Supervising Probation Officer, Facility

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Director, or other officer in the Deputy Probation Officer Classification.

- b. Commit PC Declarations can be completed by the JDO completing the intake. The JDO shall indicate in the narrative portion of the PC Declaration "Transfer in for Long Term Commitment from \*\*\*\* County. Simply put "Contract Commit" in the charge portion of the PC-Declaration.

B. Complete the Intake Medical Pre-Screening form.

- 1) If the youth requires a medical clearance, then the transport officer is responsible for obtaining that prior to accepting custody.
- 2) If medical paperwork or medications accompany the youth, the nurse or on-call medical provider shall be contacted to obtain necessary orders.

C. Booking

1) Complete the following:

- a. Face Sheet
- b. The assigned probation officer caseload is PO148
- c. Property Sheet
- d. VAI
- e. Detain/release
- f. Medical Bracelet
- g. Search Form
- h. Medical Consent Form
- i. Chlamydia Screening
- j. Sexual Abuse Orientation
- k. Door Tag
- l. Pod Info. Sheet
- m. Release Form
- n. Resident Orientation
- o. \*\*\*Note, the DRAI and Live Scan process will not be done for contract county youth.

- 2) Classify the youth and assign them to the appropriate pod.

Follow the Courtesy Hold instructions, **DO NOT** initiate a file on these residents

## POST ORDERS-

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### Court procedures

1. Contract County Youth are transported to and from Court by the placing County.
2. A clothing exchange will be completed when they return from Court.

### Supervision/Case Management

1. Contract County Youth shall be assigned to Caseload PO148, which will be supervised by the Supervising Probation Officer assigned to the JRF.
2. For the initial case set up, the SPO shall:
  - A. Contact the case carrying probation officer at the Placing County to establish communication, insure contact information is exchanged, and request additional information as deemed necessary.
  - B. Complete assessments (PACT, other as deemed necessary) to identify Criminogenic Needs and other pertinent information.
  - C. Meet with JRF Medical Staff to insure that medical needs and medications are in place and covered.
  - D. Gather the information necessary to complete the Institutional Case Plan, and then complete it within 72 hours of acceptance of the youth.
  - E. Meet with SCOE staff to insure required school information has been received, IEP status, and status of requirements for graduation/educational goals.
3. For case management/maintenance, the SPO shall:
  - A. Update the Institutional Case Plan a minimum of every 30 days, or as needed.
  - B. Visit the youth in person, a minimum of once per week, and author a case note regarding the visit.
    - 1) This case note shall include:
      - a. Case plan goals and objectives
      - b. Current behavior
      - c. Family contacts
  - C. Communicate with the placing counties office of education when necessary.

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D. Bi-weekly (Twice Monthly) reports shall be created in JALAN (\*\*\*\*) and emailed/faxed to the case carrying PO. Information shall include:

- 2) The youth's progress and participation in programming.
- 3) Case plan progress
- 4) Results of weekly SPO contacts
- 5) Pertinent JDO case notes
- 6) Visits
- 7) Therapist contacts
- 8) Citations or SIR's
- 9) School progress
- 10) Changes in classification
- 11) Any other pertinent information

### Medical

1. JRF Medical Staff shall work with Contract County to obtain necessary releases and medical history.
2. JRF Medical Staff shall work with the SPO and Contract County to identify and receive necessary medications.
3. JRF Medical Staff shall obtain authorization from the placing county prior to setting up appointments for medical issues and services not covered by the JRF Medical Provider.
  - 1) The Contract County is responsible for providing transportation unless the JRF Director authorizes transport by our staff.
4. Medical or Psychiatric Hospitalization
  - 1) In cases where the youth must be hospitalized pursuant to Section 5150 WI, or for an emergency requiring long-term hospitalization or surgery, the SPO shall work with the Contract County to:
    - a. Provide their staff to augment JRF detention staff.
    - b. Request that the placing court release the youth to their parent or guardian

### Termination from Custody

1. The JRF Director shall work with the Contract County to make appropriate custodial arrangements if the need arises.

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# POST ORDERS- FLOAT

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## RESIDENTS WITH DISABILITIES

It is the policy of Shasta County Juvenile Rehabilitation Facility to adhere to the Americans with Disabilities Act (ADA) by equipping the facility to adequately house residents with disabilities.

When a resident is booked into the facility with a disability, several things must be considered.

- A. How severe is the disability?
- B. Thorough search of resident and wheelchair, if applicable.
- C. Housing pod assignment, ADA room.
- D. Intake shower on pod in ADA shower.

### 1. INTAKE SHOWER:

- a. At booking, after all the paperwork is completed and the resident is searched (including wheelchair), the resident will be taken to their housing pod or a vacant pod for their intake shower, following the same directives as the pod for disabled resident's shower.
- a. In the event that a resident is not able to bathe or shave him or herself:
  - 1) The JDO will assist the disabled resident shower and shave.
    - a) The JDO will get the disabled shower chair and properly place it into the shower.
    - b) A bath robe or modesty blanket will be used when taking a disabled resident to the shower and returning them to their room.
    - c) **Male Resident:** the resident will be placed in the shower, on the shower chair, wearing a pair of boxer underwear. If the resident asks for assistance, a male JDO will assist the resident with his shower. Once the shower is done, the resident will be allowed to go to his room and change into clean clothing.
    - d) **Female Resident:** the resident will be placed in the shower, on the shower chair, wearing a sports bra and underwear. If the resident asks for assistance, a female JDO will assist the resident with her

## POST ORDERS- FLOAT

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shower. Once the shower is done, the resident will be allowed to go to her room and change into clean clothing.

### **2. Wheelchairs:**

- a. Wheelchair ramps will be used whenever escorting a resident restricted to a wheelchair to various areas of the facility.
- b. Wheelchairs will be searched prior to being allowed on the housing pod.
- c. Residents may keep their wheelchair in their room with them as long as they do not misuse or create a security issue with them.

1) If the resident is not allowed to keep his/her wheelchair in their room, the following will occur:

- JDO's must assist the resident into their bed, if needed.
- A plastic whistle will be provided to the resident to alert staff of hydration or bathroom needs.
- If the resident has to use the bathroom, their wheelchair will be returned to them and staff shall assist the resident into the chair, if needed. After bathroom use, the wheelchair will be removed.
- If resident is an extreme safety and security risk, staff will do five minute room checks or one- on- one direct supervision.
- Whenever the resident is let out of their room for programming, his/her wheelchair will be returned to them for use.

1)

- d. Wheelchairs will be searched in addition to the resident at the conclusion of any Court/Visitation, transport, etc.
- e. No other residents shall use the wheelchair.

**HOLDING CELLS**

1. The use of holding cells in the Booking area for long term housing is prohibited.
  - A. The holding cells do not have state approved beds, and therefore cannot be used as a long term housing option for residents pursuant to Title 24.
  - B. Long term housing is defined as overnight whereas the resident is intended to receive their night's sleep in the cell.
2. There shall be at least one Core trained Juvenile Detention Officer stationed in Booking whenever there is a resident present on the floor or secured in a Booking Cell or Safety Room.
3. Staff shall conduct room safety checks when residents are secured in holding cells, in accordance with Section 5.2.2, Room Safety Checks.

**Documentation and File Maintenance for Bookings, Releases and Furlough's**

During the booking process, there are some documentation and file procedures that need to be completed.

The Green Pod folder travels with the Resident onto and off the Pod when the Resident is being booked in, straight released or being released/failed on Furlough. This Procedure must be followed as follows.

1. Always without fail you **"MUST"** document all new bookings and releases in the Intake Log Book. Follow the procedure for this, which is in the Post Order Binder.
2. Always document all Bookings, Releases and Furlough movement on the **"Booking/ Release Tracking Sheet"**. This information has to be provided to Pam, Medical and the School so they can update their files and track stats for the State. Make sure you provide all information asked for on this form as Graveyard needs this information to book them into Jalan that night. Adjust the pop at the bottom of the form for Bookings that are currently in booking area and the Facility Population only, do not track the Pod population on this form.
3. The **"GREEN POD FOLDER"**: This folder needs to follow the Resident to the Pod when the Booking is completed. In this folder should be,
  - a. Door Tag
  - b. Pod Sheet
  - c. Release Form
  - d. Orientation Form
  - e. Original Copy of the Sexual abuse Orientation
  - f. VAI
4. When releasing the Resident that folder needs to go to booking with them so the release can be documented on the Release form.

## POST ORDERS-

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5. If the Release is to Furlough, document the date time of Furlough and retain this folder in Booking until they return from furlough or released from Furlough. (overnight furloughs only, not day furloughs)
6. If they are being booked on a Failed Furlough, update the release form with the date and time of the failed furlough and follow the booking procedure for failed furloughs as outlined in the Post Orders.
7. If the resident comes in on a Failed Furlough with new charges, document on the release from the date, time and reason for the Failed Furlough on the current release form (not the new Release form for the additional charges). Then follow the new booking procedures as outlined in the Post Orders for the new charges and add this paperwork to the Green Pod folder as well.
8. Make sure to document on the Booking/Release Form that the Resident is a Failed Furlough in the appropriate "Furlough Movement" area.
9. If the Resident has new charges you must also document on the Booking/Release Form that he/she has new charges on the "Intake" portion of this form as well.
10. When the booking process is completed, the Green Folder goes back to the Pod with the resident.

# POST ORDERS-POD 1 STAFF

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## STAFF INTRODUCTION

Working the Pod with one staff... It is hoped that the concept of working the pod alone is viewed as a positive experience. This will be an opportunity to truly work with the residents in our care.

Working alone with a minimal amount of residents has many positive aspects. First of all, this will be a great opportunity to build and foster a positive rapport with the residents. You will be the one they come to for counseling, advice and help in answering their questions. The rules will be YOUR rules (within policy and procedures) and the residents will be unable to "staff shop" to get what they want. This will also be a great learning experience for the residents on the pod. With your help, they must learn to work and play well together, if not, having only one staff will limit their "fun" time.

There have been concerns about being the only staff on the pod. Some of those concerns stem from the fear of the unknown. We (Juvenile Hall-SCJRF) have never had the opportunity to do this before and it might seem a little scary. However, remember in the old hall, on many occasions, we have split the residents up in two or three groups, 10 or less on the recreation yard, on C unit and on B unit. This is the same concept. Just remember from your Base Training, your back-up is seconds away. Special attention will be focused on the one staff pod to ensure everything goes smooth. However, every staff in this facility knows, working with these types of residents, not everything goes smoothly all the time. Should there be problems, you can ALWAYS request a float to assist you or if serious issues arise, back-up staff will be there within seconds.

Another bonus to this pod is, we get to separate the female residents from the majority of the male residents. This alone will calm the facility down for both pods. This is a known fact from other facilities and our attempt to do this at the old Juvenile Hall.

This will be a learning experience for the majority of staff who have never worked a pod with one staff.

Have fun and remember, creativity will only enhance the success of the residents and staff.

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## POST ORDERS - POD

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# POST ORDERS-POD – 1 STAFF

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## GENERAL INFORMATION

1. ALL efforts will be made to utilize only the bottom tier of the pod.
2. Officers will be allowed to open doors for residents at the desk area using the touch screen.
  - a. If a resident needs to go to their room to use the restroom, the officer will use the touch screen to accommodate this.
  - b. Going to rooms for hygiene, after meals, bedtime- Officer will call one room at a time and no more than one resident at a time, to go stand by their door. Officer will open door using touch screen. Continue until all residents are in their rooms.
3. When busy, an option for the touch screen is to call control and ask them to monitor and reset the Watch Tour for you.
4. When all residents are out in the dayroom, the officer shall lock the computer and come out from the desk area whenever possible.
5. Showers- showers may be completed 3 at a time. (Same sex using the showers). (Float may be needed depending on the gender of the residents and the officer working the pod.)
6. At anytime, the pod officer may request a float for assistance in doing room checks, daily tasks, troublesome situations, etc. Do not hesitate to ask. Radio control and ask for a float to respond.
7. The pod officer will be offered breaks, however, should the officer need a break, they will radio control and ask for a float to respond.
8. Problems on the pod- call for back-up for assistance or if issues develop on the pod call for assistance or back-up, depending on issues.
9. The float will be utilized when taking residents to the outside recreation yard. They will be needed for the movement and needed should any residents decline to go outside. (Or on room confinement, etc.) However, all residents will be required to go.

The on-duty supervisor will be monitoring the pod via visits and by camera. The float officer will be visiting the pod several times per shift.

## ROLE OF THE OFFICER IN THE POD

1. When there are two or more officers assigned to the pod, one officer will be near or behind the desk while the other officer shall be amongst the residents, observing and supervising resident activities. The schedule will designate which responsibility the officers are assigned: desk or floor officer.
2. The primary role of the pod officer is to manage the resident's behavior, through direct supervision, to ensure the pod is safe, secure and orderly. The officer will remain in the pod with the residents throughout his/her shift and interact with them continuously to:
  - A. Communicate and reinforce expectations for positive behavior.
  - B. Provide incentives for positive behavior.
  - C. Appropriately hold individual residents accountable for negative behavior.
  - D. Become familiar with and address resident behaviors and needs.
  - E. Serve as the primary source of information for residents.
  - F. Serve as a positive role model for residents.
  - G. Detect and address negative behavior/attitudes in their early stages.
  - H. Keep residents occupied.
3. The officer will interact with residents based on the assumption that they can behave rationally.
  - A. ***The officer's primary goal when interacting with residents is to build and maintain rapport by fostering a reputation of being fair, honest and professional. Whenever a resident is acting out or is in crisis, the officers are expected to interact with the resident, to the extent that it is productive and non-escalating, to learn what the underlying issues are and assist the resident in working through them in an acceptable manner.***

## POST ORDERS - POD

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- B. The pod officer may sit down with residents to play a game as long as:
  - a. It does not conflict with safety or security.
  - b. It does not affect the completion of assigned tasks.
  - c. It is a benefit for the resident and supports the officer in establishing and maintaining rapport with the residents.
  - d. It is communicated with your peers, so they understand their responsibility during this time.
- 4. Guidelines for staff interactions with residents
  - A. Staff is expected to be clear and firm, but with a caring demeanor, when setting boundaries with residents regarding their behavior, as well as following through with prescribed consequences and follow up conversation.
  - B. Staff will consistently assist residents in understanding the expected behavior.
  - C. Staff will help residents find solutions to their issues whether in crisis or not.
  - D. Staff will encourage and allow residents to make choices while making sure they know the possible consequences, both positive and negative before they make decisions.
    - a. Impart to residents that the more information a person has, the better the decisions than can be made.
  - E. Staff will treat residents in a caring and respectful manner and expect to be treated in the same manner.
    - a. If residents believe staff cares for them as individuals, they are more likely to respond in a positive manner.
  - F. Staff will respond to negative behavior in a calm, objective, matter of fact manner.
  - G. Every attempt will be made by staff to redirect a resident's inappropriate behavior.
  - H. Staff will positively reinforce and recognize desired behavior at every opportunity.

## POST ORDERS - POD

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- I. Expectations are to be reasonable and consistent with the philosophy and goals of this Rehabilitation Facility.
  - J. Staff's comments should be of a caring nature and focus on specific behavior being addressed.
  - K. Belittling statements or words and comments of a personal nature toward residents are unacceptable and will not be tolerated
  - L. Desired behavior should be reinforced at every opportunity.
  - M. Praise may be appropriate in front of the group.
  - N. When confronting a resident, staff shall do so away from others unless it is an exigent circumstance.
  - O. Staff should not embarrass the resident.
  - P. Staff shall not use group discipline or general admonitions.
  - Q. Staff should provide opportunities for success and achievements that support positive movement.
5. The secondary role of all officers is to assist the residents in positive change. This will be accomplished by working closely with the resident's Probation Officer, targeting the criminogenic needs and initiate open targeted conversation and facilitate Evidence Based Programs.
6. The officer is the authority in the pod and does not share authority with residents.

*The officer is the primary decision maker on matters concerning resident and pod activities and does not routinely defer these decisions to the supervisor.*

## ROOM SAFETY CHECKS

### 1. Conducting the room safety checks

- a. Throughout the shift, the pod officer will conduct room safety checks on the pod whenever any residents are secured in their rooms.
  - 1) Random room checks of the resident rooms will be made taking care to avoid creating predictable patterns while conducting room checks (but at least within every 15 minutes) when any resident is secured in a room.
  - 2) The time of the check starts as soon as a resident is secured their room.
  - 3) You will use the computer, or a time piece that keeps the accurate time for keeping track of your room checks; **DO NOT USE THE TOUCH SCREEN CLOCK.**
  - 4) One staff shall conduct the room checks while residents are out of their rooms, leaving one staff to supervise the residents in the dayroom. In the event that you are working a one staff pod, the staff shall utilize a booking float whenever possible while conducting room checks. If a float is not available, take care not to turn your back on the residents any longer than necessary to facilitate a proper room check.
  - 5) Do not allow yourself to get distracted by residents while conducting room checks. If a resident wants to speak to you, finish the check, and go back to the resident unless it is an emergency.
- b. When conducting a Room Safety Check during waking hours, the Pod Officer will:
  - 1) Look in the room window while standing in front of the room door, and observe the resident for movement and/or speak to him/her. **DO NOT DO ROOM CHECKS FROM DAYROOM FLOOR!**
    - a) ***NOTE: Look for things that seem out of place, things that appear odd, furtive movement, things that don't belong, clothing tied together or fashioned in noose. Be watchful for things that could indicate suicidal behavior.***
  - 2) If the resident does not respond or the pod officer can't see movement, the pod officer will:
    - a) Notify the second pod officer that he/she will be opening the door so the officer can keep watch in case assistance is required.

## POST ORDERS - POD

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- b) Open the room door and speak to the resident
  - c) If there is still no response, enter the room to check the resident's well-being.
  - d) If the resident is non-responsive, initiate emergency response procedures.
- c. When conducting a room safety check during sleeping hours, the pod officer will view the resident long enough to make sure he/she is breathing and that the resident is visible.
- 1) The pod officer may use his/her issued flashlight to see into the room if needed, or if deemed absolutely necessary may turn on the room light.
  - 2) If a resident can't be seen, or the pod officer can't tell if he/she is breathing, the pod officer will knock on the room door to get the resident's attention.
  - 3) If the resident doesn't respond, the pod officer will contact central control via radio and request a second officer for assistance.
  - 4) Central control will assign a second officer to go to the pod.
  - 5) Once the second officer has arrived, the pod officer will ask him to stand by at the room door as he enters the room to check the resident's well-being.
  - 6) If the resident is non-responsive, the pod officer will initiate emergency response procedures.
  - 7) If the resident is gone from the room, the pod officer will immediately notify the supervisor via radio and initiate emergency response.

### 2. Documenting Room Safety checks:

- a. The staff conducting the room safety check must write their name, and the time the check was conducted in **INK** (no pencil) in the Room Check Log Book located on the Pods, and in Booking for every check.
- b. The person doing the check will complete the check then write the time the check was completed.
- c. When there are no residents in their rooms, or the residents return to their rooms, write in,  
**T.T. (Top Tier) DISABLED/ENABLED, B.T. (Bottom Tier) DISABLED/ENABLED, or ALL DISABLED/ENABLED.**

## POST ORDERS - POD

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### 3. Documenting Late Checks

- a. When a room safety check is late, it must be documented in the Room Check Log Book as follows:
  - 1) That person responsible for the late check will notify a Supervisor/OIC immediately that there was a late check.
  - 2) The staff responsible for the check will write in the check as it was done, showing the accurate time between the checks. **DO NOT WRITE IN A TIME FOR A CHECK THAT WAS NOT DONE!**
  - 3) The Supervisor/OIC will audit the check, and investigate the validity of the reason why the check was late. After this, the Supervisor will sign their name next to the late check in the Room Check Log Book in red ink, signifying the check was audited.

# POST ORDERS - POD

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## JANITOR CLOSET

### General Information:

- A. Janitor closets are located in each pod.
- B. Items stored in the janitor closet include:
  - 1. Cleaning supplies (located on a cart that can be moved to rooms on the first level)
  - 2. Hygiene supplies (toothbrushes, toothbrush covers, toothpaste, soap, shampoo, feminine hygiene products, etc.)
  - 3. Toilet paper
  - 4. Vacuum
  - 5. Brooms
  - 6. Steam cleaner with wands
  - 7. Mop buckets and mops
  - 8. Replacement clothing items for residents
  - 9. Games will be stored on a cart in storage room. All sports equipment will be on recreation yards.
- C. The pod officer will control all resident access to the janitor closet and will supervisor residents (standing in the door way) if they are getting supplies from the closet. Under no circumstances shall a resident be in the closet without direct supervision at all times.
- D. Pod workers will be assigned to clean the larger areas of the pod, however, all residents will be expected to clean their own rooms as well as contribute to pod clean-ups when asked.

## POST ORDERS - POD

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### 1. Janitor Closet – Storage, Supplies, and Equipment

- a. The pod officer will conduct an inventory of the closet each day and compare the inventory against the inventory list posted in the closet.
  - a) If supplies are low, Place a note in the Graveyard basket in the Control Room.
  - b) Exception: If the supplies are needed immediately (e.g. no toilet paper) the pod will officer ask the float officer via radio to bring the supplies to the pod.
    - 1) If equipment is broken, the pod officer will complete a request for repair or replacement. The form is called a replacement form and it will be forwarded to the supervisor in charge of said equipment.
    - 2) If an equipment items is missing or if parts are missing, the pod officer will notify the supervisor and search the pod.
      - a) If unable to locate the item(s), the supervisor or OIC will determine the next course of action.
- b. Residents needing supplies will ask the pod officer for the items.
  - 1) The pod officer will get the items from the janitor closet as soon as practical. (The Residents are not allowed in the closet without proper supervision)
  - 2) If the resident requesting the supplies is assigned as a pod worker who needs to get mop buckets and cleaning supplies out and set up, the pod officer will stand-by at the janitor closet and supervise the activity as the pod worker assembles the items.
  - 3) Any time a resident is in supply closet closet, the pod officer shall provide direct supervision at all times. If the resident needs to access

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the locked area behind the gate, the officer shall be in direct line of sight when the resident is in that area.

**\*\*UNDER NO CIRCUMSTANCES IS THE JANITOR CLOSET DOOR TO BE UNSECURE WHEN AN OFFICER IS NOT PRESENT IN THE DOOR WAY\*\***

## OFFICER STATION SECURITY

1. Residents may approach the officer station with permission to speak with the officer at the desk
2. Pod rules specify that residents are only allowed to come to the officer station when the officer is present, and shall not be allowed to enter the boundary denoted by a different tile color that surrounds the control station for any reason.
3. When the pod officer steps away from the officer's station, he/she shall:
  - A. Lock the touch screen controls by touching the user initial icon located in the upper right hand corner of the screen.
  - B. Ensure there are no items on the desk except non-confidential paper products. All other items shall be locked in drawers. (make sure the Log Books are closed at all times except when making log notes).
  - C. Lock the drawers.
  - D. When the pod officer returns to the officer station, he/she may turn on touch screen controls ( Refer to security electronics Touch Screen Procedures)

**RELEASING RESIDENTS FROM THEIR ROOMS AND RETURNING THEM  
TO THEIR ROOMS**

1. When residents are allowed out of their rooms, the pod officer will remotely unlock the doors from the pod touch screen controls or open the doors using a key.
  - A. Residents wishing to come out of their rooms will press the intercom button in the room and speak with the pod officer.
  - B. If the room door is opened from the pod touch screen controls:
    1. The second officer will:
      - a. Stand near the room being opened, greet the resident with a hello and use the opportunity to scan or check the room condition.
      - b. Direct resident to close his/her door. (Staff will make sure the door is secure)
      - c. Room doors will be locked at all times unless an officer is present or the resident is entering or leaving the room.
    2. The pod officer at the touch screen control will verify the room door shows closed.
    3. Residents that wish to return to their room will ask the officer to allow them back into their room.
2. Second Tier Movement
  - A. When letting most or all resident out of their rooms:
    1. The pod officer at the pod control station will begin with the second tier, letting residents out one at a time.
    2. The second pod officer will stand on the tier when the residents are being let out of their rooms.
      - a. Only one room will be opened at a time.
      - b. As the residents from each room reach the stairs, the pod officer at the touch screen controls will open the next room, repeating

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the process until all residents on the second tier have come downstairs. (only one Resident on the stairs at a time)

3. When returning most or all residents to their rooms, the process is reversed, and the pod officer ends with the second tier rooms.

A. Exception: When an individual resident asks to return to his/her room to use the restroom, retrieve an item, or any other legitimate reason, the pod officer "on the floor" watches the resident until he/she enters his/her room.

**RESIDENT HYGIENE**

**1. Room Hygiene**

- A. When the resident is booked in, the Booking officer will issue him/her a hygiene kit as part of the Booking process.
  - a. The hygiene kit includes a toothbrush and toothbrush cover, toothpaste and a comb.
  - b. The kit will be labeled with the resident's name or room number.
  - c. The kit will be placed in the hygiene storage container which is located in the janitor closet on the same tier as the resident's assigned room and instruct the resident on when it is used.
  - d. Issue the resident a bar of soap and toilet paper to be stored in their room.
  - e. Issue the resident a towel for their room.
- B. Replacing items in hygiene kits:
  - a. With the exception of soap bars and feminine hygiene products, residents must provide the empty, worn out or broken hygiene items to the officer when requesting the replacement.
  - b. Level hygiene products- if a resident uses all of his/her high level hygiene product, it will be replaced with facility supplied product, until they "purchase" with their points the high level product the following week.
- C. Scheduled hygiene times
  - a. After Breakfast:
    - 1) The pod officer will retrieve the hygiene kit storage container and when residents begin to return to their rooms, the officer shall hand out the kits as residents reach their room.
    - 2) All Hygiene kits shall be retrieved within 30 minutes of hygiene time starting.
    - 3) The officer will conduct a visual inventory of the items to ensure all items are in the kit.

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- i. If the kit is complete, the officer will place the hygiene kit in the storage container.
- ii. If the kit is incomplete, the officer will direct the resident to return to his/her room for the item(s).

### 2. Shower Hygiene

**Prior to allowing any residents in a shower, an officer shall search the showers to make sure a resident or contraband is not in the shower.**

**A. The pod officer will:**

- a. Prior to the start of showers, the officer or a resident (with direct supervision) shall place the shower cart near the staff station by the drinking fountain.
- b. The cart shall be stocked with shower rolls, hygiene products. The officer shall provide direct supervision when a resident retrieves hygiene products and a shower roll making sure the minor is relieving the appropriate shower roll and hygiene product.
  1. The resident shall not be allowed to dispense hygiene products or hand out shower rolls to other residents.
- c. Decide on which gender is going to shower first, place either the male or females in their rooms, leaving only one gender in the dayroom.
- d. Put the hygiene storage cart near the officer's station. Have shower rolls out and ready for the residents.
- e. When requested by the resident, dispense soap and shampoo in small cups. **(Only if the shower dispensers are not stocked).**
- f. **Note- Officer of same gender as those taking showers will be escorting residents to 2<sup>nd</sup> tier for showers, performing room checks and in charge of the entire shower process. (Example: males taking**

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- showers- female officer will be positioned at officer's desk until showers completed and vice versa for females taking showers).
- g. Escort two residents to the 2<sup>nd</sup> tier after retrieving their hygiene kits and place them in the shower. (Making sure they are "settled" in the shower before leaving top tier).
  - h. Come downstairs; assign three residents to take a shower in the bottom tier showers.
  - i. Keep a close eye on the residents in the 2<sup>nd</sup> tier showers and attempt to be there when they are done in the shower to escort them downstairs. (Also, preventing the two minors coming out of the shower at the same time and perhaps engaging in horseplay on the 2<sup>nd</sup> tier).
  - j. Repeat process until showers are done.
  - k. Monitor the number of residents taking showers at any one time. (YOU SHOULD ALWAYS KNOW WHO IS IN THE SHOWER)
  - l. Towels:
    - a. Towels will be issued to residents when they arrive on the pod unless already supplied during the booking process. (Along with bedding, hygiene kits, toilet paper and bar soap)
    - b. Towels will be brought out from their room for showers and taken back to their room after showers.
    - c. Clean towels will be provided on "pants/shorts exchange day." (Wednesday and Sundays)
- A. Return of dirty clothing.
- a. The resident shall:
    - 1. Turn all clothing "right-side" out.
    - 2. Show the officer each piece of clothing prior to depositing it in the right dirty laundry baskets.
  - b. Officer shall:
    - 1. Make sure each piece of clothing is returned and accounted for. If the resident is short clothing, the officer shall instruct the resident to return to the shower and retrieve the missing items. If the resident does not have the missing item, staff shall

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investigate, including searching the resident's room, and if appropriate, hold the resident accountable.

2. Make sure all clothing is turned "right-side" out and placed in the right laundry basket.
3. When showers are completed the showers will be cleaned of all debris.

### 3. Shaving Hygiene

#### A. Supervisor shall:

- a. Retrieve a specific amount of razors from the Supply Room.
- b. Hand the officer working the staff station the razors they need and instruct the officer to write the amount of razor's he/she received in the pod "Razor Log."
- c. Once shaving is completed, the Supervisor will retrieve all unused razors from the pod officer and instruct the officer to write the amount returned to the supervisor in the log book comparing it to the receiving number. Used razors are placed in the sharps container located in the medical clinic.
- d. **MAKE SURE ALL RAZORS WERE RETURNED ACCOUNTING FOR BOTH USED AND UNUSED. MAKE SURE USED RAZORS ARE DISPOSED OF IN THE MEDICAL CLINIC'S SHARPS CONTAINER.**

#### B. Staff shall:

- a. Provide direct supervision at all times when a resident is in possession of a razor; not allowing distractions.
- b. Retrieve the razor and razor cover prior to leaving the resident's room; making sure all parts are there.

#### C. Shaving Procedures

- a. Residents wishing or needing to shave will notify the pod officer at the beginning of the shift that they wish to shave.

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- b. The pod officer, when time allows, will get a disposable razor from the supervisor/OIC, and will escort the resident to their room on the pod.
- c. The pod officer will provide direct supervision for the entire time the resident is in possession of a razor.
- d. When the resident is done using the razor, the pod officer will collect the razor and examine it for all pieces. The pod officer will dispose of razors according to above procedure.

### 4. Hair Care Hygiene

- A. At least every 30 days, residents may request and receive haircuts.
  - a. When a resident wants to request a haircut, he/she will fill out a request/contact form, requesting a haircut.
  - b. The pod officer will route the form to the supervisor in charge of haircuts who will place them on a list.
  - c. The designated haircut day will be scheduled once a list is compiled.
  - d. Haircuts will be done in the medical exam room.
  - e. The officer providing haircuts is responsible to make sure the exam room is thoroughly cleaned immediately after haircuts are completed, i.e. all surfaces cleaned with disinfectant, floor swept and mopped.

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## MEAL SERVICE

### 1. Meal Service Preparation:

- A. Prior to the arrival of food in the pod, the pod officer will assign the pod workers to clean the tables and ensure the kitchenette is clean and prepared for the food.
- B. The cook will push the cart containing the food, milk, to the pod.
- C. Central control will ensure that the pod officer is ready for the cart and unlock the pod door.
- D. If the residents are in the dayroom when the food cart is brought onto the pod, the pod officer will tell them to be seated at a table to be silent.
- E. If the residents are locked in their rooms when the food cart is brought onto the pod, the pod officers will begin bringing them into the day room and seating them at the tables.
  - a. If a resident chooses not to come out for the meal, a pod officer will:
    - i. Check to see why by speaking to the resident
    - ii. Ensure the meal refusal is properly logged
    - iii. Follow up as needed if the resident is sick of if other meals have been refused.
  - b. If there are residents in the pod with classification levels that do not allow them to mix with other residents, the pod officer will leave them in their rooms and take their meals to them in their rooms.

### 2. Serving Meals

- A. The cook or pod officer will observe and supervise the serving line.
- B. The pod officer or cook will call residents by table to come take a tray and the food will be served to them by ROP or cooks.
  - a. Residents are given a minimum of 20 minutes to eat their meal once the last tray is served.
- C. The cook will:
  - a. Tell the pod officer when meal service is complete.
  - b. Prepare to leave the pod with the food cart, serving utensils, and any meal supplies that were not used.

## POST ORDERS - POD

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- c. Use the intercom or radio to ask control to unlock pod door.
  - d. Leaves the pod.
- 3. After Meals Are Done**
- A. The pod officer observing the meal service will:
    - a. Tell each table group, one at a time, to get up from the table and go to the garbage to dump their trays, sporks and milk cartons.
    - b. Observe the process to ensure the resident throws away the spork, and milk carton.
    - c. When collecting trays from residents who ate in their rooms, the pod officer shall:
      - 1) Ensure that they collect a spork and milk carton from each minor.
      - 2) Inspect the surfaces of the room to ensure no vandalism, graffiti or filth has been deposited.
        - i. If residents have thrown food or defaced surfaces, the pod officer directs them to clean their rooms and initiates the discipline process. They do not leave room until complete.
  - B. The residents will return to their table or the pod officer will send them to their rooms.
  - C. Pod officers will return minors to their rooms pursuant to Section 5.4.4 after providing them with their hygiene kits pursuant to the hygiene post orders.
  - D. If ROP residents were used to serve the meal, the pod officer will supervise them while they wipe down the tables, sweep and mop the floors, and roll the garbage can (tying bag) and sit it near the pod entry door.
    - a. In the absence of ROP residents, the pod workers will be supervised while they perform the clean-up duties.
  - E. When clean-up is complete, the pod officer will notify the float officer via radio that the garbage is ready to be taken from the pod.
  - F. The float officer will arrive at the pod and collect the kart and Garbage.
  - G. Central control will open the door, and the float officer will pick up the garbage and dirty trays and take them to the kitchen.

## 4. Snacks

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- A. Just prior to closing the kitchen for the night, the cook will:
  - a. Call central control to verify the number of residents for each pod and any residents in booking.
- B. At approximately 1900 hours, the float officer will deliver the snacks from the kitchen.
  - a. The residents will get their snack as they are called, and immediately return to where they were prior to receiving their snack.
  - b. Residents may not take snacks to their rooms, with the exception of residents who are separated for classification or medical reasons. In either case, the pod officer will bring the snack to the resident and retrieve the trash when they are done.
  - c. For these residents, pod officers will collect the snack and ensure that the room surfaces are clean as noted in the meal instructions above.
- C. When they have finished their snacks, residents will throw their trash away.

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### RESIDENT ACCESS TO TELEPHONE

1. The telephone system will be pre-programmed with the number(s) they are allowed to call. The information will be entered during the resident's initial classification.
  - a. All residents will be allowed to make one call per week.
  - b. Depending on their level on the points/level program will determine how many additional phone calls they will be allowed to make.
2. Making phone calls
  - a. The pod officer will activate the telephones and announce that the phones are available for use.
  - b. The resident asks the pod officer for permission to use the phone.
    - 1) The pod officer will monitor the residents randomly as they enter their pin numbers to make the call to verify they are using their assigned pin.
  - c. The resident dials the phone number and identifies him/herself as the caller.
  - d. The phone system identifies the caller to the called party by name and also plays a recorded message saying it is a collect call from a juvenile rehabilitation facility.
  - e. The caller may accept or reject the call.
  - f. Once accepted, the phone system recording advises both the resident and the called party that the calls are recorded.
    - 1) The phone system is pre-programmed so it does not record calls to attorney.
    - 2) Residents who wish to call clergy members confidentially must submit a request to the Program Supervisor asking the number to be programmed as a non-recorded number.
  - g. Hearing Impaired residents- refer to policy for procedures

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### h. Emergency phone call authorization.

- 1) If a resident believes he/she needs an emergency phone call, he/she will tell the pod officer the reason the call is needed, and the number to be called.
- 2) The pod officer will assess the request, and if he/she believes it is legitimate emergency will:
  - Set up the phone so the resident can make the call
  - Document the call in the pod log.

## RESIDENT ACCESS TO MAIL

1. All residents will be provided access to tri-fold writing paper.
2. Stationary and envelopes will be available to higher level residents, to be purchased with their points.
  - a. During program time, the residents will be allowed to write letters.
    - JRF paid postage:
      - a. One (1) letter a week (every seven days) to a friend or relative
      - b. One (1) letter daily to parent or legal guardian
3. Residents will turn in completed letters to the pod officer.
4. The pod officer will place outgoing mail in the appropriate basket.
  - a. The graveyard pod officer will scan and log all outgoing mail.
  - b. The graveyard float will pick up from the pods, the scanned mail and take it to the outgoing mail basket.
5. Delivery of mail to pods:
  - a. Swing shift float will deliver the daily mail to the pods.
  - b. The pod officer will place the mail in the appropriate basket until swing shift mail pass time.
  - c. The pod officer will:

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- Open all mail in front of the resident, one at a time, checking for contraband.
- If contraband (illegal) is found, refer to Policy 5.4.10
- If contraband (legal) is found, refer to Policy 5.4.10
- Notification of refused or confiscated mail, refer to Policy 5.4.10
- If mail meets standards, the officer will give the resident his/her mail.

### RESIDENT LIBRARY

1. Each pod will have in their closet a cart with library books.
  - a. During program time, the pod officer will pull out the library cart and let the residents get books.
    - The number of books allowed per resident is determined by what level they are on, on the points/level program.
2. Books will be rotated amongst the pods on a weekly basis. (TBD)

**RESIDENT GRIEVANCES**

1. Residents will have the opportunity to complete a grievance form confidentially during periods of time where they have access to pencils during normal program time and place the grievance in the Communication Box located on the pod.
  - A. If the resident chooses not to fill one out confidentially, they may approach an officer at any time and ask for a pencil to fill out a grievance, which will be available without having to ask staff for one.
    - a. The officer shall furnish the pencil to the resident with minimal delay.
    - b. The officer may delay providing these items to a resident who is out of control or exhibiting behaviors that lead the officer to be concerned that it is unsafe to furnish a pencil to the resident. In these cases, staff shall furnish these items as soon as the resident has calmed down.
  - B. Should the resident ask, the officer may attempt to resolve an issue prior to providing the resident the grievance form and pencil.
    - a. Officers are not to ask why or what the resident wants to grieve unless the resident voluntarily initiates such discussion.
    - b. The officer can ask if they can assist in the resolution.
  - C. The resident may request staff assistance in filling out the grievance.
  - D. The Resident can request a staff of their chose to handle the Grievance.
  - E. The resident will then place the grievance in the locked Communication Box.
2. The supervisor on duty shall empty the Communication Box at least once per shift.
3. The supervisor will enter the information into the Grievance Log and assign it a log number.
4. The supervisor will review the grievance to determine which staffing level is appropriate to begin the resolution process.

## POST ORDERS - POD

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5. Upon receipt of the grievance, the assigned officer will attempt to resolve it with the resident.
  - A. Discuss the grievance with the resident involved.
  - B. The officer records his/her findings on the form.
  - C. The resident will indicate on the form whether they agree with the officer's findings and sign the grievance.
    - a. If the resident disagrees, the grievance will be forwarded to the next available, uninvolved supervisor/OIC. If the resident disagrees with this supervisor's conclusions, the resident may appeal to the director.
    - b. If the resident indicates they agree with the findings, the grievance process will be complete.
  - D. Upon completion of the grievance process, the officer/supervisor will put the completed grievance form in the graveyard basket.

Refer to Policy 5.9

**RESIDENT ORIENTATION TO POD OPERATIONS**

1. When the booking officer brings a new resident to the pod, the pod officer will:
  - A. Accept the paperwork from the booking officer.
  - B. Read the information sheet on the resident:
    - a. Name
    - b. Classification level
    - c. Any concerns (behavioral, medical, disability) that would affect the room assignment.
  - C. Assign a room, taking the resident's classification level and any concerns into account, and enter the room assignment on the locator and in the control station system.
  - D. Take the new resident to his/her room and complete a room inspection form, noting any missing items and damage.
    - a. If the room is dirty when they arrive at the room, the pod officer will assign the resident to a clean room and assign another resident to clean the room. If the room is a shared room, the pod officer will tell the current resident to clean the room and will provide cleaning supplies.
  - E. Sign the form and ask the resident to sign as well confirming the room condition.
  - F. Ask the resident to make their bed.
    - a. The officer may assign a resident to assist the new resident to teach the proper way to make a bed.
  - G. Take the resident to a table in the dayroom and provide a pod overview, that includes:
    - a. Going over the resident handbook section that include pod information.
    - b. Information on how room should look.
    - c. Explain how clothing should be worn.

## POST ORDERS - POD

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- d. Identifying where the schedules for the pod are posted.
- e. How to apply for non-mandatory programming
- f. Behavioral expectations in the pod.
- g. The process for requests (medical, mental health, forms, PO)
- h. How to use the intercom and when it is appropriate.
- i. The requirement to keep the room doors locked at all times unless moving through them, how to request entry to his/her room and not entering the room of any other resident.
- j. Movement rules within the pod to include:
  - 1) Only residents assigned to the upper tier are allowed on the stairs or upper tier.
  - 2) When moving up and down the stairs residents must be spaced at least 6 stairs apart.
  - 3) When leaving his/her room or returning to the room, the door must be closed and locked after leaving and entering.
  - 4) Residents must raise their hands for permission to get up and move around the dayroom.
  - 5) When moving around the dayroom, residents must be respectful of others moving in the dayroom.
  - 6) Residents will not go behind the officer's station or stand on the desk tile.
- k. Ask the resident if he/she has any questions and have the resident sign the orientation form acknowledging the orientation was received and understood.
- l. Take the resident to his/her room and allow them to set up the room according to expectations set forth in the orientation.
- m. File the signed room inspection form in the binder at the officer's station.

# POST ORDERS - POD

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## POD HOUSEKEEPING

### 1. Daily Housekeeping

A. Each morning and evening, the pod officer shall:

- a. Provide direct supervision as the pod workers set up brooms and dust pans for resident use.
- b. Go to each room and instruct the residents to sweep debris from their rooms out of their door.
- c. Direct pod workers to sweep the room debris from the tier and dayroom floors.
- d. Provide cleaning supplies to clean room toilets and sinks.
- e. Assign the pod workers to wipe down the tables, sweep and mop floors, (Mop in the evening, unless otherwise needed) clean the kitchenette, clean the staff restroom, prepare the trash to be taken from the pod, and clean the showers.
  1. Daily cleaning of the showers at the first opportunity after showers but no later than 2100 hours.
  2. It shall consist of spraying surface disinfectant on all surfaces and rinsing with clean water.
- f. Check resident's rooms to ensure they are neat and clean (bed is made properly-see photograph, and items are stored as required unless they are being used), and check the dayroom to ensure the assigned residents have completed their tasks satisfactorily.

### 2. Weekly Cleaning

- A. Each Saturday, in addition to the daily cleaning, the day shift pod officer shall:
- a. Provide direct supervision as the pod workers set up the cleaning supplies.
  - b. Provide cleaning supplies to the residents in each room so they can clean the rest of their room (floor, sink, toilet, etc.)
  - c. Assign the pod workers to clean the classroom, program room, and medical screening room.

## POST ORDERS - POD

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- d. **DIRECT SUPERVISION** shall be provided by officers residents are cleaning in closets, classrooms, medical, bathrooms, etc.

### 3. Pod Inspection

- A. Once each week, the Saturday day shift supervisor will conduct an inspection tour of the facility, including the pods.
- a. The supervisor will inspect the dayroom, all resident rooms, and other ancillary pod rooms making sure they meet the minimum expected standards.
- 1) Inspection forms will be completed for each pod scored.
  - 2) Residents in pods that meet the cleanliness standard will be rewarded through the point/level system.
  - 3) Residents in pods that do not meet the standard will be directed by the pod officer to continue cleaning.
  - 4) Inspection forms for pods not meeting the standard will be given to the swing shift supervisor for re-inspection that evening.

**POD HOUSEKEEPING**

**MINIMUM EXPECTED STANDARDS**

**1. Resident Rooms**

- A. When not in room: Photograph example posted
  - a. Bed made:
  - b. Belongings neatly in their cubby
  - c. Sink and toilet free of grime
  - d. Floor free of trash
  - e. Walls and ceiling free of spit, spit wads, snot, etc
- B. Saturday Cleanup
  - a. Windows and mirrors free of marks and streaks
  - b. All surfaces cleaned with surface disinfectant
  - c. Floor mopped making sure all grime is out of corners
  - d. Bed made properly-see photograph

**2. Dayroom (to be completed nightly)**

- A. Tables: all surfaces (legs, top, seats underside of top) cleaned with surface disinfectant and free of dirt and grime
- B. Railing: all surfaces cleaned with disinfectant and free off dirt and grime
- C. Couches: all surfaces cleaned with disinfectant and free off dirt and grime
- D. Stairs: swept and mopped free off dirt and grime
- E. Floor
  - a. Thoroughly swept making sure the resident sweeps under all tables, couches, serving station, stairs, and lower and upper walkway
  - b. All dirt and grime removed from corners, stairs, around table legs, around railings, and serving station legs
  - c. Thoroughly mop floor with surface cleaner and rinse by re-mopping with clean plain water
- F. Windows cleaned free of dirt, finger prints and streak marks
- G. Food serving station: all surfaces cleaned with disinfectant and free off dirt and grime

## POST ORDERS - POD

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### 3. Showers

- A. Daily: Floor and walls cleaned with surface cleaner and all trash removed
- B. Saturday Cleanup: All surfaces are to be cleaned with a scrub brush and disinfectant making sure all surfaces and grout lines are free of dirt, grime, mold/mildew and stains

### 4. Classrooms (Saturdays only)

- A. Garbage cans emptied
- B. Student desks cleaned with surface cleaner
- C. Floor vacuumed
- D. Windows cleaned free of dirt, finger prints and streak marks

### 5. Program room (Nightly) (Photograph example provide)

- A. All surfaces cleaned with disinfectant
- B. Windows cleaned free of dirt, finger prints and streak marks
- C. Floor vacuumed making sure all dirt is removed from the corners
- D. TV cart is in the closet (Only officers enter the closet)
- E. Tables are placed correctly

### 6. Mop Closets

#### A. Nightly:

- a. All surfaces clean free of dirt and grime
- b. All supplies orderly
- c. Hygiene and shower carts secured in the caged area when not in use
- d. Floor swept and free of dirt
- e. Sink clean and free of dirt and grime
- f. Mop heads removed and laundered
- g. Mop bucket rinsed free of dirt and grime

#### B. Saturday Cleanup

- a. All surfaces to be cleaned with surface cleaner free of dirt, grime, stains
- b. All corners cleaned free of dirt and grime
- c. Mop bucket rinsed free of dirt and grime
- d. Floor to be cleaned with surface cleaner and a scrub brush free of dirt, grime, stains

## POST ORDERS - POD

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- e. Screen door secured

### **7. Officer Station**

#### **A. Every Shift**

- a. All surfaces cleaned with surface disinfectant free of dirt and grime
- b. Drawers clean and neat clear of junk and personal items
- c. Carpet vacuumed thoroughly
- d. All binders neatly in place
- e. All cubbies clean and free of junk

#### **B. First Saturday of the month dayshift**

- a. Same as above plus: Carpet to be shampooed
  - 1. A blanket is to be placed on the carpet until dry

### **8. Medical Screening Room**

#### **A. Nightly**

- a. All surfaces cleaned with surface anti bacterial (in the cabinet)
- b. Trash emptied
- c. Floor swept
- d. Paper towels stocked

#### **B. Saturday Cleanup**

- a. Same as nightly plus
  - 1. floor swept and mopped making sure all dirt and grime is out of the corners
  - 2. Window clean and free of finger prints and streaks

### **9. Staff bathroom**

#### **A. Nightly**

- a. All surfaces cleaned
- b. Paper products stocked
- c. Trash emptied

#### **B. Saturday cleanup**

- a. Same as nightly plus
  - 1. Floor scrubbed with surface disinfectant and scrub brush
  - 2. Toilet scrubbed inside and out free of dirt and grime and other contaminants
  - 3. Mirror cleaned

**RESIDENT MOVEMENT FROM POD TO VISITING**

1. The pod officer will tell the resident(s) with visitors to assemble at the pod entry door.
2. If the resident does NOT want a visit:
  - A. The pod officer will notify the visiting officer of the refusal
  - B. The visiting officer will tell the visitor the resident has declined the visit.
3. If the resident does want a visit:
  - A. The pod officer will tell the residents to:
    - a. Dress appropriately.
    - b. Use restroom since they will not be allowed to return to the pod to use restroom and there are no restrooms in visiting.
  - B. The pod officer will:
    - a. Review the basic visiting rules and expectations with the resident where necessary.
    - b. Advise control that the residents with visits are assembled and ready to move.
  - C. The float officer will go to the pod and call central control via radio to request entry to the pod.
  - D. Central control will verify with the pod officer that the float officer is there to move the residents to visiting, and opens the door.
  - E. The pod officer will escort the residents to the pod door, hand them off to the float officer, and will document their location.
  - F. The float officer will escort the residents to the visiting area and assist the visiting officer with seating the residents.
  - G. The residents will be searched after visiting prior to returning to the pod.
    - a. A thorough pat down search will be the standard search.
    - b. If contraband is suspected or found, a strip search is to be conducted, per policy.

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- i. Authorization to strip search is needed.
- ii. Special Incident Report shall be initiated.

# POST ORDERS - POD

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## DAILY SCHEDULES

Refer to Post Orders Beginning Of Shift.

### 1. Day Shift – Monday through Friday

- A. 0600- 0615 - Shift Briefing and Unit Inventories
- B. 0615 – 0715 - Beds made, room clean-up/ Showers/ Hygiene (for the summer months; June, July, August) at minimum showers will be conducted in the evening time as the schedule allows
- C. 0715 – 0745 – Breakfast
- D. 0745 – 0800– Hygiene/Breakfast Clean-up
- E. 0750- 0800 – Have residents out ready for school
- F. 0800- 1015 – First Period
- G. 1015 – 1030 – Break
- H. 1030 – 1120 – Second Period
- I. 1120 – 1150 – Lunch
- J. 1150 – 1200 – Hygiene, Lunch clean-up
- K. 1200 – 1330 – Third Period
- L. 1330 – 1400 – Residents to rooms/Log Books/Shift Debriefing

### 2. Swing shift schedule Monday through Friday

- A. 1400-1430 - Down time in room (staff shift change)
- B. 1430-1645 - Case plan programming/ free programming/ LME (see weekly vendor list for case plan programming schedule).
- C. 1645-1700 - Residents to their rooms for dinner prep
- D. 1700-1730 - Dinner
- E. 1730-1800 - Hygiene, pod clean up
- F. 1800-1930 - Continued programming and LME
- G. 1930 - Level One bedtime
- H. 2000 - Level Two bedtime (showers during the months of June, July, August)

## POST ORDERS - POD

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- I. 2000-2100 - Level Three programming/ pod cleanup/ Level three showers
- J. 2100 - Level Three bedtime
- K. 2100-2200 - Ad-Sep, MSR, Special Program, free programming if applicable

### **3. Day Shift – Saturday**

- A. 0600 – 0615 – Shift Briefing and Unit Inventories
- B. 0615 – 0715 – Pull linen/ Prepare Carts for Cleaning/Inspect Rooms/Showers
- C. 0715 – 0745 – Breakfast
- D. 0745 – 0800 – Hygiene/Breakfast Clean-up
- E. 0800 – 1120 – Pod/room cleaning
- F. 1120 – 1150 – Lunch
- G. 1150 – 1200 – Hygiene
- H. 1200 – 1330 – Pod cleanup continues until complete/ free programming
- I. 1135 – 1200 – Hygiene/Lunch Clean-up
- J. 1200 – 1330 – Complete all cleaning/put away supplies

1215-1415 First visiting session

- K. 1330 – 1400 – Residents to rooms/Logbooks/ Shift Debriefing (change)

### **4. Swing Shift – Saturday**

- A. 1400-1430 – Down time in rooms, shift change
- B. 1430-1645 - Case plan programming/ free programming/ LME (see weekly vendor list for case plan programming schedule).

1445-1645 Second visiting session

- C. 1645-1700 - Residents to their rooms for dinner prep
- D. 1700-1730 – Dinner

## POST ORDERS - POD

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- E. 1730-1800 – Hygiene and Pod cleanup
- F. 1800-1930 – Continued free programming and LME
- G. 1930 – Level One bedtime
- H. 2000 – Level Two bedtime
- I. 2000-2100 – Level Three programming/ pod cleanup/ Level three showers
- J. 2100 – Level Three bedtime
- K. 2100 – 2200 - Ad-Sep, MSR, Special Program, free programming if applicable

### 5. Day Shift – Sunday

- A. 0600 – 0615 – Shift Briefing and Unit Inventories
- B. 0615 – 0715 – Beds Made/Rooms Swept/Showers
- C. 0715 – 0745 - Breakfast
- D. 0745 – 0800 – Hygiene/Breakfast Clean-up
- E. 0800 – 1120 – Program – (Church 0830-0930)- LME
- F. 1120 - 1150 - Lunch
- G. 1150– 1200 – Residents down to cleanup/Hygiene  
1215 – 1415 First visiting session
- H. 1200 – 1330 – Programming
- I. 1330 – 1400 – Residents to Rooms/Log Books/Shift Debriefing

### 6. Swing Shift – Sunday

- A. 1400 – 1430 – Shift change
- B. 1430 – 1645 - Case plan programming/ free programming/ LME (see weekly vendor list for case plan programming schedule).
- C. 1645 – 1700 – Residents in rooms for dinner prep
- D. 1700 – 1730 – Dinner
- E. 1730 – 1800 – Pod cleanup and hygiene
- F. 1800 – 1930 – Continued free programming and LME
- G. 1930 – Level One bedtime

## POST ORDERS - POD

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- H. 2000 – Level Two bedtime
- I. 2000 – 2100 - Level Three programming/ pod cleanup/ Level three showers
- J. 2100 – 2200 - Ad-Sep, MSR, Special Program, free programming if applicable

### **7. Day Shift – Holiday Schedule**

- A. 0600- 0630 – Shift Briefing and Unit Inventories
- B. 0630 – 0705 – Beds Made/Rooms Swept/ Showers
- C. 0705 – 0735 – Breakfast
- D. 0735 – 0800 – Hygiene/Breakfast Clean-up
- E. 0800 – 1105 –Program
  - a. TBA- via written calendar
- F. 1105 – 1135 – Lunch
- G. 1135 – 1200 – Hygiene/Lunch Clean-up
- H. 1200 – 1345 –Program
  - a. TBA- via written calendar
- I. 1345 – 1400 – Residents to Rooms/Log Books/ Shift Debriefing

### **8. Swing Shift**

- A. 1400 – 1415 – Shift Briefing and Unit Inventories
- B. 1415 – 1430 – Pod Expectations
- C. 1430 – 1700 –Program
  - a. TBA –via written calendar
- D. 1700 – 1730 – Dinner
- E. 1735 – 1800 – Hygiene/Dinner Clean-up
- F. 1800 – 2000 –Program
  - a. TBA – every week via written calendar
- G. 2000 – 2130 – High Level Program/ Bedtimes
  - a. TBA –via written calendar
- H. Sunday Evening will be high level “Rewards Movie”

## POST ORDERS - POD

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### **9. Outside Vendors**

- A. There will be several ways to accommodate outside vendors: Church, Planned Parenthood, YFC, NA, AA, etc.
  - a. Have vendor in program room on pod. (Depending on POP)
  - b. Have vendor hold group in visiting (when you might need to combine residents from both pods) Float will observe group.
  - c. Have vendor split time between pods.
- B. All of these will depend on pod population, vendor and other activities that might be going on. TBD at a later date by program supervisor.

### **10. Program Calendars**

- a. A program calendar will be posted in the dayroom.
- b. Every area on the above calendars that states Program will need to be specifically broken down to all the activities that will be done.
- c. Pod officers will follow the calendar and activities without variation, bar any emergencies.
- d. The program supervisor will determine which pod uses the covered yard or the big yard. Probably rotate their use.
- e. The program supervisor will also be responsible for the scheduling of the outside vendors.

## **Resident Orientation Program**

During the booking process, the resident will be provided an orientation booklet and will sign in the appropriate area stating that they have received the booklet. It is the resident's responsibility to read and understand the material in the booklet. Staff should check in with the resident during the first several days they are here, to ensure that the resident understands the daily routine of the facility and answer any questions he/she may have.

**RESIDENT MOVEMENT FROM POD TO EAST COURT YARD**

1. The pod officer will contact control via the radio and ask if the East Court Yard is secure and available for use.
2. Request a float to assist with movement to the East Court Yard.
3. The pod officer will tell the resident(s) who will be participating in outside recreation.
4. The pod officer will instruct the residents, two at a time, to assemble at the pod entry door in a single file line, facing forward; hands behind their back, and silent
5. The pod officer will:
  - a. Review the basic rules and expectations with the resident where necessary.
  - b. Ensure that residents are dressed appropriately.
  - c. Advise control that they are ready to take residents to the East Court Yard for recreation and they are assembled and ready to move.
- A. The float officer will open the East sally port door, hold it open and notify central control that he/she is ready for movement.
- B. Central control will verify with the pod officer that the float officer is there to move the residents to the East Court Yard and opens the door.
- C. The Float will monitor the movement into the corridor from the pod door and corridor always watching the minors.
- D. The pod officers will escort the residents to the pod door, positioning him/her near the back of the line to assure visibility of all residents.
- E. The pod officer will contact central control and request the pod door to be opened.
- F. One of the pod officers will open the door while the other is positioned where he/she can see the entire group of residents.

## POST ORDERS - POD

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- G. The residents will exit the pod and walk toward the east sally port in a single file line, looking straight forward with their hands positioned behind their back.
- H. As the first minor reaches the sally port door, he/she will take over and hold the door open for the float officer. The float officer will move to the second sally port door and ask central control to open the door (an override will need to take place). The officer will hold the door open as the residents are exiting onto the east recreation yard.
- I. The float officer will instruct the residents to line up on the court where told.
- J. Once the residents and the officers are on the court yard, the pod officer(s) will perform a count of the residents and staff and notify central control the amount of minors and officers on the court yard. The pod officer(s) will give expectations and inform what recreational activities will commence.
- K. The reverse procedure will be conducted when returning to the pods from the court yard.

## POST ORDERS - POD

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### RESIDENT MOVEMENT FROM POD TO NORTH COURT YARD

1. The pod officer will contact control via the radio and ask if the North Court Yard is secure and available for use.
2. The pod officer will tell the resident(s) who will be participating in outside recreation.
3. The pod officer will instruct the residents, two at a time, to assemble at the pod/court door on the ramp in a single file line, facing forward, hands behind their back, and silent
4. The pod officer will:
  - a. Review the basic rules and expectations with the resident where necessary.
  - b. Ensure that residents are dressed appropriately.
  - c. Advise control that they are ready to take residents to the North Court Yard for recreation and they are assembled and ready to move.
- A. The first pod officer will position him/herself at the pod door to the North Court Yard in a manner where it is safe.
- B. The second pod officer will position him/herself in a manner where all residents can be seen and it is safe.
- C. The pod officer will contact central control via the radio and inform them they are ready to exit the pod to the North Court Yard.
- D. Central control will then release the door and the first pod officer will open the door and exit onto the North Court Yard, positioning him/herself where all minors can be observed entering the North Court Yard,
  - a. A resident can be used to hold open the door open.
  - b. The residents will exit the pod onto the North Court Yard with the second pod officer following the residents.
- E. The first pod officer will line up the residents on the Court.

## POST ORDERS - POD

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- F. Once the residents are on the court yard, the pod officer(s) will perform a count of the residents and officers and notify central control the amount of minors and officers on the court yard.
- G. If there are 10 or less residents, participating in recreation, the same procedure will be followed, except the following:
  - a. The minors participating in recreation will lineup on the ramp, while the remaining residents are seated at the tables quietly.
  - b. The second pod officer will not exit the pod, but position himself/herself where he/she can see all residents.
- H. The reverse procedure will be conducted when returning to the pods from the court yard.

# POST ORDERS – FLOAT/POD /SUPERVISOR

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## TIMELINES

**\*\*\*Notify Division Director\*\*\***

### **Restraints: Hard Restraints and The Wrap**

When using restraints, there are specific timelines that must be followed.

1. Every resident in restraints must be under continuous direct visual supervision.
2. CFMG will be notified within one (1) hour of placement in restraints.
3. The on-call provider must come to the facility and provide a medical assessment within two (2) hours of the resident being placed in restraints.
4. The resident must be medically cleared through an on site face-to-face assessment by Health Services staff and approved for remaining in physical restraints. This on site clearance must take place every three (3) hours thereafter, to determine appropriateness of continued use of restraints.
5. As soon as possible, but within four (4) hours of placement in restraints, the resident must be evaluated on site by a licensed mental health professional to assess whether the resident needs immediate and/or long term mental health treatment.
6. Hydration (water) offered every half hour, and documented.
7. Sanitation (bathroom) offered every hour and documented.
8. At a minimum the resident's behavior and any staff interventions shall be documented at least every 15 minutes.
9. Range of motion exercises of alternating extremities a minimum of ten (10) minutes every two (2) hours.
10. Restraints checked for tightness once (1) every 15 minutes.

## POST ORDERS – FLOAT/POD /SUPERVISOR

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### **Safety Room:**

If a resident is placed in the safety room, the following timelines must be followed:

1. Safety gown
2. Continuous direct visual supervision (safety door may be closed)
3. Behavior documented every 15 minutes
4. Water every two (2) hours
5. Provisions for meals at appropriate times
6. Evaluated by a supervisor/OIC a minimum of every four (4) hours.
7. Medical staff shall be notified no longer than one (1) hour of a resident being placed in the safety room.
8. The resident must be medically cleared for continued safety room placement every 24 hours.
9. Mental health evaluation must occur within 24 hours of placement in a safety room

### **OC Pepper Spray:**

If a resident is sprayed with OC PEPPER SPRAY, the following timelines must be followed for decontamination:

1. All residents sprayed with OC must be referred to medical personnel as soon as possible and if medical personnel are not on site, the on-call medical provider will be called within one (1) hour.
2. Resident will be allowed to flush face and eyes with cool water or a shower of cool water.
3. Direct supervision for one (1) hour from time of exposure.
4. All contaminated items (clothing, bedding, etc.) will be removed and laundered.

# POST ORDERS -POD

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## RESIDENTS WITH DISABILITIES

### (ADA)

It is the policy of Shasta County Juvenile Rehabilitation Facility to adhere to the Americans with Disabilities Act (ADA) by equipping the facility to adequately house residents with disabilities.

#### 1. ROOM ASSIGNMENTS AND CLASSIFICATION:

- a. Residents restricted to a wheelchair will be housed in the ADA room on the assigned housing pod.
- b. The ADA room must be vacated in the event that a disabled resident is admitted to the pod and a resident who does not require an ADA room is occupying the room.
- c. Residents with any physical condition that would hinder their ability to use the stairway will be housed on the first tier.

#### 2. WHEELCHAIRS:

- a. Wheelchair ramps will be used whenever escorting a resident restricted to a wheelchair to various areas of the facility.
- b. Wheelchairs will be searched prior to being allowed on the housing pod.
- c. Residents may keep their wheelchair in their room with them as long as they do not misuse or create a security issue with them.

1) If the resident is not allowed to keep his/her wheelchair in their room, the following will occur:

- JDO's must assist the resident into their bed, if needed.
- A plastic whistle will be provided to the resident to alert staff of hydration or bathroom needs.
- If the resident has to use the bathroom, their wheelchair will be returned to them and staff shall assist the resident into the chair, if needed. After bathroom use, the wheelchair will be removed.

## POST ORDERS -POD

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- If resident is an extreme safety and security risk, staff will do five minute room checks or one- on- one direct supervision.
  - Whenever the resident is let out of their room for programming, his/her wheelchair will be returned to them for use.
- d. Wheelchairs will be searched in addition to the resident at the conclusion of any Court/Visitation, transport, etc.
- e. No other residents shall use the wheelchair.

### 3. SHOWER AND HYGIENE:

- a. Residents restricted to a wheelchair will use the ADA shower.
- b. In the event that a resident is not able to bathe or shave him or herself:
- 1) The JDO will assist the disabled resident shower and shave.
    - a) The JDO will get the disabled shower chair and properly place it into the shower.
    - b) A bath robe or modesty blanket will be used when taking a disabled resident to the shower and returning them to their room.
    - c) **Male Resident:** the resident will be placed in the shower, on the shower chair, wearing a pair of boxer underwear. If the resident asks for assistance, a male JDO will assist the resident with his shower. Once the shower is done, the resident will be allowed to go to his room and change into clean clothing.
    - d) **Female Resident:** the resident will be placed in the shower, on the shower chair, wearing a sports bra and underwear. If the resident asks for assistance, a female JDO will assist the resident with her shower. Once the shower is done, the resident will be allowed to go to her room and change into clean clothing.
  - 2) If a disabled resident wants to shave, the same sex JDO will assist them in shaving.
- c. Disabled residents will be responsible for the orderliness of their rooms to the best of their ability.

## POST ORDERS -POD

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- d. Residents in wheelchairs will be afforded ample time during showers to complete the shower process.

#### **4. EDUCATION, RECREATION AND MEAL SERVICE:**

- a. In the event that a disabled resident is not able to access the day room tables while in their wheelchair, a folding table will be provided for them to use for dayroom activities such as eating meals, playing board games and writing letters.
- b. In the event that a disabled resident is not able to access a desk in the classroom, a folding table will be provided for them.
- c. Disabled residents will be provided with recreational activities that are equivalent to those afforded to other residents.

## POST ORDERS- POD- 1 STAFF

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### FEMALE PERSONAL HYGIENE

- All female residents on the pod will be issued a small trash can and can liner for their room, when they are on their menstrual cycle. (Limit one (1) trash can per room) Trash can shall be removed when menstrual cycle is over.
- Female residents will be issued small, sealable disposal bags for their menstrual cycle supplies.
- The female resident will dispose of their tampon or pad into the sealable bag and place in their trash can. No other trash is to be disposed in trash can.
- At the end of the shift, (day shift and swing shift) females will discreetly be allowed to dump their small trash can, (tying the plastic bag and receiving another one) into the regular garbage can.
- Note: If a female is not on her menstrual cycle, she will not be allowed a trash can in room.

# POST ORDERS -POD

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## ECOLAB LAB CLEANING CADDY Operating Procedures

### Step 1 – CHARGING

Ensure caddy is charged. On dashboard panel, lift receptacle cap and insert charger plug. Plug into wall outlet. While charging a green light will illuminate. The battery power gauge will begin to cascade 20 seconds after charging initiated. Maximum charging cycle is approximately 12 hours. (Note: it is not necessary to unplug the charger once a full charge is reached. The hour meter on the battery charger gauge only records when pump is on. At a full charge, the battery level indicator on the charger will remain solid ON, (not upward cascading) independent of whether the main power switch is on/off. When main power switch is off and the charger not plugged in, the battery gauge display shall be black.)

### Step 2 – FILLING

Remove the large black fill port cap on the side of caddy and fill with cold water (80 degrees maximum) to 2-3 inches below the fill port (13.5 gallons). Secure cap.

### Step 3- CLEANING SOLUTIONS/PRODUCTS

1. At back of caddy, open the crease bar from product bag area by pulling the right side bar out and swing it back.
2. Unscrew clean-clip caps from mounts.
3. Slide appropriate solution bag into labeled location.
4. Insert and tighten cap.
5. Repeat for remaining two bags.

### Step 4- PRIMING

1. Turn caddy on and look for red power light.
2. Turn selector knob to rinse
3. Unwind operator hose to reach mop sink.
4. Point spray gun into mop sink and pull trigger until constant stream.

# POST ORDERS -POD

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## CLEANING PROCEDURES

### Pre-operations:

Begin by removing charger and leaving it at charging station. Check cleaning solution and water levels. Empty/drain wet vacuum recovery tank if needed. (Grey drain hose located near water fill cap. Drain at mop sink.)

### Cleaning:

1. Pick up any debris from floors and surfaces to be cleaned.
2. Turn caddy on.
3. Turn selector knob to desired cleaning solution.
4. Spray fixtures, working top to bottom. (Toilets, urinals, counters, sinks, faucets, partitions and wall tiles.)
5. **WARNING: DO NOT SPRAY ELECTRICAL OUTLETS OR SENSITIVE SURFACES.** (E.g. Drywall, wood, dispensers, etc.)
6. Allow cleaning solution to remain for contact time. (5-15 minutes)

### RINSING FIXTURES AND FLOOR CLEANING:

1. Set selector knob to rinse and purge the line of existing cleaning product. (spray floor)
2. Rinse cleaning solution from fixtures to the floor. Squeegee solution from countertops as necessary.
3. Turn knob to floor cleaner and prime the operator hose.
4. Apply floor cleaner to desired area.
5. Deck brush the floor to loosen soil.
6. Remove cleaning solution from floor by squeegeeing to floor drain and use wet vacuum attachment.

### WET VACUUM OPERATION:

#### WARNING: DO NOT VACUUM DRY OR SOLID MATERIALS.

1. Move cleaning caddy away from immediate cleaning area. (Approx. 10-12 feet)
2. Attach the large grey vacuum hose (located at front of caddy) to the long vacuum wand.
3. Connect and test GFCI Plug on the extension cord into a standard outlet.
4. Turn on the vacuum at the small rocker switch on top of the vacuum head.
5. Vacuum the solution off the floor. Start new caddy and work outward to prevent tracking solution onto dry areas. NOTE: When complete, turn vacuum wand upright for 5 seconds to drain all liquids into holding tank.

## POST ORDERS -POD

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6. Turn off vacuum.

### END OF DAY STORAGE:

1. Flush lines with water by selecting rinse and purging line for 10-15 seconds.
2. Drain wet vacuum recovery tank into mop sink by removing small drain hose on side of caddy. Pull hose downward to drain.
3. When drained, rinse out the wet vacuum recovery tank by removing the vacuum head and rinsing with water or appropriate cleaning product.
4. Place caddy in storage and recharge battery.

YOU MUST HAVE A MASTER'S DEGREE TO OPERATE THIS CADDY.

## POST ORDERS- POD

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### GRAVEYARD SHIFT

#### **1. DO NOT OPEN A RESIDENT'S DOOR ALONE ON THE GRAVEYARD SHIFT.**

- A. Always call for assistance if you need to open a resident's door.
- B. If a resident is requesting something on the graveyard shift, unless it is an emergency, refer to day shift.
- C. If a resident needs toilet paper, a usable amount can be slid underneath the resident's door; day shift can issue a roll in the morning.
- D. If a resident has an accident, (wets the bed, started period) and needs to shower, call for an additional staff.
- E. If a resident is in an emergency situation, (fight with roommate, etc.) call for backup and do not open the door alone.
- F. If backup is needed in another part of the facility; it may require an officer to leave one of the Pod's. If this happens, the remaining Pod officer shall roam back and forth between both Pod's, and perform the Room safety Checks on both Pod's until the situation is resolved, and the Officer can return to the Pod.

## POST ORDERS - POD

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### **GROW Program Procedures and Guidelines Regarding Location and Resident Classifications/Statuses**

Section 1: Area Security Classifications

Section 2: Obtaining Furlough Paperwork

Section 3: Resident Movement to and from GROW

Section 4: Showers/Clothing exchanges

#### **Section 1: Area Security Classifications**

##### **A: Interior Garden (Located North of the 900 pod inside main perimeter)**

This area is generally accessible to all residents provided no safety/security concerns are present. Facility standards for staff/resident ratio are to remain in effect. MSR's, Ad-Sep, SR are all permitted provided proper staffing ratios are maintained. Furlough paperwork is NOT required to utilize this area. A Core Trained JDO will always be present when residents are in the Interior Garden.

##### **B: Chicken Care: (Short Term) Food Scrap Bucket Delivery/Egg Gathering Accompanied by JDO**

Resident(s) who are not classified as A status (awaiting arraignment), or MSR/ Ad-Sep Status may accompany a Core Trained JDO to the West Garden for the purposes of emptying food scrap buckets ("Chicken buckets") and gathering eggs from the chicken coops. This task should be completed daily. Residents who have earned the facility job of chicken care should be the primary workers for this assignment.

##### **C: West Garden- Furlough for Ongoing Work/Projects (All areas Located west of the Inner Facility Perimeter)**

The West Garden for work of a longer duration/larger projects (more than just emptying chicken buckets and gathering eggs) is available only to residents

## POST ORDERS - POD

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with furlough paperwork which is signed by the resident's Probation Officer and initialed by the Facility Director. No residents with C status (placement), A status (awaiting arraignment), or any residents with MSR, Ad-Sep Statuses are permitted in the West Garden.

The resident(s) must have court ordered discretion to furlough (B\* or D\* status) to utilize this area. The furlough paper work must indicate whether the resident shall be supervised by a core trained JDO or if the resident can be furloughed to a GROW Program service provider. While working in the West Garden, the gate between the fire egress lane and West Garden shall be locked.

### **C: Staff Parking Lot/Strawberry Garden**

The Staff Parking Lot/Strawberry Garden is available only to residents with furlough paperwork which is signed by the Resident's Probation Officer and initialed by the Facility Director. No C status (placement), A status (awaiting arraignment), or any residents with MSR or Ad-Sep Statuses are permitted in the Strawberry Garden. The Resident(s) must have court ordered discretion to furlough (B\* or D\* status) to utilize this area. Residents programing in this area MUST be accompanied by a core trained JDO. The Furlough paperwork must indicate that the Resident may work in the strawberry garden and must be signed by the Resident's Probation Officer and initialed by the Facility Director.

### **Section 2: Obtaining Furlough Paperwork**

Furlough Paperwork will initially be filled out by the resident's Probation Officer. The Probation Officer will ensure that the resident has court ordered discretion to furlough. The Probation Officer shall indicate if the resident is able to work in the Strawberry Garden under JDO supervision, the West Garden under JDO supervision and/or the West Garden under GROW service provider supervision. The Probation Officer will then submit the furlough paperwork to the JRF for Director approval. Furlough paperwork without the Facility Director's initials is NOT valid. Once the furlough paperwork has been initialed by the

## POST ORDERS - POD

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Director it will be stored on the resident's respective living pod in the orange GROW folder.

### **Section 3: Resident Movement to and from GROW Program**

#### **A: Movement to and from Interior Garden**

Prior to resident(s) being moved to the interior garden a JDO shall perform a perimeter check ensuring both gates are secured and any tools are secured in the garden shed. The JDO should also be looking for other hazards such as loose boards, nails/screws, etc. Once the area is secured the JDO may move the resident(s) to the Interior Garden adhering to facility movement policy/procedure. When returning from the Interior Garden the resident(s) shall be pat-down-searched prior to returning to the living areas.

#### **B: Movement to and from the Staff Parking Lot/Strawberry Garden**

Prior to residents being moved to the Strawberry Garden a JDO shall perform a security sweep of the area insuring the area is appropriate for programming. The vehicle gate must be working (closing) and any extraordinary hazards must be identified and removed before residents may program in the strawberry garden (running unsecured vehicles, delivery trucks unloading, etc...) The JDO shall also ensure there are no sight and sound violations such as adult workers from JCWP. Once the area has been deemed appropriate for programming the JDO will locate the furlough paperwork on the pod and check to make sure that the Strawberry Garden is specifically listed and that the facility director has initialed the furlough sheet. Attached to the furlough paperwork will be a "Resident Temporary Release" sheet which the JDO will fill out prior to the resident leaving the facility. A log note in green will be made showing the resident being released to a GROW furlough. Once clearing the movement with control a JDO will escort the residents out of the building adhering to facility movement procedures. When returning to the facility from the strawberry garden the residents will be pat down searched prior to entering the facility.

## POST ORDERS - POD

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Following facility movement procedures the JDO will then escort the residents back to the pod. The log book will be updated in red ink to show the residents returning from furlough and the Resident Temporary Release sheet will be completed.

### **C: Movement to and from the West Garden**

Prior to Residents being moved to the West Garden a JDO shall perform a perimeter check ensuring that all exits are secure and that no hazards exist on the West Garden (unsecured gardening tools are common and do not prohibit residents from working in the west garden). Exits that must be secure include the Main fire gate between the JRF and the old facility, the 4 entrances/exits to the old juvenile hall, and the gate next to the JCWP office.

### **Chicken Care: (Short Term) Food Scrap Bucket Delivery/Egg**

#### **Gathering**

After performing the security check on the West Garden and clearing the movement with control a JDO may be accompanied by a resident and proceed to the West Garden area to empty the chicken buckets and gather eggs. The resident(s) should always remain near the JDO, under officer supervision.

### **West Garden- Furlough for Ongoing Work/Projects (All areas Located west of the Inner Facility Perimeter)**

After performing the security check on the West Garden the JDO will locate the furlough paperwork on the pod and check to make sure that the West Garden is specifically listed and that the facility director has initialed the furlough sheet. Attached to the furlough paperwork will be a "Resident Temporary Release" sheet which the JDO will fill out prior to the resident leaving the facility. A log note in green will be made showing the resident being released to a GROW furlough. Once clearing the movement with control a JDO will escort the residents out of the building (even if the furlough is to a GROW service provider) adhering to facility movement procedures. When returning to the facility from the west garden the residents will be escorted into the west sally by a JDO and pat down

## POST ORDERS - POD

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searched prior to entering the facility. Following facility movement procedures the residents will be returned to the pod. The JDO will then complete the Resident Temporary Release form and update the log book in red ink to show the residents returning from a furlough.

### Section 4: Showers/Clothing exchanges

Residents returning from GROW activities will often have soiled clothing/shoes and may be in need of a shower. Residents with heavily soiled clothing or shoes shall be given clean clothing to change into. Showers are not always necessary but staff should use good discretion, favoring health and good hygiene.

POST ORDERS

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# POST ORDERS



# PODS

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# POST ORDERS -POD

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## BEGINNING OF SHIFT

Staff shall report to their assigned post prepared to work by the start of the shift.

1. The staff member being relieved of their post shall brief the oncoming officers on the population and location of any residents off the pod prior to leaving.

**\*\*A POPULATION VERIFICATION MUST BE COMPLETED BY THE ONCOMING STAFF AND REPORTED TO CENTRAL CONTROL WITHIN THE FIRST TWO MINUTES OF THE START OF THE SHIFT. THIS IS ACCOMPLISHED BY DOING A ROOM SAFETY CHECK. \*\***

- A. Information will only address issues that are related to the immediate safety and security of the facility, staff or residents. All other information may be obtained from the log notes.
  - B. Within 30 minutes of assuming a post the staff will be briefed by a supervisor/OIC concerning any information necessary for the proper running of the assigned post and any information needed to coordinate activities with the other pods.
2. Pod Observation Round. ( Reference Policies 5.1.2 and 5.1.3)
    - A. Immediately assuming the pod, the pod officers will conduct an observation round of the pod:
      - a. While conducting the observation round, the pod officer will:
        - a) Verify the number of residents present by conducting a headcount.
        - b) Enter the count into the pod log book.
        - c) Report the count to Control via radio.
        - d) Look for any damage not reported by the previous pod officer.
        - e) Check the equipment in the janitor closets to ensure it is intact and compare them against the inventory list kept in the inventory binder to ensure all items are accounted for.
        - f) Check to ensure doors to recreation yard and adjacent rooms are secure.

## POST ORDERS -POD

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- g) Complete the Pod Control Station Inventory, located at the station on a clipboard.
3. Staff will have 10 minutes to complete all paperwork and duties required to begin operating the pod. This will take teamwork and planning.

## ROLE OF THE OFFICER IN THE POD

1. When there are two or more officers assigned to the pod, one officer will be near or behind the desk while the other officer shall be amongst the residents, observing and supervising resident activities. The schedule will designate which responsibility the officers are assigned: desk or floor officer.
2. The primary role of the pod officer is to manage the resident's behavior, through direct supervision, to ensure the pod is safe, secure and orderly. The officer will remain in the pod with the residents throughout his/her shift and interact with them continuously to:
  - A. Communicate and reinforce expectations for positive behavior.
  - B. Provide incentives for positive behavior.
  - C. Appropriately hold individual residents accountable for negative behavior.
  - D. Become familiar with and address resident behaviors and needs.
  - E. Serve as the primary source of information for residents.
  - F. Serve as a positive role model for residents.
  - G. Detect and address negative behavior/attitudes in their early stages.
  - H. Keep residents occupied.
3. The officer will interact with residents based on the assumption that they can behave rationally.
  - A. ***The officer's primary goal when interacting with residents is to build and maintain rapport by fostering a reputation of being fair, honest and professional. Whenever a resident is acting out or is in crisis, the officers are expected to interact with the resident, to the extent that it is productive and non-escalating, to learn what the underlying issues are and assist the resident in working through them in an acceptable manner.***

## POST ORDERS - POD

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- B. The pod officer may sit down with residents to play a game as long as:
  - a. It does not conflict with safety or security.
  - b. It does not affect the completion of assigned tasks.
  - c. It is a benefit for the resident and supports the officer in establishing and maintaining rapport with the residents.
  - d. It is communicated with your peers, so they understand their responsibility during this time.
- 4. Guidelines for staff interactions with residents
  - A. Staff is expected to be clear and firm, but with a caring demeanor, when setting boundaries with residents regarding their behavior, as well as following through with prescribed consequences and follow up conversation.
  - B. Staff will consistently assist residents in understanding the expected behavior.
  - C. Staff will help residents find solutions to their issues whether in crisis or not.
  - D. Staff will encourage and allow residents to make choices while making sure they know the possible consequences, both positive and negative before they make decisions.
    - a. Impart to residents that the more information a person has, the better the decisions than can be made.
  - E. Staff will treat residents in a caring and respectful manner and expect to be treated in the same manner.
    - a. If residents believe staff cares for them as individuals, they are more likely to respond in a positive manner.
  - F. Staff will respond to negative behavior in a calm, objective, matter of fact manner.
  - G. Every attempt will be made by staff to redirect a resident's inappropriate behavior.
  - H. Staff will positively reinforce and recognize desired behavior at every opportunity.

## POST ORDERS - POD

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- I. Expectations are to be reasonable and consistent with the philosophy and goals of this Rehabilitation Facility.
  - J. Staff's comments should be of a caring nature and focus on specific behavior being addressed.
  - K. Belittling statements or words and comments of a personal nature toward residents are unacceptable and will not be tolerated
  - L. Desired behavior should be reinforced at every opportunity.
  - M. Praise may be appropriate in front of the group.
  - N. When confronting a resident, staff shall do so away from others unless it is an exigent circumstance.
  - O. Staff should not embarrass the resident.
  - P. Staff shall not use group discipline or general admonitions.
  - Q. Staff should provide opportunities for success and achievements that support positive movement.
5. The secondary role of all officers is to assist the residents in positive change. This will be accomplished by working closely with the resident's Probation Officer, targeting the criminogenic needs and initiate open targeted conversation and facilitate Evidence Based Programs.
6. The officer is the authority in the pod and does not share authority with residents.

*The officer is the primary decision maker on matters concerning resident and pod activities and does not routinely defer these decisions to the supervisor.*

# POST ORDERS - POD

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## ROOM SAFETY CHECKS

### 1. Conducting the room safety checks

- a. Throughout the shift, the pod officer will conduct room safety checks on the pod whenever any residents are secured in their rooms.
  - 1) Random room checks of the resident rooms will be made taking care to avoid creating predictable patterns while conducting room checks (but at least within every 15 minutes) when any resident is secured in a room.
  - 2) The time of the check starts as soon as a resident is secured their room.
  - 3) You will use the computer, or a time piece that keeps the accurate time for keeping track of your room checks; **DO NOT USE THE TOUCH SCREEN CLOCK.**
  - 4) One staff shall conduct the room checks while residents are out of their rooms, leaving one staff to supervise the residents in the dayroom. In the event that you are working a one staff pod, the staff shall utilize a booking float whenever possible while conducting room checks. If a float is not available, take care not to turn your back on the residents any longer than necessary to facilitate a proper room check.
  - 5) Do not allow yourself to get distracted by residents while conducting room checks. If a resident wants to speak to you, finish the check, and go back to the resident unless it is an emergency.
- b. When conducting a Room Safety Check during waking hours, the Pod Officer will:
  - 1) Look in the room window while standing in front of the room door, and observe the resident for movement and/or speak to him/her. **DO NOT DO ROOM CHECKS FROM DAYROOM FLOOR!**
    - a) ***NOTE: Look for things that seem out of place, things that appear odd, furtive movement, things that don't belong, clothing tied together or fashioned in noose. Be watchful for things that could indicate suicidal behavior.***
  - 2) If the resident does not respond or the pod officer can't see movement, the pod officer will:
    - a) Notify the second pod officer that he/she will be opening the door so the officer can keep watch in case assistance is required.

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- b) Open the room door and speak to the resident
  - c) If there is still no response, enter the room to check the resident's well-being.
  - d) If the resident is non-responsive, initiate emergency response procedures.
- c. When conducting a room safety check during sleeping hours, the pod officer will view the resident long enough to make sure he/she is breathing and that the resident is visible.
- 1) The pod officer may use his/her issued flashlight to see into the room if needed, or if deemed absolutely necessary may turn on the room light.
  - 2) If a resident can't be seen, or the pod officer can't tell if he/she is breathing, the pod officer will knock on the room door to get the resident's attention.
  - 3) If the resident doesn't respond, the pod officer will contact central control via radio and request a second officer for assistance.
  - 4) Central control will assign a second officer to go to the pod.
  - 5) Once the second officer has arrived, the pod officer will ask him to stand by at the room door as he enters the room to check the resident's well-being.
  - 6) If the resident is non-responsive, the pod officer will initiate emergency response procedures.
  - 7) If the resident is gone from the room, the pod officer will immediately notify the supervisor via radio and initiate emergency response.

### 2. Documenting Room Safety checks:

- a. The staff conducting the room safety check must write their name, and the time the check was conducted in **INK** (no pencil) in the Room Check Log Book located on the Pods, and in Booking for every check.
- b. The person doing the check will complete the check then write the time the check was completed.
- c. When there are no residents in their rooms, or the residents return to their rooms, write in,  
**T.T. (Top Tier) DISABLED/ENABLED, B.T. (Bottom Tier) DISABLED/ENABLED, or ALL DISABLED/ENABLED.**

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### 3. Documenting Late Checks

- a. When a room safety check is late, it must be documented in the Room Check Log Book as follows:
  - 1) That person responsible for the late check will notify a Supervisor/OIC immediately that there was a late check.
  - 2) The staff responsible for the check will write in the check as it was done, showing the accurate time between the checks. **DO NOT WRITE IN A TIME FOR A CHECK THAT WAS NOT DONE!**
  - 3) The Supervisor/OIC will audit the check, and investigate the validity of the reason why the check was late. After this, the Supervisor will sign their name next to the late check in the Room Check Log Book in red ink, signifying the check was audited.

**JANITOR CLOSET**

**General Information:**

- A. Janitor closets are located in each pod.
- B. Items stored in the janitor closet include:
  - 1. Cleaning supplies (located on a cart that can be moved to rooms on the first level)
  - 2. Hygiene supplies (toothbrushes, toothbrush covers, toothpaste, soap, shampoo, feminine hygiene products, etc.)
  - 3. Toilet paper
  - 4. Vacuum
  - 5. Brooms
  - 6. Steam cleaner with wands
  - 7. Mop buckets and mops
  - 8. Replacement clothing items for residents
  - 9. Games will be stored on a cart in storage room. All sports equipment will be on recreation yards.
- C. The pod officer will control all resident access to the janitor closet and will supervisor residents (standing in the door way) if they are getting supplies from the closet. Under no circumstances shall a resident be in the closet without direct supervision at all times.
- D. Pod workers will be assigned to clean the larger areas of the pod, however, all residents will be expected to clean their own rooms as well as contribute to pod clean-ups when asked.

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### **1. Janitor Closet – Storage, Supplies, and Equipment**

- a. The pod officer will conduct an inventory of the closet each day and compare the inventory against the inventory list posted in the closet.
  - a) If supplies are low, Place a note in the Graveyard basket in the Control Room.
  - b) Exception: If the supplies are needed immediately (e.g. no toilet paper) the pod will officer ask the float officer via radio to bring the supplies to the pod.
    - 1) If equipment is broken, the pod officer will complete a request for repair or replacement. The form is called a replacement form and it will be forwarded to the supervisor in charge of said equipment.
    - 2) If an equipment items is missing or if parts are missing, the pod officer will notify the supervisor and search the pod.
      - a) If unable to locate the item(s), the supervisor or OIC will determine the next course of action.
- b. Residents needing supplies will ask the pod officer for the items.
  - 1) The pod officer will get the items from the janitor closet as soon as practical. (The Residents are not allowed in the closet without proper supervision)
  - 2) If the resident requesting the supplies is assigned as a pod worker who needs to get mop buckets and cleaning supplies out and set up, the pod officer will stand-by at the janitor closet and supervise the activity as the pod worker assembles the items.
  - 3) Any time a resident is in supply closet closet, the pod officer shall provide direct supervision at all times. If the resident needs to access

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the locked area behind the gate, the officer shall be in direct line of sight when the resident is in that area.

**\*\*UNDER NO CIRCUMSTANCES IS THE JANITOR CLOSET DOOR TO BE UNSECURE WHEN AN OFFICER IS NOT PRESENT IN THE DOOR WAY\*\***

## OFFICER STATION SECURITY

1. Residents may approach the officer station with permission to speak with the officer at the desk
2. Pod rules specify that residents are only allowed to come to the officer station when the officer is present, and shall not be allowed to enter the boundary denoted by a different tile color that surrounds the control station for any reason.
3. When the pod officer steps away from the officer's station, he/she shall:
  - A. Lock the touch screen controls by touching the user initial icon located in the upper right hand corner of the screen.
  - B. Ensure there are no items on the desk except non-confidential paper products. All other items shall be locked in drawers. (make sure the Log Books are closed at all times except when making log notes).
  - C. Lock the drawers.
  - D. When the pod officer returns to the officer station, he/she may turn on touch screen controls ( Refer to security electronics Touch Screen Procedures)

**RELEASING RESIDENTS FROM THEIR ROOMS AND RETURNING THEM  
TO THEIR ROOMS**

1. When residents are allowed out of their rooms, the pod officer will remotely unlock the doors from the pod touch screen controls or open the doors using a key.
  - A. Residents wishing to come out of their rooms will press the intercom button in the room and speak with the pod officer.
  - B. If the room door is opened from the pod touch screen controls:
    1. The second officer will:
      - a. Stand near the room being opened, greet the resident with a hello and use the opportunity to scan or check the room condition.
      - b. Direct resident to close his/her door. (Staff will make sure the door is secure)
      - c. Room doors will be locked at all times unless an officer is present or the resident is entering or leaving the room.
    2. The pod officer at the touch screen control will verify the room door shows closed.
    3. Residents that wish to return to their room will ask the officer to allow them back into their room.
2. Second Tier Movement
  - A. When letting most or all resident out of their rooms:
    1. The pod officer at the pod control station will begin with the second tier, letting residents out one at a time.
    2. The second pod officer will stand on the tier when the residents are being let out of their rooms.
      - a. Only one room will be opened at a time.
      - b. As the residents from each room reach the stairs, the pod officer at the touch screen controls will open the next room, repeating

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the process until all residents on the second tier have come downstairs. (only one Resident on the stairs at a time)

3. When returning most or all residents to their rooms, the process is reversed, and the pod officer ends with the second tier rooms.
  - A. Exception: When an individual resident asks to return to his/her room to use the restroom, retrieve an item, or any other legitimate reason, the pod officer "on the floor" watches the resident until he/she enters his/her room.

**RESIDENT HYGIENE**

**1. Room Hygiene**

A. When the resident is booked in, the Booking officer will issue him/her a hygiene kit as part of the Booking process.

- a. The hygiene kit includes a toothbrush and toothbrush cover, toothpaste and a comb.
- b. The kit will be labeled with the resident's name or room number.
- c. The kit will be placed in the hygiene storage container which is located in the janitor closet on the same tier as the resident's assigned room and instruct the resident on when it is used.
- d. Issue the resident a bar of soap and toilet paper to be stored in their room.
- e. Issue the resident a towel for their room.

B. Replacing items in hygiene kits:

- a. With the exception of soap bars and feminine hygiene products, residents must provide the empty, worn out or broken hygiene items to the officer when requesting the replacement.
- b. Level hygiene products- if a resident uses all of his/her high level hygiene product, it will be replaced with facility supplied product, until they "purchase" with their points the high level product the following week.

C. Scheduled hygiene times

a. After Breakfast:

- 1) The pod officer will retrieve the hygiene kit storage container and when residents begin to return to their rooms, the officer shall hand out the kits as residents reach their room.
- 2) All Hygiene kits shall be retrieved within 30 minutes of hygiene time starting.
- 3) The officer will conduct a visual inventory of the items to ensure all items are in the kit.

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- i. If the kit is complete, the officer will place the hygiene kit in the storage container.
- ii. If the kit is incomplete, the officer will direct the resident to return to his/her room for the item(s).
- iii. Deodorant shall remain on the hygiene cart at all times. When residents request the use of the deodorant, staff will hand out the spray deodorant, then return it to the hygiene cart.
- iv. The hygiene cart will remain locked in the janitors closet unless in use, at which time a JDO will provide direct supervision of the hygiene cart.

### 2. Shower Hygiene

**Prior to allowing any residents in a shower, an officer shall search the showers to make sure a resident or contraband is not in the shower.**

- A. The pod officer will:
  - a. Prior to the start of showers, the officer or a resident (with direct supervision) shall place the shower cart near the staff station by the drinking fountain.
  - b. The cart shall be stocked with shower rolls, hygiene products. The officer shall provide direct supervision when a resident retrieves hygiene products and a shower roll making sure the minor is relieving the appropriate shower roll and hygiene product.
    1. The resident shall not be allowed to dispense hygiene products or hand out shower rolls to other residents.
  - c. Decide on which gender is going to shower first, place either the male or females in their rooms, leaving only one gender in the dayroom.
  - d. Put the hygiene storage cart near the officer's station. Have shower rolls out and ready for the residents.

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- e. When requested by the resident, dispense soap and shampoo in small cups. **(Only if the shower dispensers are not stocked).**
  - f. **Note- Officer of same gender as those taking showers will be escorting residents to 2<sup>nd</sup> tier for showers, performing room checks and in charge of the entire shower process.** (Example: males taking showers- female officer will be positioned at officer's desk until showers completed and vice versa for females taking showers).
  - g. Escort two residents to the 2<sup>nd</sup> tier after retrieving their hygiene kits and place them in the shower. (Making sure they are "settled" in the shower before leaving top tier).
  - h. Come downstairs; assign three residents to take a shower in the bottom tier showers.
  - i. Keep a close eye on the residents in the 2<sup>nd</sup> tier showers and attempt to be there when they are done in the shower to escort them downstairs. (Also, preventing the two minors coming out of the shower at the same time and perhaps engaging in horseplay on the 2<sup>nd</sup> tier).
  - j. Repeat process until showers are done.
  - k. Monitor the number of residents taking showers at any one time. **(YOU SHOULD ALWAYS KNOW WHO IS IN THE SHOWER)**
  - l. Towels:
    - a. Towels will be issued to residents when they arrive on the pod unless already supplied during the booking process. (Along with bedding, hygiene kits, toilet paper and bar soap)
    - b. Towels will be brought out from their room for showers and taken back to their room after showers.
    - c. Clean towels will be provided on "pants/shorts exchange day." (Wednesday and Sundays)
- A. Return of dirty clothing.
- a. The resident shall:
    - 1. Turn all clothing "right-side" out.
    - 2. Show the officer each piece of clothing prior to depositing it in the right dirty laundry baskets.

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b. Officer shall:

1. Make sure each piece of clothing is returned and accounted for. If the resident is short clothing, the officer shall instruct the resident to return to the shower and retrieve the missing items. If the resident does not have the missing item, staff shall investigate, including searching the resident's room, and if appropriate, hold the resident accountable.
2. Make sure all clothing is turned "right-side" out and placed in the right laundry basket.
3. When showers are completed the showers will be cleaned of all debris.

### 3. Shaving Hygiene

A. Supervisor shall:

- a. Retrieve a specific amount of razors from the Supply Room.
- b. Hand the officer working the staff station the razors they need and instruct the officer to write the amount of razor's he/she received in the pod "Razor Log."
- c. Once shaving is completed, the Supervisor will retrieve all unused razors from the pod officer and instruct the officer to write the amount returned to the supervisor in the log book comparing it to the receiving number. Used razors are placed in the sharps container located in the medical clinic.
- d. **MAKE SURE ALL RAZORS WERE RETURNED ACCOUNTING FOR BOTH USED AND UNUSED. MAKE SURE USED RAZORS ARE DISPOSED OF IN THE MEDICAL CLINIC'S SHARPS CONTAINER.**

B. Staff shall:

- a. Provide direct supervision at all times when a resident is in possession of a razor; not allowing distractions.
- b. Retrieve the razor and razor cover prior to leaving the resident's room; making sure all parts are there.

C. Shaving Procedures

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- a. Residents wishing or needing to shave will notify the pod officer at the beginning of the shift that they wish to shave.
- b. The pod officer, when time allows, will get a disposable razor from the supervisor/OIC, and will escort the resident to their room on the pod.
- c. The pod officer will provide direct supervision for the entire time the resident is in possession of a razor.
- d. When the resident is done using the razor, the pod officer will collect the razor and examine it for all pieces. The pod officer will dispose of razors according to above procedure.

### 4. Hair Care Hygiene

- A. At least every 30 days, residents may request and receive haircuts.
  - a. When a resident wants to request a haircut, he/she will fill out a request/contact form, requesting a haircut.
  - b. The pod officer will route the form to the supervisor in charge of haircuts who will place them on a list.
  - c. The designated haircut day will be scheduled once a list is compiled.
  - d. Haircuts will be done in the medical exam room.
  - e. The officer providing haircuts is responsible to make sure the exam room is thoroughly cleaned immediately after haircuts are completed, i.e. all surfaces cleaned with disinfectant, floor swept and mopped.

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## MEAL SERVICE

### 1. Meal Service Preparation:

- A. Prior to the arrival of food in the pod, the pod officer will assign the pod workers to clean the tables and ensure the kitchenette is clean and prepared for the food.
- B. The cook will push the cart containing the food, milk, to the pod.
- C. Central control will ensure that the pod officer is ready for the cart and unlock the pod door.
- D. If the residents are in the dayroom when the food cart is brought onto the pod, the pod officer will tell them to be seated at a table to be silent.
- E. If the residents are locked in their rooms when the food cart is brought onto the pod, the pod officers will begin bringing them into the day room and seating them at the tables.
  - a. If a resident chooses not to come out for the meal, a pod officer will:
    - i. Check to see why by speaking to the resident
    - ii. Ensure the meal refusal is properly logged
    - iii. Follow up as needed if the resident is sick or if other meals have been refused.
  - b. If there are residents in the pod with classification levels that do not allow them to mix with other residents, the pod officer will leave them in their rooms and take their meals to them in their rooms.

### 2. Serving Meals

- A. The cook or pod officer will observe and supervise the serving line.
- B. The pod officer or cook will call residents by table to come take a tray and the food will be served to them by ROP or cooks.
  - a. Residents are given a minimum of 20 minutes to eat their meal once the last tray is served.
- C. The cook will:
  - a. Tell the pod officer when meal service is complete.
  - b. Prepare to leave the pod with the food cart, serving utensils, and any meal supplies that were not used.

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- c. Use the intercom or radio to ask control to unlock pod door.
  - d. Leaves the pod.
- 3. After Meals Are Done**
- A. The pod officer observing the meal service will:
    - a. Tell each table group, one at a time, to get up from the table and go to the garbage to dump their trays, sporks and milk cartons.
    - b. Observe the process to ensure the resident throws away the spork, and milk carton.
    - c. When collecting trays from residents who ate in their rooms, the pod officer shall:
      - 1) Ensure that they collect a spork and milk carton from each minor.
      - 2) Inspect the surfaces of the room to ensure no vandalism, graffiti or filth has been deposited.
        - i. If residents have thrown food or defaced surfaces, the pod officer directs them to clean their rooms and initiates the discipline process. They do not leave room until complete.
  - B. The residents will return to their table or the pod officer will send them to their rooms.
  - C. Pod officers will return minors to their rooms pursuant to Section 5.4.4 after providing them with their hygiene kits pursuant to the hygiene post orders.
  - D. If ROP residents were used to serve the meal, the pod officer will supervise them while they wipe down the tables, sweep and mop the floors, and roll the garbage can (tying bag) and sit it near the pod entry door.
    - a. In the absence of ROP residents, the pod workers will be supervised while they perform the clean-up duties.
  - E. When clean-up is complete, the pod officer will notify the float officer via radio that the garbage is ready to be taken from the pod.
  - F. The float officer will arrive at the pod and collect the kart and Garbage.
  - G. Central control will open the door, and the float officer will pick up the garbage and dirty trays and take them to the kitchen.

## 4. Snacks

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- A. Just prior to closing the kitchen for the night, the cook will:
  - a. Call central control to verify the number of residents for each pod and any residents in booking.
- B. At approximately 1900 hours, the float officer will deliver the snacks from the kitchen.
  - a. The residents will get their snack as they are called, and immediately return to where they were prior to receiving their snack.
  - b. Residents may not take snacks to their rooms, with the exception of residents who are separated for classification or medical reasons. In either case, the pod officer will bring the snack to the resident and retrieve the trash when they are done.
  - c. For these residents, pod officers will collect the snack and ensure that the room surfaces are clean as noted in the meal instructions above.
- C. When they have finished their snacks, residents will throw their trash away.

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### RESIDENT ACCESS TO TELEPHONE

1. The telephone system will be pre-programmed with the number(s) they are allowed to call. The information will be entered during the resident's initial classification.
  - a. All residents will be allowed to make one call per week.
  - b. Depending on their level on the points/level program will determine how many additional phone calls they will be allowed to make.
2. Making phone calls
  - a. The pod officer will activate the telephones and announce that the phones are available for use.
  - b. The resident asks the pod officer for permission to use the phone.
    - 1) The pod officer will monitor the residents randomly as they enter their pin numbers to make the call to verify they are using their assigned pin.
  - c. The resident dials the phone number and identifies him/herself as the caller.
  - d. The phone system identifies the caller to the called party by name and also plays a recorded message saying it is a collect call from a juvenile rehabilitation facility.
  - e. The caller may accept or reject the call.
  - f. Once accepted, the phone system recording advises both the resident and the called party that the calls are recorded.
    - 1) The phone system is pre-programmed so it does not record calls to attorney.
    - 2) Residents who wish to call clergy members confidentially must submit a request to the Program Supervisor asking the number to be programmed as a non-recorded number.
  - g. Hearing Impaired residents- refer to policy for procedures

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- h. Emergency phone call authorization.
- 1) If a resident believes he/she needs an emergency phone call, he/she will tell the pod officer the reason the call is needed, and the number to be called.
  - 2) The pod officer will assess the request, and if he/she believes it is legitimate emergency will:
    - Set up the phone so the resident can make the call
    - Document the call in the pod log.

### RESIDENT ACCESS TO MAIL

1. All residents will be provided access to tri-fold writing paper.
2. Stationary and envelopes will be available to higher level residents, to be purchased with their points.
  - a. During program time, the residents will be allowed to write letters.
    - JRF paid postage:
      - a. One (1) letter a week (every seven days) to a friend or relative
      - b. One (1) letter daily to parent or legal guardian
3. Residents will turn in completed letters to the pod officer.
4. The pod officer will place outgoing mail in the appropriate basket.
  - a. The graveyard pod officer will scan and log all outgoing mail.
  - b. The graveyard float will pick up from the pods, the scanned mail and take it to the outgoing mail basket.
5. Delivery of mail to pods:
  - a. Swing shift float will deliver the daily mail to the pods.
  - b. The pod officer will place the mail in the appropriate basket until swing shift mail pass time.
  - c. The pod officer will:

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- Open all mail in front of the resident, one at a time, checking for contraband.
- If contraband (illegal) is found, refer to Policy 5.4.10
- If contraband (legal) is found, refer to Policy 5.4.10
- Notification of refused or confiscated mail, refer to Policy 5.4.10
- If mail meets standards, the officer will give the resident his/her mail.

### RESIDENT LIBRARY

1. Each pod will have in their closet a cart with library books.
  - a. During program time, the pod officer will pull out the library cart and let the residents get books.
    - The number of books allowed per resident is determined by what level they are on, on the points/level program.
2. Books will be rotated amongst the pods on a weekly basis. (TBD)

**RESIDENT GRIEVANCES**

1. Residents will have the opportunity to complete a grievance form confidentially during periods of time where they have access to pencils during normal program time and place the grievance in the Communication Box located on the pod.
  - A. If the resident chooses not to fill one out confidentially, they may approach an officer at any time and ask for a pencil to fill out a grievance, which will be available without having to ask staff for one.
    - a. The officer shall furnish the pencil to the resident with minimal delay.
    - b. The officer may delay providing these items to a resident who is out of control or exhibiting behaviors that lead the officer to be concerned that it is unsafe to furnish a pencil to the resident. In these cases, staff shall furnish these items as soon as the resident has calmed down.
  - B. Should the resident ask, the officer may attempt to resolve an issue prior to providing the resident the grievance form and pencil.
    - a. Officers are not to ask why or what the resident wants to grieve unless the resident voluntarily initiates such discussion.
    - b. The officer can ask if they can assist in the resolution.
  - C. The resident may request staff assistance in filling out the grievance.
  - D. The Resident can request a staff of their chose to handle the Grievance.
  - E. The resident will then place the grievance in the locked Communication Box.
2. The supervisor on duty shall empty the Communication Box at least once per shift.
3. The supervisor will enter the information into the Grievance Log and assign it a log number.
4. The supervisor will review the grievance to determine which staffing level is appropriate to begin the resolution process.

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5. Upon receipt of the grievance, the assigned officer will attempt to resolve it with the resident.
  - A. Discuss the grievance with the resident involved.
  - B. The officer records his/her findings on the form.
  - C. The resident will indicate on the form whether they agree with the officer's findings and sign the grievance.
    - a. If the resident disagrees, the grievance will be forwarded to the next available, uninvolved supervisor/OIC. If the resident disagrees with this supervisor's conclusions, the resident may appeal to the director.
    - b. If the resident indicates they agree with the findings, the grievance process will be complete.
  - D. Upon completion of the grievance process, the officer/supervisor will put the completed grievance form in the graveyard basket.

Refer to Policy 5.9

**RESIDENT ORIENTATION TO POD OPERATIONS**

1. When the booking officer brings a new resident to the pod, the pod officer will:
  - A. Accept the paperwork from the booking officer.
  - B. Read the information sheet on the resident:
    - a. Name
    - b. Classification level
    - c. Any concerns (behavioral, medical, disability) that would affect the room assignment.
  - C. Assign a room, taking the resident's classification level and any concerns into account, and enter the room assignment on the locator and in the control station system.
  - D. Take the new resident to his/her room and complete a room inspection form, noting any missing items and damage.
    - a. If the room is dirty when they arrive at the room, the pod officer will assign the resident to a clean room and assign another resident to clean the room. If the room is a shared room, the pod officer will tell the current resident to clean the room and will provide cleaning supplies.
  - E. Sign the form and ask the resident to sign as well confirming the room condition.
  - F. Ask the resident to make their bed.
    - a. The officer may assign a resident to assist the new resident to teach the proper way to make a bed.
  - G. Take the resident to a table in the dayroom and provide a pod overview, that includes:
    - a. Going over the resident handbook section that include pod information.
    - b. Information on how room should look.
    - c. Explain how clothing should be worn.

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- d. Identifying where the schedules for the pod are posted.
- e. How to apply for non-mandatory programming
- f. Behavioral expectations in the pod.
- g. The process for requests (medical, mental health, forms, PO)
- h. How to use the intercom and when it is appropriate.
- i. The requirement to keep the room doors locked at all times unless moving through them, how to request entry to his/her room and not entering the room of any other resident.
- j. Movement rules within the pod to include:
  - 1) Only residents assigned to the upper tier are allowed on the stairs or upper tier.
  - 2) When moving up and down the stairs residents must be spaced at least 6 stairs apart.
  - 3) When leaving his/her room or returning to the room, the door must be closed and locked after leaving and entering.
  - 4) Residents must raise their hands for permission to get up and move around the dayroom.
  - 5) When moving around the dayroom, residents must be respectful of others moving in the dayroom.
  - 6) Residents will not go behind the officer's station or stand on the desk tile.
- k. Ask the resident if he/she has any questions and have the resident sign the orientation form acknowledging the orientation was received and understood.
- l. Take the resident to his/her room and allow them to set up the room according to expectations set forth in the orientation.
- m. File the signed room inspection form in the binder at the officer's station.

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## POD HOUSEKEEPING

### 1. Daily Housekeeping

- A. Each morning and evening, the pod officer shall:
- a. Provide direct supervision as the pod workers set up brooms and dust pans for resident use.
  - b. Go to each room and instruct the residents to sweep debris from their rooms out of their door.
  - c. Direct pod workers to sweep the room debris from the tier and dayroom floors.
  - d. Provide cleaning supplies to clean room toilets and sinks.
  - e. Assign the pod workers to wipe down the tables, sweep and mop floors, (Mop in the evening, unless otherwise needed) clean the kitchenette, clean the staff restroom, prepare the trash to be taken from the pod, and clean the showers.
    - 1. Daily cleaning of the showers at the first opportunity after showers but no later than 2100 hours.
    - 2. It shall consist of spraying surface disinfectant on all surfaces and rinsing with clean water.
  - f. Check resident's rooms to ensure they are neat and clean (bed is made properly-see photograph, and items are stored as required unless they are being used), and check the dayroom to ensure the assigned residents have completed their tasks satisfactorily.

### 2. Weekly Cleaning

- A. Each Saturday, in addition to the daily cleaning, the day shift pod officer shall:
- a. Provide direct supervision as the pod workers set up the cleaning supplies.
  - b. Provide cleaning supplies to the residents in each room so they can clean the rest of their room (floor, sink, toilet, etc.)
  - c. Assign the pod workers to clean the classroom, program room, and medical screening room.

## POST ORDERS - POD

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- d. **DIRECT SUPERVISION** shall be provided by officers residents are cleaning in closets, classrooms, medical, bathrooms, etc.

### 3. Pod Inspection

- A. Once each week, the Saturday day shift supervisor will conduct an inspection tour of the facility, including the pods.
  - a. The supervisor will inspect the dayroom, all resident rooms, and other ancillary pod rooms making sure they meet the minimum expected standards.
    - 1) Inspection forms will be completed for each pod scored.
    - 2) Residents in pods that meet the cleanliness standard will be rewarded through the point/level system.
    - 3) Residents in pods that do not meet the standard will be directed by the pod officer to continue cleaning.
    - 4) Inspection forms for pods not meeting the standard will be given to the swing shift supervisor for re-inspection that evening.

**POD HOUSEKEEPING**

**MINIMUM EXPECTED STANDARDS**

**1. Resident Rooms**

A. When not in room: Photograph example posted

- a. Bed made:
- b. Belongings neatly in their cubby
- c. Sink and toilet free of grime
- d. Floor free of trash
- e. Walls and ceiling free of spit, spit wads, snot, etc

B. Saturday Cleanup

- a. Windows and mirrors free of marks and streaks
- b. All surfaces cleaned with surface disinfectant
- c. Floor mopped making sure all grime is out of corners
- d. Bed made properly-see photograph

**2. Dayroom (to be completed nightly)**

A. Tables: all surfaces (legs, top, seats underside of top) cleaned with surface disinfectant and free of dirt and grime

B. Railing: all surfaces cleaned with disinfectant and free off dirt and grime

C. Couches: all surfaces cleaned with disinfectant and free off dirt and grime

D. Stairs: swept and mopped free off dirt and grime

E. Floor

- a. Thoroughly swept making sure the resident sweeps under all tables, couches, serving station, stairs, and lower and upper walkway
- b. All dirt and grime removed from corners, stairs, around table legs, around railings, and serving station legs
- c. Thoroughly mop floor with surface cleaner and rinse by re-mopping with clean plain water

F. Windows cleaned free of dirt, finger prints and streak marks

G. Food serving station: all surfaces cleaned with disinfectant and free off dirt and grime

## POST ORDERS - POD

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### 3. Showers

- A. Daily: Floor and walls cleaned with surface cleaner and all trash removed
- B. Saturday Cleanup: All surfaces are to be cleaned with a scrub brush and disinfectant making sure all surfaces and grout lines are free of dirt, grime, mold/mildew and stains

### 4. Classrooms (Saturdays only)

- A. Garbage cans emptied
- B. Student desks cleaned with surface cleaner
- C. Floor vacuumed
- D. Windows cleaned free of dirt, finger prints and streak marks

### 5. Program room (Nightly) (Photograph example provide)

- A. All surfaces cleaned with disinfectant
- B. Windows cleaned free of dirt, finger prints and streak marks
- C. Floor vacuumed making sure all dirt is removed from the corners
- D. TV cart is in the closet (Only officers enter the closet)
- E. Tables are placed correctly

### 6. Mop Closets

- A. Nightly:
  - a. All surfaces clean free of dirt and grime
  - b. All supplies orderly
  - c. Hygiene and shower carts secured in the caged area when not in use
  - d. Floor swept and free of dirt
  - e. Sink clean and free of dirt and grime
  - f. Mop heads removed and laundered
  - g. Mop bucket rinsed free of dirt and grime
- B. Saturday Cleanup
  - a. All surfaces to be cleaned with surface cleaner free of dirt, grime, stains
  - b. All corners cleaned free of dirt and grime
  - c. Mop bucket rinsed free of dirt and grime
  - d. Floor to be cleaned with surface cleaner and a scrub brush free of dirt, grime, stains

## POST ORDERS - POD

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- e. Screen door secured

### 7. Officer Station

#### A. Every Shift

- a. All surfaces cleaned with surface disinfectant free of dirt and grime
- b. Drawers clean and neat clear of junk and personal items
- c. Carpet vacuumed thoroughly
- d. All binders neatly in place
- e. All cubbies clean and free of junk

#### B. First Saturday of the month dayshift

- a. Same as above plus: Carpet to be shampooed
  - 1. A blanket is to be placed on the carpet until dry

### 8. Medical Screening Room

#### A. Nightly

- a. All surfaces cleaned with surface anti bacterial (in the cabinet)
- b. Trash emptied
- c. Floor swept
- d. Paper towels stocked

#### B. Saturday Cleanup

- a. Same as nightly plus
  - 1. floor swept and mopped making sure all dirt and grime is out of the corners
  - 2. Window clean and free of finger prints and streaks

### 9. Staff bathroom

#### A. Nightly

- a. All surfaces cleaned
- b. Paper products stocked
- c. Trash emptied

#### B. Saturday cleanup

- a. Same as nightly plus
  - 1. Floor scrubbed with surface disinfectant and scrub brush
  - 2. Toilet scrubbed inside and out free of dirt and grime and other contaminants
  - 3. Mirror cleaned

## POST ORDERS -POD

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### CLOTHING AND BEDDING

#### 1. Clothing and Bedding

- A. Residents are initially issued one complete set of clothing, bedding and a towel at booking.
- B. At least once each week, residents will exchange their bed sheets and pillowcase, twice a week they will exchange their outer clothing and towel and once each day they will exchange their undergarments, T-shirts and socks. Work, climactic conditions and illness may necessitate a more frequent exchange as needed.
- C. The first Saturday of every month, residents will exchange their blankets.
- D. When residents are turning in their soiled bedding and clothing, officers shall make sure they are returning all articles and they are free of damage.

#### 2. Scheduled Exchanges

- A. Each day the day/swing shift pod officers will assign pod workers to make shower rolls for the next day:
  - a. The pod officer will:
    - 1) Go to the storage closet with the list of resident sizes and get the clothing/linens for the shower rolls. (t-shirt, socks, and undergarments)
    - 2) If it is **TUESDAY/SUNDAY**, resident pants or shorts, towel, and a sweatshirt will also be included in the roll if applicable.
    - 3) Supervise the pod workers as they make the shower rolls.
      - i. The clothing is rolled up in a t-shirt, a piece of masking tape is wrapped around the roll, and the size of the roll or the resident's name is written on the tape.
    - 4) The officer overseeing the showers will bring the shower cart and bins for the soiled laundry out to an area near the staff station next to the drinking fountain.

## POST ORDERS -POD

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5) As each resident:

- i. Comes out of their room, they will be instructed to bring their towel for their shower.
- ii. On their way to the shower, will retrieve their roll after receiving permission from the officer overseeing the cart.
- iii. Completes their shower
- iv. Will bring their soiled clothing out to the laundry baskets. Prior to dropping them in the appropriate baskets, they are to make sure the clothing is "right-side" out place his/her dirty clothing and undergarments in the soiled laundry baskets. They will then take their towel to their room and hang it up.

6) Officers shall:

- i. Make sure all items are returned.
- ii. Free of damage.
- iii. Turned right-side out.
- iv. Placed in the right laundry basket.

B. Other laundry items will be exchanged **twice each week** by the day shift pod officer.

- a. On Saturday morning, during facility cleanup, the day shift pod officer will direct residents to place their sheets and pillowcases in the soiled laundry cart.
  1. Prior to doing so, the officer shall make sure the pillow cases and sheets are free of damage.
- b. On Sundays, the day shift pod officer will direct residents to place their sweatshirts in the soiled laundry cart. (This only applies during colder months when sweatshirts have been issued)
  1. Prior to doing so, the officer shall make sure they are turned "right-side" out and free of damage.

C. After any laundry exchange is completed:

- a. The pod officer will call the float officer and ask that he/she come to the pod to pick up the soiled laundry cart along with the Laundry person and escort them to the laundry room.

## POST ORDERS -POD

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- b. The float officer will come to the pod, pick up the cart and take it to the laundry room. (Pod workers may be able to assist, depending on level and classification)
- c. The laundry will be washed and dried and returned to the pod for folding by the residents.

**RESIDENT MOVEMENT FROM POD TO VISITING**

1. The pod officer will tell the resident(s) with visitors to assemble at the pod entry door.
2. If the resident does NOT want a visit:
  - A. The pod officer will notify the visiting officer of the refusal
  - B. The visiting officer will tell the visitor the resident has declined the visit.
3. If the resident does want a visit:
  - A. The pod officer will tell the residents to:
    - a. Dress appropriately.
    - b. Use restroom since they will not be allowed to return to the pod to use restroom and there are no restrooms in visiting.
  - B. The pod officer will:
    - a. Review the basic visiting rules and expectations with the resident where necessary.
    - b. Advise control that the residents with visits are assembled and ready to move.
  - C. The float officer will go to the pod and call central control via radio to request entry to the pod.
  - D. Central control will verify with the pod officer that the float officer is there to move the residents to visiting, and opens the door.
  - E. The pod officer will escort the residents to the pod door, hand them off to the float officer, and will document their location.
  - F. The float officer will escort the residents to the visiting area and assist the visiting officer with seating the residents.
  - G. The residents will be searched after visiting prior to returning to the pod.
    - a. A thorough pat down search will be the standard search.
    - b. If contraband is suspected or found, a strip search is to be conducted, per policy.

## POST ORDERS - POD

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- i. Authorization to strip search is needed.
- ii. Special Incident Report shall be initiated.

# POST ORDERS - POD

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## DAILY SCHEDULES

Refer to Post Orders Beginning Of Shift.

### 1. Day Shift – Monday through Friday

- A. 0600- 0615 - Shift Briefing and Unit Inventories
- B. 0615 – 0715 - Beds made, room clean-up/ Showers/ Hygiene (for the summer months; June, July, August) at minimum showers will be conducted in the evening time as the schedule allows
- C. 0715 – 0745 – Breakfast
- D. 0745 – 0800– Hygiene/Breakfast Clean-up
- E. 0750- 0800 – Have residents out ready for school
- F. 0800- 1015 – First Period
- G. 1015 – 1030 – Break
- H. 1030 – 1120 – Second Period
- I. 1120 – 1150 – Lunch
- J. 1150 – 1200 – Hygiene, Lunch clean-up
- K. 1200 – 1330 – Third Period
- L. 1330 – 1400 – Residents to rooms/Log Books/Shift Debriefing

### 2. Swing shift schedule Monday through Friday

- A. 1400-1430 - Down time in room (staff shift change)
- B. 1430-1645 - Case plan programming/ free programming/ LME (see weekly vendor list for case plan programming schedule).
- C. 1645-1700 - Residents to their rooms for dinner prep
- D. 1700-1730 - Dinner
- E. 1730-1800 - Hygiene, pod clean up
- F. 1800-1930 - Continued programming and LME
- G. 1930 - Level One bedtime
- H. 2000 - Level Two bedtime (showers during the months of June, July, August)

## POST ORDERS - POD

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- I. 2000-2100 - Level Three programming/ pod cleanup/ Level three showers
- J. 2100 - Level Three bedtime
- K. 2100-2200 - Ad-Sep, MSR, Special Program, free programming if applicable

### **3. Day Shift – Saturday**

- A. 0600 – 0615 – Shift Briefing and Unit Inventories
  - B. 0615 – 0715 – Pull linen/ Prepare Carts for Cleaning/Inspect Rooms/Showers
  - C. 0715 – 0745 – Breakfast
  - D. 0745 – 0800 – Hygiene/Breakfast Clean-up
  - E. 0800 – 1120 – Pod/room cleaning
  - F. 1120 – 1150 – Lunch
  - G. 1150 – 1200 – Hygiene
  - H. 1200 – 1330 – Pod cleanup continues until complete/ free programming
  - I. 1135 – 1200 – Hygiene/Lunch Clean-up
  - J. 1200 – 1330 – Complete all cleaning/put away supplies
- 1215-1415 First visiting session.
- K. 1330 – 1400 – Residents to rooms/Logbooks/ Shift Debriefing (change)

### **4. Swing Shift – Saturday**

- A. 1400-1430 – Down time in rooms, shift change
- B. 1430-1645 - Case plan programming/ free programming/ LME (see weekly vendor list for case plan programming schedule).

1445-1645 Second visiting session

- C. 1645-1700 - Residents to their rooms for dinner prep
- D. 1700-1730 – Dinner

## POST ORDERS - POD

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- E. 1730-1800 – Hygiene and Pod cleanup
- F. 1800-1930 – Continued free programming and LME
- G. 1930 – Level One bedtime
- H. 2000 – Level Two bedtime
- I. 2000-2100 – Level Three programming/ pod cleanup/ Level three showers
- J. 2100 – Level Three bedtime
- K. 2100 – 2200 - Ad-Sep, MSR, Special Program, free programming if applicable

### 5. Day Shift – Sunday

- A. 0600 – 0615 – Shift Briefing and Unit Inventories
- B. 0615 – 0715 – Beds Made/Rooms Swept/Showers
- C. 0715 – 0745 - Breakfast
- D. 0745 – 0800 – Hygiene/Breakfast Clean-up
- E. 0800 – 1120 – Program – (Church 0830-0930)- LME
- F. 1120 - 1150 - Lunch
- G. 1150– 1200 – Residents down to cleanup/Hygiene  
1215 – 1415 First visiting session
- H. 1200 – 1330 – Programming
- I. 1330 – 1400 – Residents to Rooms/Log Books/Shift Debriefing

### 6. Swing Shift – Sunday

- A. 1400 – 1430 – Shift change
- B. 1430 – 1645 - Case plan programming/ free programming/ LME (see weekly vendor list for case plan programming schedule).
- C. 1645 – 1700 – Residents in rooms for dinner prep
- D. 1700 – 1730 – Dinner
- E. 1730 – 1800 – Pod cleanup and hygiene
- F. 1800 – 1930 – Continued free programming and LME
- G. 1930 – Level One bedtime

## POST ORDERS - POD

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- H. 2000 – Level Two bedtime
- I. 2000 – 2100 - Level Three programming/ pod cleanup/ Level three showers
- J. 2100 – 2200 - Ad-Sep, MSR, Special Program, free programming if applicable

### **7. Day Shift – Holiday Schedule**

- A. 0600- 0630 – Shift Briefing and Unit Inventories
- B. 0630 – 0705 – Beds Made/Rooms Swept/ Showers
- C. 0705 – 0735 – Breakfast
- D. 0735 – 0800 – Hygiene/Breakfast Clean-up
- E. 0800 – 1105 –Program
  - a. TBA- via written calendar
- F. 1105 – 1135 – Lunch
- G. 1135 – 1200 – Hygiene/Lunch Clean-up
- H. 1200 – 1345 –Program
  - a. TBA- via written calendar
- I. 1345 – 1400 – Residents to Rooms/Log Books/ Shift Debriefing

### **8. Swing Shift**

- A. 1400 – 1415 – Shift Briefing and Unit Inventories
- B. 1415 – 1430 – Pod Expectations
- C. 1430 – 1700 –Program
  - a. TBA –via written calendar
- D. 1700 – 1730 – Dinner
- E. 1735 – 1800 – Hygiene/Dinner Clean-up
- F. 1800 – 2000 –Program
  - a. TBA – every week via written calendar
- G. 2000 – 2130 – High Level Program/ Bedtimes
  - a. TBA –via written calendar
- H. Sunday Evening will be high level “Rewards Movie”

## POST ORDERS - POD

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### **9. Outside Vendors**

- A. There will be several ways to accommodate outside vendors: Church, Planned Parenthood, YFC, NA, AA, etc.
  - a. Have vendor in program room on pod. (Depending on POP)
  - b. Have vendor hold group in visiting (when you might need to combine residents from both pods) Float will observe group.
  - c. Have vendor split time between pods.
- B. All of these will depend on pod population, vendor and other activities that might be going on. TBD at a later date by program supervisor.

### **10. Program Calendars**

- a. A program calendar will be posted in the dayroom.
- b. Every area on the above calendars that states Program will need to be specifically broken down to all the activities that will be done.
- c. Pod officers will follow the calendar and activities without variation, bar any emergencies.
- d. The program supervisor will determine which pod uses the covered yard or the big yard. Probably rotate their use.
- e. The program supervisor will also be responsible for the scheduling of the outside vendors.

**POD SCHEDULE**  
**SCHOOL DAYS**

**DAY SHIFT**

0600 Page Residents for wake up  
0600-0605 Population verified and reported to control  
Read Logs, SIR's, Cites  
0605-0715 Showers-Room cleanup  
0715-0745 Breakfast served on Pod  
0745-0800 Clean up and resident hygiene  
0800-1015 School  
1015-1030 School Break  
1030-1120 School  
1120-1150 Lunch served on Pod  
1150-1200 Clean up and resident hygiene  
1200-1330 School  
1330-1400 Residents down, Logs, Inventory, Check List, Shift Change

**Swing Shift**

1400 Page Residents to prepare to program  
1400-1415 Population verified and reported to control  
Read Logs, SIR's, Cites  
1415-1515 Split Program: LME and Quiet Writing i.e. Journals, Writing, Homework  
1515-1525 Switch groups  
1525-1625 Split Program: LME and Quiet Writing i.e. Journals, Writing, Homework  
1625-1645 Staff Expectation, Social interaction  
1645-1655 Break (Residents to their rooms)  
1655-1700 Residents out for dinner  
1700-1740 Dinner served on Pod  
1740-1800 Clean up and resident hygiene  
1800-1830 Split Program: LME and Games  
1830-1900 Split Program: LME and Games-Level 1 Phone Calls  
1900-1930 QW (Writing, Drawing, Homework) Snack / Meds  
1930 Level 1 down for the evening  
1930-2030 Games, TV, Phone Calls Level 2 &3  
2030 Level 2 down for the evening  
2030-2130 Cleanup, Laundry, Free time (Writing, Reading, Phone Calls)  
2130 Level 3 down for the evening  
2130-2200 Logs, Inventory, Check List, Shift Change

⇒ **1800-2000 – CBO i.e. Christian Science, AA, NA, etc.**

## POD SCHEDULE

### SUNDAY

#### **DAY SHIFT**

0600 Page Residents for wake up  
0600-0605 Population verified and reported to control  
Read Logs, SIR's, Cites  
0605-0715 Showers-Room cleanup  
0715-0745 Breakfast Served on Pod  
0745-0800 Clean up and resident hygiene  
0800-0810 Residents Out of Rooms  
0810-0830 Open discussion with staff (Current Events)  
0830-0930 Split: Religious Services/LME  
0930-0945 Break (Bathroom calls, water)  
0945-1015 Games, Writing, Social interaction, level I phone calls  
1015-1100 TV, Writing, Phone Calls level II & III  
1100-1115 Break (Bathroom calls, water)  
1115-1120 Residents out for Meal  
1120-1150 Lunch served on Pod  
1150-1205 Clean up and resident hygiene  
1205-1215 Residents Out for Programming  
1215-1245 LME  
1245-1300 Break (Bathroom calls, water)  
1300-1330 LME (for those who want), TV, Writing, Reading  
1330-1400 Residents down, Logs, Inventory, Check List, Shift Change

#### **Swing Shift**

1400 Page Residents to prepare to program  
1400-1415 Population verified and reported to control  
Read Logs, SIR's, Cites  
1415-1515 Split Program: LME and Quiet Writing i.e. Journals, Writing, Homework  
1515-1525 Switch groups  
1525-1625 Split Program: LME and Quiet Writing i.e. Journals, Writing, Homework  
1625-1645 Staff Expectation, Social interaction  
1645-1655 Break (Residents to their rooms)  
1655-1700 Residents out for dinner  
1700-1740 Dinner served on Pod  
1740-1800 Clean up and resident hygiene  
1800-1830 Split Program: LME and Games  
1830-1900 Split Program: LME and Games-Level 1 Phone Calls  
1900-1930 QW (Writing, Drawing, Homework) Snack / Meds  
1930 Level 1 down for the evening  
1930-2030 Games, TV, Phone Calls Level 2 & 3  
2030 Level 2 down for the evening  
2030-2130 Cleanup, Laundry, Free time (Writing, Reading, Phone Calls)  
2130 Level 3 down for the evening  
2130-2200 Logs, Inventory, Check List, Shift Change

- ⇒ 0830-0930 – Religious Services  
⇒ 1800-2000 – CBO i.e. Christian Science, AA, NA, etc.  
⇒ 1215-1415 & 1445-1645 Visitation

**POD SCHEDULE**  
**SATURDAY**

**DAY SHIFT**

0600 Page Residents for wake up  
0600-0605 Population verified and reported to control  
Read Logs, SIR's, Cites  
0605-0715 Showers-Prepare for Pod Cleanup  
0715-0745 Breakfast served on Pod  
0745-0800 Clean up and resident hygiene  
0800-0930 Room Cleanup  
0930-1030 Pod Cleanup (dayroom, showers, staff bathroom, staff station)  
1030-1100 Clean Program and school rooms  
1100-1120 Residents out for Meal, Open discussion with staff  
1120-1150 Lunch served on Pod  
1150-1200 Clean up and resident hygiene  
1215-1245 LME (Start of 1<sup>st</sup> Visitation)  
1245-1300 Break (Residents to their rooms)  
1300-1330 Games, Social interaction, Level I phone calls  
1330-1400 Residents down, Logs, Inventory, Check List, Shift Change

1400 Page Residents to prepare to program  
1400-1415 Population verified and reported to control  
Read Logs, SIR's, Cites  
1415-1515 Split Program: LME and Quiet Writing i.e. Journals, Writing, Homework  
1515-1525 Switch groups  
1525-1625 Split Program: LME and Quiet Writing i.e. Journals, Writing, Homework  
1625-1645 Staff Expectation, Social interaction  
1645-1655 Break (Residents to their rooms)  
1655-1700 Residents out for dinner  
1700-1740 Dinner served on Pod  
1740-1800 Clean up and resident hygiene  
1800-1830 Split Program: LME and Games  
1830-1900 Split Program: LME and Games-Level 1 Phone Calls  
1900-1930 QW (Writing, Drawing, Homework) Snack / Meds  
1930 Level 1 down for the evening  
1930-2030 Games, TV, Phone Calls Level 2 &3  
2030 Level 2 down for the evening  
2030-2130 Cleanup, Laundry, Free time (Writing, Reading, Phone Calls)  
2130 Level 3 down for the evening  
2130-2200 Logs, Inventory, Check List, Shift Change

⇒ 1800-2000 – CBO i.e. Christian Science, AA, NA, etc.

⇒ 1830-2030 - Saturday Movie: Level 2 & 3s

**POD SCHEDULE**  
**Non-SCHOOL DAYS**

**DAY SHIFT**

0600 Page Residents for wake up  
0600-0605 Population verified and reported to control  
Read Logs, SIR's, Cites  
0605-0715 Showers-Room cleanup  
0715-0745 Breakfast Served on Pod  
0745-0800 Clean up and resident hygiene  
0800-0810 Residents Out of Rooms  
0810-0830 Open discussion with staff (Current Events)  
0830-0930 Games, social interaction  
0930-0945 Break (Bathroom calls, water)  
0945-1015 Writing, Social interaction, level 1 phone calls  
1015-1100 TV, Phone Calls level 2 & 3  
1100-1115 Break (Bathroom calls, water)  
1115-1120 Residents out for Meal  
1120-1150 Lunch served on Pod  
1150-1205 Clean up and resident hygiene  
1205-1215 Residents Out for Programming  
1215-1245 LME  
1245-1300 Break (Bathroom calls, water)  
1300-1330 Games, Writing, Reading  
1330-1400 Residents down, Logs, Inventory, Check List, Shift Change

**Swing Shift**

1400 Page Residents to prepare to program  
1400-1415 Population verified and reported to control  
Read Logs, SIR's, Cites  
1415-1515 Split Program: LME and Quiet Writing i.e. Journals, Writing, Homework  
1515-1525 Switch groups  
1525-1625 Split Program: LME and Quiet Writing i.e. Journals, Writing, Homework  
1625-1645 Staff Expectation, Social interaction  
1645-1655 Break (Residents to their rooms)  
1655-1700 Residents out for dinner  
1700-1740 Dinner served on Pod  
1740-1800 Clean up and resident hygiene  
1800-1830 Split Program: LME and Games  
1830-1900 Split Program: LME and Games-Level 1 Phone Calls  
1900-1930 QW (Writing, Drawing, Homework) Snack / Meds  
1930 Level 1 down for the evening  
1930-2030 Games, TV, Phone Calls Level 2 & 3  
2030 Level 2 down for the evening  
2030-2130 Cleanup, Laundry, Free time (Writing, Reading, Phone Calls)  
2130 Level 3 down for the evening  
2130-2200 Logs, Inventory, Check List, Shift Change

⇒ 1800-2000 – CBO i.e. Christian Science, AA, NA, etc.

## Resident Orientation Program

During the booking process, the resident will be provided an orientation booklet and will sign in the appropriate area stating that they have received the booklet. It is the resident's responsibility to read and understand the material in the booklet. Staff should check in with the resident during the first several days they are here, to ensure that the resident understands the daily routine of the facility and answer any questions he/she may have.

## POST ORDERS - POD

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### RESIDENT MOVEMENT FROM POD TO NORTH COURT YARD

1. The pod officer will contact control via the radio and ask if the North Court Yard is secure and available for use.
2. The pod officer will tell the resident(s) who will be participating in outside recreation.
3. The pod officer will instruct the residents, two at a time, to assemble at the pod/court door on the ramp in a single file line, facing forward, hands behind their back, and silent
4. The pod officer will:
  - a. Review the basic rules and expectations with the resident where necessary.
  - b. Ensure that residents are dressed appropriately.
  - c. Advise control that they are ready to take residents to the North Court Yard for recreation and they are assembled and ready to move.
  - A. The first pod officer will position him/herself at the pod door to the North Court Yard in a manner where it is safe.
  - B. The second pod officer will position him/herself in a manner where all residents can be seen and it is safe.
  - C. The pod officer will contact central control via the radio and inform them they are ready to exit the pod to the North Court Yard.
  - D. Central control will then release the door and the first pod officer will open the door and exit onto the North Court Yard, positioning him/herself where all minors can be observed entering the North Court Yard,
    - a. A resident can be used to hold open the door open.
    - b. The residents will exit the pod onto the North Court Yard with the second pod officer following the residents.
  - E. The first pod officer will line up the residents on the Court.

## POST ORDERS - POD

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- F. Once the residents are on the court yard, the pod officer(s) will perform a count of the residents and officers and notify central control the amount of minors and officers on the court yard.
- G. If there are 10 or less residents, participating in recreation, the same procedure will be followed, except the following:
  - a. The minors participating in recreation will lineup on the ramp, while the remaining residents are seated at the tables quietly.
  - b. The second pod officer will not exit the pod, but position himself/herself where he/she can see all residents.
- H. The reverse procedure will be conducted when returning to the pods from the court yard.

**RESIDENT MOVEMENT FROM POD TO EAST COURT YARD**

1. The pod officer will contact control via the radio and ask if the East Court Yard is secure and available for use.
2. Request a float to assist with movement to the East Court Yard.
3. The pod officer will tell the resident(s) who will be participating in outside recreation.
4. The pod officer will instruct the residents, two at a time, to assemble at the pod entry door in a single file line, facing forward, hands behind their back, and silent
5. The pod officer will:
  - a. Review the basic rules and expectations with the resident where necessary.
  - b. Ensure that residents are dressed appropriately.
  - c. Advise control that they are ready to take residents to the East Court Yard for recreation and they are assembled and ready to move.
- A. The float officer will open the East sally port door, hold it open and notify central control that he/she is ready for movement.
- B. Central control will verify with the pod officer that the float officer is there to move the residents to the East Court Yard and opens the door.
- C. The Float will monitor the movement into the corridor from the pod door and corridor always watching the minors.
- D. The pod officers will escort the residents to the pod door, positioning him/her near the back of the line to assure visibility of all residents.
- E. The pod officer will contact central control and request the pod door to be opened.
- F. One of the pod officers will open the door while the other is positioned where he/she can see the entire group of residents.

## POST ORDERS - POD

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- G. The residents will exit the pod and walk toward the east sally port in a single file line, looking straight forward with their hands positioned behind their back.
- H. As the first minor reaches the sally port door, he/she will take over and hold the door open for the float officer. The float officer will move to the second sally port door and ask central control to open the door (an override will need to take place). The officer will hold the door open as the residents are exiting onto the east recreation yard.
- I. The float officer will instruct the residents to line up on the court where told.
- J. Once the residents and the officers are on the court yard, the pod officer(s) will perform a count of the residents and staff and notify central control the amount of minors and officers on the court yard. The pod officer(s) will give expectations and inform what recreational activities will commence.
- K. The reverse procedure will be conducted when returning to the pods from the court yard.

# POST ORDERS – FLOAT/POD /SUPERVISOR

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## TIMELINES

**\*\*\*Notify Division Director\*\*\***

### **Restraints: Hard Restraints and The Wrap**

When using restraints, there are specific timelines that must be followed.

1. Every resident in restraints must be under continuous direct visual supervision.
2. CFMG will be notified within one (1) hour of placement in restraints.
3. The on-call provider must come to the facility and provide a medical assessment within two (2) hours of the resident being placed in restraints.
4. The resident must be medically cleared through an on site face-to-face assessment by Health Services staff and approved for remaining in physical restraints. This on site clearance must take place every three (3) hours thereafter, to determine appropriateness of continued use of restraints.
5. As soon as possible, but within four (4) hours of placement in restraints, the resident must be evaluated on site by a licensed mental health professional to assess whether the resident needs immediate and/or long term mental health treatment.
6. Hydration (water) offered every half hour, and documented.
7. Sanitation (bathroom) offered every hour and documented.
8. At a minimum the resident's behavior and any staff interventions shall be documented at least every 15 minutes.
9. Range of motion exercises of alternating extremities a minimum of ten (10) minutes every two (2) hours.
10. Restraints checked for tightness once (1) every 15 minutes.

## POST ORDERS – FLOAT/POD /SUPERVISOR

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### **Safety Room:**

If a resident is placed in the safety room, the following timelines must be followed:

1. Safety gown
2. Continuous direct visual supervision (safety door may be closed)
3. Behavior documented every 15 minutes
4. Water every two (2) hours
5. Provisions for meals at appropriate times
6. Evaluated by a supervisor/OIC a minimum of every four (4) hours.
7. Medical staff shall be notified no longer than one (1) hour of a resident being placed in the safety room.
8. The resident must be medically cleared for continued safety room placement every 24 hours.
9. Mental health evaluation must occur within 24 hours of placement in a safety room

### **OC Pepper Spray:**

If a resident is sprayed with OC PEPPER SPRAY, the following timelines must be followed for decontamination:

1. All residents sprayed with OC must be referred to medical personnel as soon as possible and if medical personnel are not on site, the on-call medical provider will be called within one (1) hour.
2. Resident will be allowed to flush face and eyes with cool water or a shower of cool water.
3. Direct supervision for one (1) hour from time of exposure.
4. All contaminated items (clothing, bedding, etc.) will be removed and laundered.

# POST ORDERS -POD

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## RESIDENTS WITH DISABILITIES

### (ADA)

It is the policy of Shasta County Juvenile Rehabilitation Facility to adhere to the Americans with Disabilities Act (ADA) by equipping the facility to adequately house residents with disabilities.

#### 1. ROOM ASSIGNMENTS AND CLASSIFICATION:

- a. Residents restricted to a wheelchair will be housed in the ADA room on the assigned housing pod.
- b. The ADA room must be vacated in the event that a disabled resident is admitted to the pod and a resident who does not require an ADA room is occupying the room.
- c. Residents with any physical condition that would hinder their ability to use the stairway will be housed on the first tier.

#### 2. WHEELCHAIRS:

- a. Wheelchair ramps will be used whenever escorting a resident restricted to a wheelchair to various areas of the facility.
- b. Wheelchairs will be searched prior to being allowed on the housing pod.
- c. Residents may keep their wheelchair in their room with them as long as they do not misuse or create a security issue with them.
  - 1) If the resident is not allowed to keep his/her wheelchair in their room, the following will occur:
    - JDO's must assist the resident into their bed, if needed.
    - A plastic whistle will be provided to the resident to alert staff of hydration or bathroom needs.
    - If the resident has to use the bathroom, their wheelchair will be returned to them and staff shall assist the resident into the chair, if needed. After bathroom use, the wheelchair will be removed.

## POST ORDERS -POD

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- If resident is an extreme safety and security risk, staff will do five minute room checks or one- on- one direct supervision.
  - Whenever the resident is let out of their room for programming, his/her wheelchair will be returned to them for use.
- d. Wheelchairs will be searched in addition to the resident at the conclusion of any Court/Visitation, transport, etc.
- e. No other residents shall use the wheelchair.

### 3. SHOWER AND HYGIENE:

- a. Residents restricted to a wheelchair will use the ADA shower.
- b. In the event that a resident is not able to bathe or shave him or herself:
- 1) The JDO will assist the disabled resident shower and shave.
    - a) The JDO will get the disabled shower chair and properly place it into the shower.
    - b) A bath robe or modesty blanket will be used when taking a disabled resident to the shower and returning them to their room.
    - c) **Male Resident:** the resident will be placed in the shower, on the shower chair, wearing a pair of boxer underwear. If the resident asks for assistance, a male JDO will assist the resident with his shower. Once the shower is done, the resident will be allowed to go to his room and change into clean clothing.
    - d) **Female Resident:** the resident will be placed in the shower, on the shower chair, wearing a sports bra and underwear. If the resident asks for assistance, a female JDO will assist the resident with her shower. Once the shower is done, the resident will be allowed to go to her room and change into clean clothing.
  - 2) If a disabled resident wants to shave, the same sex JDO will assist them in shaving.
- c. Disabled residents will be responsible for the orderliness of their rooms to the best of their ability.

## POST ORDERS -POD

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- d. Residents in wheelchairs will be afforded ample time during showers to complete the shower process.

#### **4. EDUCATION,RECREATION AND MEAL SERVICE:**

- a. In the event that a disabled resident is not able to access the day room tables while in their wheelchair, a folding table will be provided for them to use for dayroom activities such as eating meals, playing board games and writing letters.
- b. In the event that a disabled resident is not able to access a desk in the classroom, a folding table will be provided for them.
- c. Disabled residents will be provided with recreational activities that are equivalent to those afforded to other residents.

## POST ORDERS- POD

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### FEMALE PERSONAL HYGIENE

- Female residents will be issued small, sealable disposal bags for their menstrual cycle supplies.
- The female resident will dispose of their tampon or pad into the sealable bag and place it next to their toilet.
- At the end of the shift, (day shift and swing shift) females will discreetly be allowed to dispose of their used products, into the trash can. (The Red biohazard can does not need to be used for these materials)

# POST ORDERS -POD

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## ECOLAB LAB CLEANING CADDY Operating Procedures

### **Step 1 – CHARGING**

Ensure caddy is charged. On dashboard panel, lift receptacle cap and insert charger plug. Plug into wall outlet. While charging a green light will illuminate. The battery power gauge will begin to cascade 20 seconds after charging initiated. Maximum charging cycle is approximately 12 hours. (Note: it is not necessary to unplug the charger once a full charge is reached. The hour meter on the battery charger gauge only records when pump is on. At a full charge, the battery level indicator on the charger will remain solid ON, (not upward cascading) independent of whether the main power switch is on/off. When main power switch is off and the charger not plugged in, the battery gauge display shall be black.)

### **Step 2 – FILLING**

Remove the large black fill port cap on the side of caddy and fill with cold water (80 degrees maximum) to 2-3 inches below the fill port (13.5 gallons). Secure cap.

### **Step 3- CLEANING SOLUTIONS/PRODUCTS**

1. At back of caddy, open the crease bar from product bag area by pulling the right side bar out and swing it back.
2. Unscrew clean-clip caps from mounts.
3. Slide appropriate solution bag into labeled location.
4. Insert and tighten cap.
5. Repeat for remaining two bags.

### **Step 4- PRIMING**

1. Turn caddy on and look for red power light.
2. Turn selector knob to rinse
3. Unwind operator hose to reach mop sink.
4. Point spray gun into mop sink and pull trigger until constant stream.

## POST ORDERS -POD

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### CLEANING PROCEDURES

#### Pre-operations:

Begin by removing charger and leaving it at charging station. Check cleaning solution and water levels. Empty/drain wet vacuum recovery tank if needed. (Grey drain hose located near water fill cap. Drain at mop sink.)

#### Cleaning:

1. Pick up any debris from floors and surfaces to be cleaned.
2. Turn caddy on.
3. Turn selector knob to desired cleaning solution.
4. Spray fixtures, working top to bottom. (Toilets, urinals, counters, sinks, faucets, partitions and wall tiles.)
5. **WARNING: DO NOT SPRAY ELECTRICAL OUTLETS OR SENSITIVE SURFACES.** (E.g. Drywall, wood, dispensers, etc.)
6. Allow cleaning solution to remain for contact time. (5-15 minutes)

#### RINSING FIXTURES AND FLOOR CLEANING:

1. Set selector knob to rinse and purge the line of existing cleaning product. (spray floor)
2. Rinse cleaning solution from fixtures to the floor. Squeegee solution from countertops as necessary.
3. Turn knob to floor cleaner and prime the operator hose.
4. Apply floor cleaner to desired area.
5. Deck brush the floor to loosen soil.
6. Remove cleaning solution from floor by squeegeeing to floor drain and use wet vacuum attachment.

#### WET VACUUM OPERATION:

#### WARNING: DO NOT VACUUM DRY OR SOLID MATERIALS.

1. Move cleaning caddy away from immediate cleaning area. (Approx. 10-12 feet)
2. Attach the large grey vacuum hose (located at front of caddy) to the long vacuum wand.
3. Connect and test GFCI Plug on the extension cord into a standard outlet.
4. Turn on the vacuum at the small rocker switch on top of the vacuum head.
5. Vacuum the solution off the floor. Start new caddy and work outward to prevent tracking solution onto dry areas. NOTE: When complete, turn vacuum wand upright for 5 seconds to drain all liquids into holding tank.

## POST ORDERS -POD

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6. Turn off vacuum.

### END OF DAY STORAGE:

1. Flush lines with water by selecting rinse and purging line for 10-15 seconds.
2. Drain wet vacuum recovery tank into mop sink by removing small drain hose on side of caddy. Pull hose downward to drain.
3. When drained, rinse out the wet vacuum recovery tank by removing the vacuum head and rinsing with water or appropriate cleaning product.
4. Place caddy in storage and recharge battery.

**YOU MUST HAVE A MASTER'S DEGREE TO OPERATE THIS CADDY.**

## POST ORDERS- POD

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### GRAVEYARD SHIFT

#### **1. DO NOT OPEN A RESIDENT'S DOOR ALONE ON THE GRAVEYARD SHIFT.**

- A. Always call for assistance if you need to open a resident's door.
- B. If a resident is requesting something on the graveyard shift, unless it is an emergency, refer to day shift.
- C. If a resident needs toilet paper, a usable amount can be slid underneath the resident's door; day shift can issue a roll in the morning.
- D. If a resident has an accident, (wets the bed, started period) and needs to shower, call for an additional staff.
- E. If a resident is in an emergency situation, (fight with roommate, etc.) call for backup and do not open the door alone.
- F. If backup is needed in another part of the facility; it may require an officer to leave one of the Pod's. If this happens, the remaining Pod officer shall roam back and forth between both Pod's, and perform the Room safety Checks on both Pod's until the situation is resolved, and the Officer can return to the Pod.

## POST ORDERS - POD

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### **GROW Program Procedures and Guidelines Regarding Location and Resident Classifications/Statuses**

Section 1: Area Security Classifications

Section 2: Obtaining Furlough Paperwork

Section 3: Resident Movement to and from GROW

Section 4: Showers/Clothing exchanges

#### **Section 1: Area Security Classifications**

##### **A: Interior Garden (Located North of the 900 pod inside main perimeter)**

This area is generally accessible to all residents provided no safety/security concerns are present. Facility standards for staff/resident ratio are to remain in effect. MSR's, Ad-Sep, SR are all permitted provided proper staffing ratios are maintained. Furlough paperwork is NOT required to utilize this area. A Core Trained JDO will always be present when residents are in the Interior Garden.

##### **B: Chicken Care: (Short Term) Food Scrap Bucket Delivery/Egg Gathering Accompanied by JDO**

Resident(s) who are not classified as A status (awaiting arraignment), or MSR/ Ad-Sep Status may accompany a Core Trained JDO to the West Garden for the purposes of emptying food scrap buckets ("Chicken buckets") and gathering eggs from the chicken coops. This task should be completed daily. Residents who have earned the facility job of chicken care should be the primary workers for this assignment.

##### **C: West Garden- Furlough for Ongoing Work/Projects (All areas Located west of the Inner Facility Perimeter)**

The West Garden for work of a longer duration/larger projects (more than just emptying chicken buckets and gathering eggs) is available only to residents

## POST ORDERS - POD

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with furlough paperwork which is signed by the resident's Probation Officer and initialed by the Facility Director. No residents with C status (placement), A status (awaiting arraignment), or any residents with MSR, Ad-Sep Statuses are permitted in the West Garden.

The resident(s) must have court ordered discretion to furlough (B\* or D\* status) to utilize this area. The furlough paper work must indicate whether the resident shall be supervised by a core trained JDO or if the resident can be furloughed to a GROW Program service provider. While working in the West Garden, the gate between the fire egress lane and West Garden shall be locked.

### **C: Staff Parking Lot/Strawberry Garden**

The Staff Parking Lot/Strawberry Garden is available only to residents with furlough paperwork which is signed by the Resident's Probation Officer and initialed by the Facility Director. No C status (placement), A status (awaiting arraignment), or any residents with MSR or Ad-Sep Statuses are permitted in the Strawberry Garden. The Resident(s) must have court ordered discretion to furlough (B\* or D\* status) to utilize this area. Residents programing in this area MUST be accompanied by a core trained JDO. The Furlough paperwork must indicate that the Resident may work in the strawberry garden and must be signed by the Resident's Probation Officer and initialed by the Facility Director.

### **Section 2: Obtaining Furlough Paperwork**

Furlough Paperwork will initially be filled out by the resident's Probation Officer. The Probation Officer will ensure that the resident has court ordered discretion to furlough. The Probation Officer shall indicate if the resident is able to work in the Strawberry Garden under JDO supervision, the West Garden under JDO supervision and/or the West Garden under GROW service provider supervision. The Probation Officer will then submit the furlough paperwork to the JRF for Director approval. Furlough paperwork without the Facility Director's initials is NOT valid. Once the furlough paperwork has been initialed by the

## POST ORDERS - POD

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Director it will be stored on the resident's respective living pod in the orange GROW folder.

### **Section 3: Resident Movement to and from GROW Program**

#### **A: Movement to and from Interior Garden**

Prior to resident(s) being moved to the interior garden a JDO shall perform a perimeter check ensuring both gates are secured and any tools are secured in the garden shed. The JDO should also be looking for other hazards such as loose boards, nails/screws, etc. Once the area is secured the JDO may move the resident(s) to the Interior Garden adhering to facility movement policy/procedure. When returning from the Interior Garden the resident(s) shall be pat-down-searched prior to returning to the living areas.

#### **B: Movement to and from the Staff Parking Lot/Strawberry Garden**

Prior to residents being moved to the Strawberry Garden a JDO shall perform a security sweep of the area insuring the area is appropriate for programming. The vehicle gate must be working (closing) and any extraordinary hazards must be identified and removed before residents may program in the strawberry garden (running unsecured vehicles, delivery trucks unloading, etc...) The JDO shall also ensure there are no sight and sound violations such as adult workers from JCWP. Once the area has been deemed appropriate for programming the JDO will locate the furlough paperwork on the pod and check to make sure that the Strawberry Garden is specifically listed and that the facility director has initialed the furlough sheet. Attached to the furlough paperwork will be a "Resident Temporary Release" sheet which the JDO will fill out prior to the resident leaving the facility. A log note in green will be made showing the resident being released to a GROW furlough. Once clearing the movement with control a JDO will escort the residents out of the building adhering to facility movement procedures. When returning to the facility from the strawberry garden the residents will be pat down searched prior to entering the facility.

## POST ORDERS - POD

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Following facility movement procedures the JDO will then escort the residents back to the pod. The log book will be updated in red ink to show the residents returning from furlough and the Resident Temporary Release sheet will be completed.

### **C: Movement to and from the West Garden**

Prior to Residents being moved to the West Garden a JDO shall perform a perimeter check ensuring that all exits are secure and that no hazards exist on the West Garden (unsecured gardening tools are common and do not prohibit residents from working in the west garden). Exits that must be secure include the Main fire gate between the JRF and the old facility, the 4 entrances/exits to the old juvenile hall, and the gate next to the JCWP office.

### **Chicken Care: (Short Term) Food Scrap Bucket Delivery/Egg**

#### **Gathering**

After performing the security check on the West Garden and clearing the movement with control a JDO may be accompanied by a resident and proceed to the West Garden area to empty the chicken buckets and gather eggs. The resident(s) should always remain near the JDO, under officer supervision.

### **West Garden- Furlough for Ongoing Work/Projects (All areas Located west of the Inner Facility Perimeter)**

After performing the security check on the West Garden the JDO will locate the furlough paperwork on the pod and check to make sure that the West Garden is specifically listed and that the facility director has initialed the furlough sheet. Attached to the furlough paperwork will be a "Resident Temporary Release" sheet which the JDO will fill out prior to the resident leaving the facility. A log note in green will be made showing the resident being released to a GROW furlough. Once clearing the movement with control a JDO will escort the residents out of the building (even if the furlough is to a GROW service provider) adhering to facility movement procedures. When returning to the facility from the west garden the residents will be escorted into the west sally by a JDO and pat down

## POST ORDERS - POD

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searched prior to entering the facility. Following facility movement procedures the residents will be returned to the pod. The JDO will then complete the Resident Temporary Release form and update the log book in red ink to show the residents returning from a furlough.

### Section 4: Showers/Clothing exchanges

Residents returning from GROW activities will often have soiled clothing/shoes and may be in need of a shower. Residents with heavily soiled clothing or shoes shall be given clean clothing to change into. Showers are not always necessary but staff should use good discretion, favoring health and good hygiene.

O.I.C

“OFFICER IN CHARGE”

POST ORDERS



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**BRIEFINGS**

**1. Day Shift Briefings**

A. The day shift supervisor/OIC will meet with their team of officers no later than 30 minutes past the beginning of shift.

a. The supervisor/OIC will:

1. Brief with Control
2. Brief with the float(s)
3. Brief with both pod officers
4. Brief with medical staff

B. The day shift supervisor/OIC will brief again with their staff prior to the shift ending.

C. When the swing shift supervisor/OIC arrives, they will be briefed by the day shift supervisor/OIC.

D. The swing shift supervisor/OIC will meet with their team of officers no later than 30 minutes past the beginning of shift.

a. The supervisor/OIC will:

1. Brief with Control
2. Brief with the float(s)
3. Brief with both pod officers
4. Brief with medical staff

E. The swing shift supervisor/OIC will brief again with their staff prior to the shift ending.

## POST ORDERS – SUPERVISOR/OIC

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- F. When the graveyard supervisor/OIC arrives, they will be briefed by the swing shift supervisor/OIC.
- G. The graveyard supervisor/OIC will meet with their team of officers no later than 30 minutes past the beginning of shift.
  - a. The supervisor/OIC will:
    - 1. Brief with Control
    - 2. Brief with the float(s)
    - 3. Brief with both pod officers
    - 4. Brief with medical staff
- H. The graveyard supervisor/OIC will brief again with their staff prior to the shift ending.
- I. When the day shift supervisor/OIC arrives, they will be briefed by the graveyard supervisor/OIC.

**STAFFING**

1. It is the supervisor/OIC's responsibility to ensure the facility maintains, at least, the minimum staffing requirements.
2. All employees calling in sick must speak to the supervisor/OIC.
  - a. The supervisor/OIC will document all employees calling in sick in the "Call Log" located at central control.
  - b. The supervisor/OIC will find coverage for the shift an officer called in sick for, keeping in mind CORE training issues.
3. It is the supervisor/OIC's responsibility of relieving unfit staff of duty.
  - a. Any staff reporting for, or on duty, who is found unfit for duty because of emotional instability or physical disability shall be sent home.
  - b. Prior to sending an officer home, the supervisor/OIC will call the Division Director.
4. The supervisor/OIC will resolve employee conflicts.
5. The supervisor/OIC will deal with personnel issues involving their shift.
  - a. Calling the Division Director is appropriate in this situation.

**DIVISION DIRECTOR**

**Sarah Till**

**SPO'S AND SJDO'S**

Chris McFairland Vicki Fry  
Evelyn Hooks Mike Boydston  
Natalie Jacobs

**MEDICAL**

Keri Rubalcava  
Program Manager, RN

**SCHOOL**

Kathey Thompson

**FOOD SERVICES**

MIKE HEFFNER

A. Redford D. Winklepleck, Schaible  
S. Bernardino J. Higgs D. Goodwine  
R. Drake J. Briggs H. Esget T. Spalti  
T. Morsette J. Giorgi H. Schnell  
I. Wharton J. Whitmore  
S. Noble G. Tucker B. Torres  
A. Hemenway C. Downey  
A. Hollibaugh  
K. Williams J. Meredith H. Breshears  
L. Contreras A. Silva

Robert Vincent, RN

Angela McDonald  
Deb Dewitt  
Phil Mayar

Johnny Yee Rick Bartow

**INTAKES AND RELEASES**

1. The supervisor/OIC will review all bookings.
  - A. DRAI- review score and authorize release.
    - a. If not a SPO, the supervisor/OIC will call the Division Director for authorization to release, based on the DRAI score.
  - B. Medical – if a resident is brought in with medical issues, the supervisor/OIC will notify medical staff or in their absence, request medical clearance prior to booking.
  - C. Probable Cause- review the completed probable cause statement to make sure:
    - a. Bookable charges
    - b. All the elements of the crime are stated in the narrative
    - c. Date and time of arrest and booking
  - D. Review all PREA forms
    - a. VAI
    - b. Sexual Abuse Orientation
  - E. Sign the Detain and Release Criteria

## POST ORDERS-

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### DRAI Instructions

1. DRAIs are conducted for new charges only. They are not conducted for youth presented only on 777 WI, warrants, court-ordered bookings, courtesy holds, cite and releases, transfer ins from other county facilities, or JDAP/furlough failures.
2. While it may seem obvious, try to fill in every blank on the top portion of the DRAI form.
3. The next two sections are self-explanatory.
4. Prior offense history. At this part you look up the minor's name in JALAN (Section 5 – Proceedings / File Update). Then, review every case for SUSTAINED Misdemeanors or Felonies. If it's a JAC case or SARB don't even consider it for this section.
5. Aggravating and Mitigating factors – This is like a script. Ask questions almost in the exact order the factors are listed. The first two aggravating factors will be answered by the probable cause declaration / arresting agency. The first five mitigating factors are just facts to be checked in JALAN. Pay special attention to any discrepancy between the minor and parent statements for the remaining factors. If decent rapport is established then the drug, school and gang questions will be close to the truth from the minor. The parent will know about the school but might be clueless / lying about the gang or drug and alcohol issues. The only other area of concern is whether the parent will take responsibility for their child. This where you need to pay attention to the overall story, rather than the specific question, "Do you believe your child is beyond your control?" This is where some parents will attempt to shirk their responsibility by making implausible statements. You will likely recognize their lack of merit.

## INCIDENT RESPONSE

The supervisor/OIC will respond to all emergency situations. He/she will be expected to respond and coordinate all activities during the incident.

1. INCIDENTS
2. MEDICAL EMERGENCIES
3. SPECIAL INCIDENT REPORTS

### INCIDENTS:

“Incident” covers a variety of actions. Facility fire, irate parent, staff shortage, staff issues, etc. The supervisor/OIC is expected to respond to these incidents and make the appropriate decisions. If you are a supervisor or selected to be OIC, it is imperative that you read, know and understand all of the emergency procedures. Remember, all the staff are looking at you for answers and leadership. **Learn the things you need to know and know where to look up the things you do not know.**

## POST ORDERS – SUPERVISOR/OIC

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### MEDICAL EMERGENCIES:

If there is a medical emergency with a resident or a staff member, the supervisor/OIC will take control of the situation. The supervisor will assess the situation and make the decisions to; 1) Call the on-call medical provider, 2) Call 911, 3) Give the resident a tums or Tylenol, 4) Initiate first-aid/CPR or 5) Do a combination of the above.

It is imperative to know the policy and procedures involving medical emergencies. It could be the difference of life or death. When in doubt, **CALL THE ON-CALL MEDICAL PROVIDER!!!**

## WRITING AN OFFENSE REPORT

Reports are written to document an incident or make a record of fact. There are many reasons to write an offense report. The officer may need to document the elements of a new law violation for the purpose of filing criminal charges, document the collection and chain of custody of evidence or found items, or to temporarily place a minor into the protective custody of CFS. Whatever the purpose of the report, the author must insure that the document clearly communicates the facts, is readable, and accurately describes the events and circumstances. When completing the offense report you must:

1. Use the approved report format.
2. Document the relevant facts of the crime or incident.
  - a. Date and Time
  - b. People present
  - c. Location of the incident.
  - d. Nature of the incident.
  - e. Description of the incident.
    - i. Detailed description.
    - ii. Include all elements of alleged offense.
    - iii. Aggravating or mitigating factors (if any).
  - f. Interviews
    - i. Who you interviewed
    - ii. Who was present during the interview
    - iii. Date, time and location of the interview
    - iv. Miranda information
      1. Time you gave advisement
      2. What they specifically said/did to indicate they waived or invoked the right.
    - v. What you asked
    - vi. What they said

## POST ORDERS – SUPERVISOR/OIC

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### g. Evidence

- i. Description of item
- ii. Where it was found
- iii. Who seized it (should always be case officer)
- iv. Chain of custody

### h. Photos Taken

- i. Description of the photo.
- ii. Who took the photo
- iii. How it was saved to be stored as evidence.

### Disposition of Case

#### iv. Closed

1. Done with the investigation. Ready to be forwarded to the PO/DA for review.

#### v. Pending

1. Needs additional investigation

### Supplemental Report

A supplemental report is a method of documenting facts that aren't included in the original offense report. There are many reasons why a supplemental report might be necessary.

- Follow up investigation after the original report is completed.
  - le: Documenting the nature and seriousness of injuries after medical treatment is obtained.
- Document facts obtained by other officers.
  - What occurs outside of the view of the primary officer.
  - What assisting officers did or viewed that must be documented.
- Document evidence collected following the completion of the original report.

## POST ORDERS – SUPERVISOR/OIC

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The supplemental report carries the same case number as the original report, however it is designated as a supplemental report near the case number and tracked by the date the supplemental report is authored.

### Miranda

Miranda warning protects a person's Fifth Amendment right against self-incrimination and Sixth Amendment right to counsel.

Right to counsel is not triggered by the suspect's custodial status, but whether the suspect has been charged with the offense about which you want to interrogate them. "Charged" means a prosecutor has filed a criminal complaint or a grand jury returns an indictment. Once they are charged, they cannot be interviewed without their counsel present (or approval) pursuant to *Massiah v United States* (1964). This, however, does not prevent an officer from interrogating the suspect about other uncharged crimes.

# POST ORDERS – SUPERVISOR/OIC

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## FORM MAINTENANCE AND SIGN-OFFS

During your shift incidents can happen that will require you to review the incident, talk with the resident, or some other kind of action. Some actions require the supervisor/OIC to review and sign door sheets or documents.

### 1. Due Process:

When a resident commits a major rule violation, staff will complete a Special Incident Report (SIR) and fill out the first page of the Due Process form in its entirety. This staff will also make copies of the SIR and provide it to the resident and notify the resident that someone will be speaking with them shortly regarding their right to due process.

After these steps are completed, the supervisor/OIC on duty will:

- a. Make sure the incident is documented in the **folder** on the SIR and Due Process Log  
Including the residents name, violation, staff name, and if the due process is needed
- b. Read the SIR in its entirety
- c. In the "Reviewer Conclusion(s)/Corrective Action(s) section of the SIR, write their conclusion and state whether the recommended consequences are appropriate.
- d. Sign and date the SIR

Regarding Due Process the supervisor will:

- a. Assign the due process to a staff member they identify as capable of overriding a supervisors/OIC's decision. If there is not a staff capable of doing so then
  - a. If the division director is available, ask if he can complete it
  - b. Or have the oncoming supervisor/OIC complete it.

The oncoming supervisor/OIC or assigned staff will:

- a. Complete the back side of the due process form in its entirety, including the findings section
- b. Choose another staff not involved in the incident to assist that resident in understanding the process and to express the resident's views

## POST ORDERS – SUPERVISOR/OIC

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- c. Have the resident give their statement of the incident. They can write it, or staff can write in for them on the back of the Due Process form. They can refuse to give a statement

The party who completes the Due Process will:

- a. Fill out the supervisor/OIC'S finding of Facts/Discussion of Evidence Relied Upon section on the back side of the Due Process form
- b. Sign and date the form
- c. Fill out the completion section in the SIR book

If the resident wants to appeal to the division director:

- a. The supervisor/OIC will circle "yes" on the back side of the Due Process form
- b. Place the form in the SIR book
- c. Notify the director via email the due process is waiting for their review.

### **2. Room Confinement:**

When a resident is placed on room confinement it requires supervisor/OIC approval. The resident may only be placed in his/her room for up to four (4) hours, and only for their safety, the safety of other residents, or staff. If the resident requires further confinement time, medical must be notified to determine if it is safe for continued time in their room. If medical clears the resident for continued confinement time, this must be approved by the Director, or their designee, and documented on a supplemental report.

#### **A. Citation:**

An officer may write a citation on a resident and recommend program loss. The supervisor/OIC will read the citation and decide if the consequences are appropriate for the resident's actions. The supervisor/OIC may also speak with the resident to hear their side of the situation. The supervisor/OIC will sign the citation and agree or disagree with the officer's recommended consequences.

## POST ORDERS – SUPERVISOR/OIC

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### B. Special Incident Report:

An officer may write a Special Incident Report on a resident and recommend program loss, room confinement. The supervisor/OIC will read the SIR and determine if the consequences are appropriate for the resident's actions. If so, Due Process must be initiated.

### 3. Suicide Watch:

If a resident is on Suicide Watch, he/she must have an Observation sheet taped to his/her door. It is the responsibility of the supervisor/OIC to check in with the resident, have a conversation (if possible) with the resident and write a review on the door sheet. This should be done several times during your shift but mandatory a minimum of twice per shift.

### 4. Administrative Separation:

If a resident is on AD-SEP, he/she must have an observation sheet taped to his/her door. It is the responsibility of the supervisor/OIC to check in with the resident, have a conversation (if possible) with the resident and write a review on the door sheet. This should be done several times during your shift but mandatory a minimum of once per shift.

### 5. Grievances:

Grievances are to be addressed as soon as possible by the supervisor/OIC on duty. (See Grievance Policy and Procedures)

### 6. Communication Box:

Supervisors/OIC must check the communication boxes on each pod at least once during their shift.

## POST ORDERS-

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### New Hire Critique's

New hire Critiques are designed to provide feedback to the new hire and the Management team during their first 6 months, or up to 26 additional observational reports on the job following their satisfactory completion of the Shasta County Juvenile Rehabilitation Facility Evaluation and Training Program, or FTEP. The FTEP lasts approximately 88 hours, but can be extended for additional training or remediation as deemed necessary by the FTEP Supervisor and Division Director. The daily observational reports, DOR, are used to identify areas that he/she needs to improve on and more importantly, what he/she is doing well on. The DOR's should be objective and honest, but professional. Upon completion of the shift, the Facility Training Officer (FTO) providing the -DOR- will go over the DOR with the new officer so that he/she has a clear understanding of the areas where improvement is needed.

The -DOR- is rated on a set of 5 standards. Below Standard, Meets Standard, Exceeds Standard, Fails to respond to training (NRT), and Remediation (RT). These are defined in the New Hire Orientation file that is given to each new hire on their first day of service.

If a new hire fails to meet minimum standards, they will be given an opportunity for remediation. Remediation shall last as long as deemed necessary by the FTEP Supervisor and Division Director. If the new hire is unable to meet the minimum standard, they will be given an opportunity for remediation. If the new hire fails to respond to remediation, they may be terminated from service.

New hire critiques are very subjective and should be taken seriously. New officers need a lot of coaching and mentoring and unless they have previous institutional experience, they will need a lot of coaching during their first few months on the job and continuous reinforcement.

DOR's will be completed on a daily basis by assigned FTO's and turned into the FTEP Supervisor who will retain them for training purposes.

# POST ORDERS- SUPERVISOR/OIC

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## PUBLIC INTERACTION

The Supervisor/OIC will be expected to maintain professional public interaction. He/she shall be polite and supportive of the Probation Department and all employees under all circumstances.

There are a number of circumstances that arise when a supervisor/OIC is asked to intervene.

- 1) Irate parents on the phone demanding to talk to a supervisor/OIC.
  - a. The supervisor/OIC will find out from the JDO what the problem is. The supervisor will then try to resolve the conflict, as politely as possible. If it cannot be resolved at this level, refer them to the Division Director, during the next working hours.
- 2) Visiting
  - a. On occasion, the supervisor is called to talk with a parent or another visitor that has been denied a visit.
    1. If they are not an approved visitor: Explain politely the visiting policy and refer them to the probation officer, if appropriate.
    2. If they are suspected of being under the influence of drugs or alcohol: If the supervisor/OIC agrees that the visitor is likely under the influence, the visit will be denied and the supervisor/OIC will determine if Redding PD needs to respond or if the parent needs to be detained for the safety of the community.
      - a) The visiting officer will make an effort for their well-being by offering to make a telephone call for them to arrange a ride and/or encouraging the visitor to take safe transportation.
  - b. Warrants:
    1. If the visitor has a low-level misdemeanor warrant, the visiting officer will tell him/her that the warrant must be taken care of during the next week but that the visit will be allowed that day and a note will be made of the conversation.

## POST ORDERS- SUPERVISOR/OIC

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2. If the warrant is for a more serious misdemeanor or felony, the visiting officer will contact the supervisor for the direction. The supervisor/OIC will call SHASCOM and inform them of a parent with a warrant.

### 3) Law Enforcement:

- a. Occasionally L/E will bring in a resident that needs to be medically cleared. (And medical staff are not here) The supervisor will politely explain our medical policy to the Officer. Sometimes the Officer gets angry, supervisor's shall maintain a professional, polite attitude and explain again "we" will not accept custody of the resident until medically cleared. Even if the officer gets rude, remain calm and try and explain the policy one more time.

## POST ORDERS –SUPERVISOR/OIC

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### WORKER'S COMP PAPERWORK

If an employee hurts themselves at work and reports it to you (SUPERVISOR OR OIC), you must fill out the appropriate paperwork

In the supervisor's office is a white binder labeled "The Workers Compensation Process." In that binder is all the paperwork needed for an injured employee. Also, in central control there will be several "packets" of the complete paperwork for OIC Officers.

Instructions:

1. Have employee sign Department Claim Log
2. If employee declines medical treatment:
  - a. Have employee fill out and sign the Declination of Medical Treatment Form
  - b. Supervisor will fill out Supervisor's Incident Report
3. If the employee wants (non-emergency) medical treatment, you will give them a claim packet. (Together with the employee, complete the Claim Form (DWC-1)
  - a. Employee section: All questions must be answered by the employee only
  - b. Employer section: You do not need to fill out questions 14 or 15.
  - c. Bottom of page, have the employee sign and date.
  - d. Send original to Division Director (Ed Miller), who will send form to Admin ASAP.
4. Completing Supervisor's Incident Report
  - a. This form must be completed within 7 days of receiving information of an injury or incident. **(MUST BE COMPLETED BEFORE YOU LEAVE SHIFT PER DIRECTOR)**
  - b. The purpose of the Supervisor's Incident Report Form is to get the specific facts; Who, What, Why, Where, When and How.

## POST ORDERS –SUPERVISOR/OIC

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- c. Investigate the injury or incident, even if employee declines medical treatment.
- d. Focus on how the injury or incident occurred.
- e. Location of Incident:
- f. Description of the injury/body part injured.
- g. Injury source
- h. Description of incident
- i. Investigate and comment on source of injury
  - 1) Unsafe Act
  - 2) Preventive Action(s)
- j. Lost Time certification from Supervisor/OIC
  - 1) Name of clinic, physician, or hospital
- k. Supervisory Signature
- l. Witness Statement:
  - 1) Get the Witness statement on all injury or incident reports

### **EXPOSURE**

An exposure occurs when blood or other potentially infectious material (of another animal or person) enters the body through a break in the skin or through the mucous membrane (eyes, ears, nose, and mouth).

**ALL** exposure to Blood Borne Pathogens (blood or other potentially infectious materials) must be reported to the supervisor, and the employee must be seen at Redding Occupational Medical Center (ROMC) within **24 Hours** of exposure.

**Once the paperwork is filled out, turn all applicable paperwork in to the Director for review.**

### ADMINISTERING MEDICATION

The Supervisor/OIC shall pass out medication in the following way:

- ❖ Go to medical and get the medication cart.
- ❖ Go to the pod medical room, prepare the cart.
- ❖ Have a pitcher of water on the medical cart.
- ❖ Have small drinking cups on the medical cart.
- ❖ Place cart in doorway of medical room
- ❖ Ask pod staff for a resident that receives medication, one at a time. (either by radio or by close direct communication)
- ❖ Verify the medication with the ID Bracelet of the resident.
- ❖ Obtain the resident's medication from the cart and place it in the resident's hand
- ❖ Have the resident place their medication into their mouth.
- ❖ Have the resident "swish" the water in their mouth and swallow their medication and water.
- ❖ Have resident open their mouth, to visually look for the medication.
- ❖ Have the resident "blow" into the air.

Should an Officer find medication in a resident's mouth after they have claimed to have taken it or observe a resident "spit" something into their hand or garbage, they will talk with the resident about the incident. An Incident Report shall be written describing the medication incident.

# POST ORDERS – SUPERVISOR/OIC

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## FOREIGN NATIONALS BINDER

Located at the Booking Desk is the Foreign Nationals Binder. This binder has instructions and the necessary forms to fill out in the event we get a resident that is a Foreign National.

It will be the supervisor's/OIC's responsibility to notify the consulate if a resident proves to be a Foreign National.

There are strict guidelines and time constraints on reporting.

### **BASIC INSTRUCTIONS FOR REPORTING FOREIGN NATIONALS**

- 1) Were they born in the U.S.?
  - A. Yes Book them.
  - B. No Go to # 2
- 2) Do they have a green card?
  - A. Yes Go to # 3
  - B. No Contact Immigration and Customs Enforcement (ICE)  
<http://www.ice.gov>
- 3) Is their country of origin on the "Mandatory Notification List" see:  
[http://travel.state.gov/law/consular/consular\\_5125.html](http://travel.state.gov/law/consular/consular_5125.html)
  - A. Yes
    - i. Inform them they can communicate with the Consulate and you must notify consulate of arrest/detention.
    - ii. Fax the nearest Consulate for that country, regardless of the minor's request, without delay.
    - iii. Log the contact attempt: date, time, number, etc. If no fax is available, call person to person.
  - B. No Go to # 4
- 4) Do they want to contact their Consulate?
  - A. Yes
    - i. Locate consulate contact information and allow them to contact consulate without delay. Note: the consulate must be allowed to communicate with nationals in detention providing them with legal representation.
  - B. No
    - i. Proceed with normal booking.

**NOTES:**

- Do not inform consulate of detainee's refugee or asylum status. If the consular officer insists on information that the resident does not want disclosed, staff shall advise the Supervisor/OIC. The Department of State must be contacted, **202-647-4415**.
- Detainee may communicate with consular officer and may request consular access at any time (whether previously declined or not).
- Consular officers may have access to detainee regardless if detainee requests it.
- You may have to search the internet to find the closest consulate contact information.
- Staff shall make a note of the completed notification on the face sheet in the resident's file. Staff shall also retain the Consulate Notification Form and fax confirmation in the file, which will also be scanned into Filebound.

**PREA RESPONSIBILITIES**

**PREA RESPONSIBILITIES OF THE SUPERVISOR/OIC**

## AREAS OF RESPONSIBILITY

The Director will assign every supervisor a specific list of responsibilities. This list will be kept in this binder and updated by the Director.

If a supervisor is gone for an extended period of time, an acting supervisor may be appointed to take his/her place. The acting supervisor shall assume all duties on the list of the supervisor he/she is replacing.

POST ORDERS -SUPERVISOR/OIC

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# POST ORDERS – SUPERVISOR/OIC

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## Daily Responsibilities

1. Shift Briefings
  - a. Make sure all pods and control are updated from the previous shift
2. Perimeter checks
  - a. Make sure perimeter checks are completed
3. Check to see if there are pending SIR's, grievances, due process.
4. Assist float/booking
  - a. Officer's breaks
  - b. Bookings
5. ***Make unannounced "rounds" to the pods at least once per shift (PREA requirements)***
6. Check communication boxes on each pod
  - a. Route items from communication box to appropriate places
  - b. Address grievances
7. Check to see if any residents are on AD-SEP or suicide watch
  - a. Sign door sheets- Check timelines
8. Check with Control
  - a. Review daily calendar
9. Saturday
  - a. Inspect pods for cleanliness (Pod cleaning sheet)
  - b. Make sure all of building gets cleaned
  - c. Assist with visiting
10. Sunday
  - a. Assist with visiting
  - b. Be available for potential problems during visiting
11. Swing Shift/Weekends
  - a. Pass out medication when nurse is off-duty
12. Graveyard
  - a. Review required tapes?
13. Check with kitchen staff and medical
  - a. Check to see if they have any issues or concerns
14. Sign off all cites and SIR's

## POST ORDERS – SUPERVISOR/OIC

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### DIRECTOR NOTIFICATION

The Director of Shasta County Rehabilitation Facility shall be notified when:

- 1) A resident is placed on Suicide Watch and/or in a Safety Gown. **(CALL)**
- 2) A resident is O.C. Sprayed **(EMAIL)**
- 3) A resident is restrained (WRAP or hard restraints) **(CALL)**
- 4) A resident is injured and taken to the hospital **(CALL) (Parent/Guardian must be notified once the resident is taken back to the exam room)**
- 5) When a resident scores low enough on the DRAI and there are no SPO's on duty to approve release **(CALL)**
- 6) Any serious incident: **(CALL)**
  - a. Serious resident incident (use of force or questionable use of force)
  - b. Serious staff incident **(OSHA must be notified if admitted to the Hospital)**
  - c. Serious Facility incident:
    1. Bomb threat
    2. Fire
    3. Facility Lockdown

### ASSISTANT CHIEF NOTIFICATIONS

The Assistant Chief Probation Officer shall be notified within 60 minutes of the incident when:

1. A resident is placed in a Safety Gown **(telephone call or text message)**
2. Placement in the Safety Cell or Transition room for Suicidal issues **(telephone call or text message)**
3. Removal from the gown and/or safety cell **(e-mail)**
4. Serious and/or questionable use of force incidents **(telephone call or text message, by the end of the shift)**

**The above are all mandatory Director and Assistant Chief Notification and shall be done by the supervisor/OIC.**

## POST ORDERS –SUPERVISOR/OIC

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### SAFETY ROOM

If a resident is placed into the safety room, Title 15 requires:

#### SUPERVISOR/OIC

- 1) Prior to placement in the safety room, supervisor/OIC approval or directives from medical personnel
- 2) If approved the supervisor/OIC will:
  - a. Notify Division Director
  - b. Notify medical staff (if they weren't the ones authorizing the safety room)
  - c. Evaluate resident every 2 hours and document evaluation on Observation Sheet
  - d. Ensure Special Incident Report is written

The safety room shall be used to hold only those residents who present an immediate danger to themselves or others, who exhibit behavior which results in the destruction of property, or reveals the intent to cause self-inflicted physical harm. It shall not be used for punishment or discipline, or as a substitute for treatment.

## POST ORDERS –SUPERVISOR/OIC

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### Supervisor/OIC will make sure staff does the following:

- 1) Provides direct supervision
- 2) Document every 15 minutes the resident's behavior with a note of actual time on the Observation Sheet
  - a. Make sure staff writes detailed, specific notes.
    - i. Staff's efforts of intervention
    - ii. Ate or declined meals, water, etc. Specific times
    - iii. Offering of water, toilet, etc.
- 3) Offer water every 2 hours (paper cup)
- 4) Offer meals and snacks, at appropriate times (disposable, safe eating ware)
- 5) Offer use of toilet and provide assistance if necessary
- 6) Write incident report
  - a. Make sure in the incident report to include:
    - i. Detail the events resulting in using the safety room
    - ii. The attempts to use less restrictive means of control
    - iii. Details and documentation of decisions to continue and end placement in safety room.

### NOTE:

- Be sure and have good documentation describing the events that led up to placement in safety room and while in the safety room.
- Make sure staff writes detailed notes on observation sheet.
- Make sure medical staff is notified.
- Once out of the Safety Cell/Transition Room, make a copy of the tracking sheets and provide it to Medical.

# POST ORDERS – FLOAT/POD /SUPERVISOR

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## TIMELINES

**\*\*\* Notify Division Director\*\*\***

### **Restraints: Hard Restraints and The Wrap**

When using restraints, there are specific timelines that must be followed.

1. Every resident in restraints must be under continous direct visual supervision.
2. CFMG will be notified within one (1) hour of placement in restraints.
3. The on-call provider must come to the facility and provide a medical assessment within two (2) hours of the resident being placed in restraints.
4. The resident must be medically cleared through an on site face-to-face assessment by Health Services staff and approved for remaining in physical restraints. This on site clearance must take place every three (3) hours thereafter, to determine appropriateness of continued use of restraints.
5. As soon as possible, but within four (4) hours of placement in restraints, the resident must be evaluated on site by a licensed mental health professional to assess whether the resident needs immediate and/or long term mental health treatment.
6. Hydration (water) offered every half hour, and documented.
7. Sanitation (bathroom) offered every hour and documented.
8. At a minimum the resident's behavior and any staff interventions shall be documented at least every 15 minutes.
9. Range of motion exercises of alternating extremities a minimum of ten (10) minutes every two (2) hours.
10. Restraints checked for tightness once (1) every 15 minutes.

## POST ORDERS – FLOAT/POD /SUPERVISOR

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### Safety Room:

If a resident is placed in the safety room, the following timelines must be followed:

1. Safety gown
2. Continuous direct visual supervision
3. Behavior documented every 15 minutes
4. Water every two (2) hours
5. Provisions for meals at appropriate times
6. Evaluated by a supervisor/OIC a minimum of every four (4) hours.
7. Medical staff shall be notified no longer than one (1) hour of a resident being placed in the safety room.
8. The resident must be medically cleared for continued safety room placement every 24 hours.
9. Mental health evaluation must occur within 24 hours of placement in a safety room

## POST ORDERS – FLOAT/POD /SUPERVISOR

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### **OC Pepper Spray:**

If a resident is sprayed with OC PEPPER SPRAY, the following timelines must be followed for decontamination:

1. All residents sprayed with OC must be referred to medical personnel as soon as possible and if medical personnel are not on site, the on-call medical provider will be notified as soon as safe to do so.
2. Resident will be allowed to flush face and eyes with cool water or a shower of cool water.
3. Direct supervision for one (1) hour from time of spray incident.
4. All contaminated items (clothing, bedding, etc.) should be removed and laundered.

**SUPERVISOR/OIC EXPECTATIONS**

**“As a team and individually embrace the following values:”**

- ✚ Dignity & Respect for our clients, public and employees.
- ✚ Integrity to do the right things for the right reasons – all of the time.
- ✚ Leadership to develop an organization that is sustainable and will attain national prominence.
- ✚ Rehabilitation is founded in a belief that people have the ability to transform into law-abiding individuals.
- ✚ Contribution of everyone is valued and everyone has the opportunity to perform to their highest potential.
- ✚ Commitment to providing service excellence to achieve positive outcomes for healthy families and communities.
- ✚ Collaboration by working with others to maximize efforts and achieve positive results.
- ✚ Evidence-based practices and policies as a way of assuring that our best efforts are leading to desired outcomes.

## POST ORDERS- SUPERVISOR/OIC

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It is expected that you will maintain the philosophy and expectations set forth in the mission statement of the Juvenile Rehabilitation Facility, both on duty and off duty. As management, you are expected to support the team's decisions, support the decisions of the Division Director and follow all directives with motivation.

As management:

- You are expected to make decisions that are logical, sound and within policy.
- You are expected to be a teacher, mentor and role models for the officer's under your care and guide them in the proper direction.
- You are expected to act quickly and know what to do in emergency situations.
- You are expected to have clear, effective and caring communication with the officers you work with.
- You are expected to notice when an officer is doing well and are expected to address an officer when they are not doing well.
  - ❖ Part of being a teacher and mentor is to help officers when they are having problems.
  - ❖ Site files are used for "good" notes and "not so good" notes. **(You should be making an entry AT LEAST bi-monthly on the staff you supervise.)**
  - ❖ Lead by example, not by your words.
- You are expected to treat the residents and everyone else with respect and consideration.
- You are expected to confront serious issues as they arise, ALWAYS.
- You are expected to know Policy and Procedures

### KEY MANAGEMENT

- Once per shift, a supervisor/OIC will check the Key Management System and verify contents.
- If an Officer arrives to work without their swipe card, they will be sent home to get it. (time permits)
- If an Officer arrives to work without their swipe card, and there is no time to send the Officer home to retrieve it, the supervisor will open the key locker for them to obtain a set of keys. You will also remind that Officer that they may not "borrow" another Officer's card. The supervisor will also place a note in the Officer's site file regarding not bringing swipe card to work. Two occurrences of forgetting your swipe card (should) will be a performance reminder.
- If you are the OIC and an Officer forgets his/her swipe card, you will open the key locker for them and leave a note for that Officer's supervisor of the incident. (Also follow the directives above)

# POST ORDERS-

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## Contract County Commits Instructions

### Intake

1. Placing Counties will obtain clearance prior to admission as described in the business rules.
2. Placing Counties will provide documentation to the JRF, including:
  - A. Name(s), phone number(s), and email address(es) of the case carrying probation officer/probation contacts.
  - B. Documentation that the youth is on formal probation as a Ward of the Court, or has been ordered detained.
    - 1) If this is a Fresh Arrest, the Placing County shall provide enough information to support a probable cause declaration that shall be completed by a Supervising Probation Officer or the Facility Director.
    - 2) If this is a Warrant Arrest, a copy of the warrant.
    - 3) If this is a Commitment Arrest, a copy of the Juvenile Court Order.
  - C. The criminal history of the youth, if applicable.
  - D. The eta of the youth's arrival at the JRF.
  - E. The date and time the Placing County will pick up the youth, if applicable.
  - F. Identifying information of the youth.
  - G. Information regarding known medical conditions, mental health diagnoses, medications and allergies.
  - H. If applicable, any of the following:
    - 1) Juvenile Court Orders
    - 2) Consent to medical treatment signed by the parent/legal guardian/Juvenile Court Judge.
    - 3) Any dispositional or supplemental reports associated with the youth's current commitment.
3. The JDO completing the intake shall:
  - A. Pre-booking
    - 1) Insure that a PC Declaration is completed.
      - a. Fresh arrest or warrant PC Declaration shall be completed by a Supervising Probation Officer, Facility

## POST ORDERS-

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Director, or other officer in the Deputy Probation Officer Classification.

- b. Commit PC Declarations can be completed by the JDO completing the intake. The JDO shall indicate in the narrative portion of the PC Declaration "Transfer in for Long Term Commitment from \*\*\*\* County. Simply put "Contract Commit" in the charge portion of the PC-Declaration.

### B. Complete the Intake Medical Pre-Screening form.

- 1) If the youth requires a medical clearance, then the transport officer is responsible for obtaining that prior to accepting custody.
- 2) If medical paperwork or medications accompany the youth, the nurse or on-call medical provider shall be contacted to obtain necessary orders.

### C. Booking

- 1) Complete the following:
  - a. Face Sheet
  - b. The assigned probation officer caseload is PO148
  - c. Property Sheet
  - d. VAI
  - e. Detain/release
  - f. Medical Bracelet
  - g. Search Form
  - h. Medical Consent Form
  - i. Chlamydia Screening
  - j. Sexual Abuse Orientation
  - k. Door Tag
  - l. Pod Info. Sheet
  - m. Release Form
  - n. Resident Orientation
  - o. \*\*\*Note, the DRAI and Live Scan process will not be done for contract county youth.
- 2) Classify the youth and assign them to the appropriate pod.

Follow the Courtesy Hold instructions, **DO NOT** initiate a file on these residents

## POST ORDERS-

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### Supervision/Case Management

1. Contract County Youth shall be assigned to Caseload PO148, which will be supervised by the Supervising Probation Officer assigned to the JRF.
2. For the initial case set up, the SPO shall:
  - A. Contact the case carrying probation officer at the Placing County to establish communication, insure contact information is exchanged, and request additional information as deemed necessary.
  - B. Complete assessments (PACT, other as deemed necessary) to identify Criminogenic Needs and other pertinent information.
  - C. Meet with JRF Medical Staff to insure that medical needs and medications are in place and covered.
  - D. Gather the information necessary to complete the Institutional Case Plan, and then complete it within 72 hours of acceptance of the youth.
  - E. Meet with SCOE staff to insure required school information has been received, IEP status, and status of requirements for graduation/educational goals.
3. For case management/maintenance, the SPO shall:
  - A. Update the Institutional Case Plan a minimum of every 30 days, or as needed.
  - B. Visit the youth in person, a minimum of once per week, and author a case note regarding the visit.
    - 1) This case note shall include:
      - a. Case plan goals and objectives
      - b. Current behavior
      - c. Family contacts
  - C. Communicate with the placing counties office of education when necessary.
  - D. Bi-weekly (Twice Monthly) reports shall be created in JALAN (\*\*\*\*) and emailed/faxed to the case carrying PO. Information shall include:
    - 2) The youth's progress and participation in programming.
    - 3) Case plan progress
    - 4) Results of weekly SPO contacts

## POST ORDERS-

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- 5) Pertinent JDO case notes
- 6) Visits
- 7) Therapist contacts
- 8) Citations or SIR's
- 9) School progress
- 10) Changes in classification
- 11) Any other pertinent information

### Medical

1. JRF Medical Staff shall work with Contract County to obtain necessary releases and medical history.
2. JRF Medical Staff shall work with the SPO and Contract County to identify and receive necessary medications.
3. JRF Medical Staff shall obtain authorization from the placing county prior to setting up appointments for medical issues and services not covered by the JRF Medical Provider.
  - 1) The Contract County is responsible for providing transportation unless the JRF Director authorizes transport by our staff.
4. Medical or Psychiatric Hospitalization
  - 1) In cases where the youth must be hospitalized pursuant to Section 5150 WI, or for an emergency requiring long-term hospitalization or surgery, the SPO shall work with the Contract County to:
    - a. Provide their staff to augment JRF detention staff.
    - b. Request that the placing court release the youth to their parent or guardian

### Termination from Custody

1. The JRF Director shall work with the Contract County to make appropriate custodial arrangements if the need arises.

## OIC EXPECTATIONS

A select few Officers have been identified as “Officer in Charge” capable. It is hoped that this list will continue to grow as Officers become more knowledgeable, supportive of the overall operations of the JRF, and have the desire to be the OIC.

Being in charge of the shift, residents, officers and facility is a huge responsibility. You were chosen to fill this position for a number of reasons.

Management sees the OIC having the following qualities:

1. Knowledge Base
2. Leadership Skills
3. Ability to make decisions that are sound and within policy
4. Work Ethic
5. Supportive of the JRF mission and goals
6. Supportive of management
7. Values – doing the right thing for the right reason
8. Rapport

As the OIC, you are expected to follow the guidelines set for the supervisors. (See Supervisor expectations,)

As the OIC, Officers will be expected to follow your directives.

As the OIC, you are expected to confront, handle and report all serious issues, with the residents or staff. In very serious situations, calling the division director is appropriate.

# POST ORDERS -SUPERVISOR

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## CITIZEN'S COMPLAINTS

### PURPOSE:

To provide a system of receiving, reviewing and investigating citizens' complaints, which protects the public interest as well as the integrity and reputation of the Probation Department and its employees.

### POLICY:

The Shasta County Probation Department hereby establishes this policy, in accordance with Section 832.5 of the California Penal Code to establish a procedure for receiving, reviewing, and investigating complaints by members of the public against personnel of the Probation Department.

### PROCEDURE:

- I. Complaints by members of the public involving the Shasta County Probation Department's personnel may be made by telephone, mail or in person.
  - A. Verbal complaints should be directed to a Supervising Juvenile Detention Officer, Supervising Probation Officer or Division Director (not to the Officer of the Day), who will attempt to resolve the issue or provide the complainant with a Citizens' Complaint.
  - B. Citizens' Complaint forms shall be available at all Shasta County Probation locations along with the Citizen Complaint Procedure Brochure.
  - C. If a complaint is initially made by telephone, a Citizens' Complaint form shall be mailed to the complainant. The Citizens' Complaint form must be submitted either in person to any Shasta County Probation location or by mail to:

## POST ORDERS -SUPERVISOR

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Shasta County Probation  
ATTN: Administration  
1525 Court Street. 1<sup>st</sup> Floor  
Redding CA 96001

- D. All complaints whether verbal or written shall be reviewed and investigated.
- II. All completed Citizens' Complaint forms will be referred to the Assistant Chief Probation Officer (ACPO.) If completed forms are submitted outside of normal County business hours applicable to the Administration Division of Shasta County Probation, the complaint will be referred to the highest ranking supervisor on duty in the involved division.
- A. If the complaint does not require immediate action, the supervisor will advise the complainant that he or she will be contacted by personnel from Administration as soon as practical.
  - B. If the complaint is of such a serious nature that immediate action should be considered, the supervisor will contact the Division Director.
  - C. Pursuant to Section 832.7(b) of the Penal Code, the complainant shall be provided a copy of his or her own statement at the time the complaint is filed. The complainant is not entitled to any documents other than his or her own statement unless the complainant is entitled to those documents under some other provision of law.
- III. The ACPO will document all complaints by members of the public. An initial investigation of the complaint will be conducted. Following the initial investigation, the ACPO may determine the disposition of the complaint or, if appropriate, the ACPO will assign an internal affairs investigator to investigate the complaint. As a general rule, investigations of complaints shall be completed within 90 days following the date the complaint was
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## POST ORDERS –SUPERVISOR

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initiated. However, the ACPO has the discretion to extend this time limit. Following investigation of the complaint the ACPO shall make a finding regarding the merits of the complaint.

A. The possible findings are:

1. Frivolous

The complaint was either (1) totally and completely without merit, or (2) made for the sole purpose of harassing the peace officer.

2. Unfounded

The investigation clearly established that the allegation is not true.

3. Exonerated

The investigation clearly established that the actions of the peace officer that formed the basis for the complaint are not violations of law or department policy.

4. Not Sustained

The investigation discloses insufficient evidence to prove or disprove the allegation(s).

5. Sustained

The investigation discloses that the act complained of did occur and constitutes misconduct.

IV. The department will provide written notification to the complainant of the disposition of the complaint within 30 days of the disposition. If an address

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## POST ORDERS –SUPERVISOR

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was not provided, an attempt to notify the complainant by telephone will be made. The letter will include:

- A. An explanation of confidentiality restrictions imposed under Section 832.7(a) of the Penal Code.
  - B. The finding.
- V. Complaints and any reports or findings relating to the complaints shall be retained and filed as follows.
- A. Records maintained pursuant to this policy shall be maintained in accordance with Section 832.5 of the Penal Code and shall be kept secure at all times with access only by designated personnel. These records shall be confidential and shall be disclosed in any criminal or civil proceedings except pursuant to Section 832.7(a) of the Penal Code.

- 1. Internal Affairs Files

When it is determined that a formal internal affairs investigation should be conducted concerning a Citizen's Complaint, the complaint, reports and findings shall be retained and filed as follows:

- a. Where the complaints are determined to be "Sustained," in whole or in part, the complaints, reports, and findings will be retained in the "Substantiated IA File" for at least five years, and copies of the findings will be retained in the "Substantiated Citizen's Complaint file" for at least five years.
  - b. Where the complaints are determined to be "Sustained," in whole or in part, copies of the complaints, reports and findings may also be retained in the officer's departmental and/or official personnel files
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## POST ORDERS –SUPERVISOR

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in connection with performance related documentation that may be generated as a result of the finding. Such performance related documentation includes, but is not limited to, counseling memoranda, performance evaluations, and/or formal disciplinary action.

- c. Where the complaints are determined, in their entirety, to be “Not Sustained,” “Exonerated,” “Unfounded,” or “Frivolous,” the complaints, reports and findings will be retained in the “Unsubstantiated IA File” for at least five years, and copies of the findings will be retained in the “Unsubstantiated Citizen’s Complaint file” for at least five years.

### 2. Citizen’s Complaint Files

When Citizen’s Complaints do not result in formal internal affairs investigations, the complaints, reports, and findings shall be retained and filed as follows:

- a. Where the complaints are determined to be “Sustained,” in whole or in part, the complaints, reports, and findings will be retained in the “Substantiated Citizens’ Complaint File” for at least five years.
- b. Where the complaints are determined to be “Sustained,” in whole or in part, copies of the complaints, reports and findings may also be retained in the officer’s departmental and/or official personnel files in connection with performance related documentation that may be generated as a result of the finding. Such performance related documentation includes, but is not limited to, counseling memoranda, performance evaluations, and/or formal disciplinary action.

## POST ORDERS -SUPERVISOR

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- c. Where the complaints are determined, in their entirety, to be "Not Sustained," "Exonerated," "Unfounded," or "Frivolous," the complaints, reports and findings will be retained in the "Unsubstantiated Citizen's Complaint File" for at least five years.
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- B. Nothing in this policy shall be construed to limit any peace officer's rights under the Public Safety Officers' Procedural Bill of Rights Act (California Government Code Section 3300 et seq.), to the extent that statute is applicable.

# POST ORDERS - FLOAT

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## VULNERABILITY ASSESSMENT INSTRUMENT

(VAI)

### GENERAL INFORMATION:

The Vulnerability Assessment Instrument (VAI) is a point-based assessment tool designed to determine whether a resident is vulnerable to victimization and/or sexually aggressive behavior and is required to be placed on Room Alone (XXX) status.

#### **A. Why complete a VAI?**

1. The Prison Rape Elimination Act of 2003 (PREA) established a zero tolerance standard for the incidence of rape in juvenile institutions and makes the prevention of rape a top priority.
2. The VAI is used to place residents with the probability for victimization or sexually aggressive behavior on Room Alone (XXX) status. The intent is to separate victims and aggressors by Pod and/or room.
3. Information from the VAI will be stored in a database which provided for effective record keeping and access to data for analysis.

#### **B. Which minors receive a VAI?**

1. The VAI assessment is to be completed on all minors presented by law enforcement and probation for booking who will be housed in the facility.

#### **C. How the VAI works:**

1. Points are assigned to each element and the cumulative total is the score. When determining if a resident should be placed on Room Alone status, first check the Overall Risk Score for a "High" level (Score of 17 or higher). If the resident has a "High" risk level they should be placed on Room Alone status. If the overall risk score does not indicate a "High" risk level, check the risk levels from the Vulnerability to Victimization score and the Sexually Aggressive Behavior score. If either of these were a "High" risk level then the resident would be placed on Room Alone status.

## POST ORDERS - FLOAT

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### **D. VAI Categories:**

1. Experience in Institution
2. Social Skills
3. Perception of Risk
4. History of Victimization
5. Offense Type
6. Engagement in Violent or Sexually Aggressive Behavior
7. Age of Resident
8. Intellectual impairment
9. Lack of Fit
10. File Review
11. Overall Risk Score

### **E. Procedure for VAI Screening**

1. Resident is presented at booking
2. Juvenile Detention Officer (JDO) or Supervising Probation Officer (SPO) completes the VAI to determine whether the resident will be on Room Alone status.
3. A "High" score will result in Room Alone status.
4. The Shift Supervisor or Officer in Charge (OIC) will review for an override if necessary.
5. When the VAI is completely filled out, it will be placed in the residents file.

### **F. Overrides**

1. In the event you need movement to a lesser or higher risk pod or room assignment, the Supervisor or Division Director will determine movement. Proper documentation must be stated as to the reason why resident is moved, i.e., behavior, maturity, facility count, etc. In support of an override please obtain collateral information from file review and/or parent/guardian contact.

### **G. 11166 WI Report**

1. If during the VAI screening process it is determined that you need to initiate an 11166 report, follow these procedures:
  - a. If the alleged abuse is sexual in nature, an SIR will be initiated by the screening staff. The SIR will state simply "during the VAI screening, the Resident made statements that initiated an investigative report" no other details of the alleged abuse should be in the SIR.
  - b. Notify the Supervisor/OIC on duty that you are initiating an 11166 report and do as directed.

## POST ORDERS - FLOAT

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- c. Ask the Resident if the incident was reported and or investigated.
- d. Once the initial report is completed, the 11166 report needs to be reported to and faxed to the following Departments:
  - i. Child and Family Services (CFS) of Jurisdiction
  - ii. The District Attorney's Office, in County only, fax copy of 11166.
  - iii. The Law Enforcement agency of Jurisdiction, IE: SO, PD.

# POST ORDERS-SUPERVISOR/OIC

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## SPECIAL INCIDENT REPORTS

It is the responsibility of the supervisor/OIC to read and correct all incident reports.

## POST ORDERS-

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### Documenting Court Restraints for Residents

The Juvenile Rehabilitation Facility (JRF) Management Team will review and assess each youth on at minimum a weekly basis regarding the necessity for mechanical restraints during transportation outside of the facility. Mechanical restraints include, but are not limited to: handcuffs, belly chains, shackles, or other similar items.

- A. All Court Restraint (CR) classified residents will have this status reviewed every Wednesday by the JRF Management Team, and any changes will be noted on the Control Locator. The Graveyard Control officer will update the resident(s) file that night.
- B. If there are changes in classification, either going on or coming off "CR" status, the Graveyard Supervisor or Officer in Charge (OIC) will case note this in the appropriate file in JALAN.
- C. If a resident is booked in, and needs to be transported to court prior to, or after Wednesday, the on duty OIC or Supervisor will review the resident's file history, and make a determination based on his/her history following the guidelines in the JRF Transportation Policy 7.2 section IV. to qualify use of restraints during transport.
- D. If it is determined that restraints will be used for transport, the resident will be placed on "CR" status at this time. The Supervisor or OIC will then case note the reason for this decision in the appropriate file in JALAN citing the reason/s why, which are to prevent physical harm to the juvenile or another person, or due to a substantial risk of flight/escape.

## EVALUATIONS

All regular employees shall receive a written performance evaluation on a County approved form a minimum of once annually. All formal performance evaluations shall be placed in the employee's personnel file in Personnel. Employees shall be given copies of any formal written review of their performance by their supervisor or other designated staff. Employees have the right to make comments in writing concerning any written performance evaluation and supporting documents and have their comments attached to the relevant evaluation and placed in their personnel file.

Regular formal and informal performance evaluations and feedback between supervisor and employee are essential to promoting effective job performance.

The goal of conducting evaluations is to:

1. Improve employee work performance by letting employees know what is expected;
2. Set consistent and legitimate work standards;
3. Identify and develop employee leadership, supervisory, and promotional potential;
4. Recognize and reward exceptional employee performance;
5. Serve as an accurate reflection of an employee's performance and offer constructive criticism to improve performance;
6. Encourage open communication between supervisor and employee;
7. Establish and monitor performance goals and objectives;
8. Identify employee training needs;
9. Hold employees responsible for their work; and
10. Increase the effectiveness of supervisors and hold them accountable for the performance of their employees.

## POST ORDERS –SUPERVISOR/OIC

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Whenever a new supervisor is assigned to a work unit, a new employee begins work, or an employee changes a job assignment, the supervisor is responsible for discussing with the employee the expected standards of conduct and performance by which the employee's performance will be evaluated.

1. During the course of the evaluation period any minor performance deficiency should be promptly discussed with the employee.
2. If a discussion fails to correct a minor deficiency, a supervisor should advise the employee of the need for performance improvement and document the discussion by way of a counseling memorandum to the employee, or by other appropriate means. (Employee site files)
3. A supervisor should coach an employee in a manner that addresses any deficiency by describing in detail the desired conduct and/or performance.

The performance evaluation form is used to describe the employee's performance and summarize and record discussions during the evaluation period between a supervisor and an employee.

1. Because a written performance evaluation is part of the process of continual feedback, performance ratings and narratives should never be a surprise to an employee.
2. Each performance evaluation is to be discussed with an employee privately in a face-to-face meeting.
3. An employee must be given a copy of his/her written performance evaluation.

Performance evaluations shall be completed on or before the employee's annual review date.

## POST ORDERS -SUPERVISOR/OIC

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An employee with an overall rating of "Unacceptable" or "Improvement Needed" shall not be entitled to a merit increase until his/her overall rating reaches "Meets Expected Standards," or higher. If an employee is denied a merit increase, his/her performance evaluation must describe what action he/she must take in a specified time period for the supervisor to subsequently authorize a merit increase.

1. A merit increase granted under such circumstances shall not be retroactive.

An employee may appeal any portion of his or her performance evaluation to his or her department head. If a department head is the supervisor who prepared the performance evaluation. The appeal may be made to the County Administrative Officer.

If the performance evaluation's overall rating is less than "Meets Expected Standards," by mutual agreement of the department head and the employee, the Personnel Director or his or her designee, and a bargaining unit representative may participate in the appeal meeting with the department head.

**USE OF THE EMPLOYEE PERFORMANCE EVALUATION FORM**

- A. A supervisor must complete narrative for each rated performance category. A narrative includes, at a minimum, a short paragraph detailing how the rating was determined.
1. If a department places greater weight on any individual rating factor in an identified category, the “weighted” box must be checked for the individual rating factor.
  2. All ratings checked as “Improvement Needed” or “Unacceptable” must be addressed in a Performance Improvement Plan (PIP). To be effective, and in order to appropriately guide an employee in a deficient area of performance, a PIP must set forth, in clear terms, a descriptions of the performance problem, the standard of performance the supervisor expects the employee to meet, and a deadline for achieving that standard of performance. A PIP should also describe all training, assistance and oversight that will be provided to an employee during the next evaluation period, and should set timelines for the employee’s next evaluation period.
  3. A supervisor is strongly encouraged to set goals and objectives for each employee within his or her performance evaluation for the next evaluation period. Employee success in meeting assigned goals and objectives shall be addressed in the next subsequent evaluation.
  4. A supervisor shall give an employee his/her overall performance rating and shall provide a narrative that describes the employee’s job performance strengths and deficiencies for that evaluation period.
  5. A supervisor is encouraged to utilize the Employee Development Plan to identify training, education, or relevant experience an employee might acquire to enhance his/her promotability and job satisfaction.