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May 21, 2018

Please respond to: (650) 363-4618

Via U.S. Mail

Ian Kysel
Staff Attorney
ACLU of Southern California
Orange County Office
1851 E First Street, Suite 450
Santa Ana, CA 92705

Re: ACLU – 5/9/18 – Public Records Request Act re Chemical Agents

Dear Mr. Kysel:

This office represents the San Mateo County Probation Department (“Department”), to whom your organization addressed the above-referenced Public Records Act request regarding Department chemical agent and room extractions policies, received on May 9, 2018. Said PRA is composed of over 40 distinct requests, which is overly burdensome in scope. The Public Records Act provides for access to public records that are responsive to a request for identifiable or described records, assuming there is no exemption under the Public Records Act or evidentiary privilege to withhold such records.

The Department objects to your request on grounds that the request does not reasonably describe “identifiable records” pursuant to Government Code section 6253, subdivision (b). The definitions in your letter do not match the definitions used by the Department, and as such, many of the requests cannot be answered. Further, the CPRA does not require the Department to provide answers to specific questions, nor that documents be compiled or created by the responding agency. *See* Government Code Section 6254, subdivision (f); and *Haynie v. Superior Court* (2001) 26 Cal.4th 1061. Additionally, the Department objects to the extent this request seeks information of private individuals or personnel information. *See* Government Code Section

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6254, subdivision (c). Every effort will be made to protect such information from disclosure. Finally, the Department objects to the extent this request seeks information subject to attorney-client privilege. *See* Evidence Code Section 954; and Government Code Section 6254, subdivision (k).

In working with my client, and following a reasonable, good-faith effort to examine all potentially responsive records that are within the Department's possession and to provide a full and complete response to your requests, we have compiled responsive documents and additional information, as set forth in further detail below.

- 1. Policies and Procedures.** With regard to your first request regarding policies and procedures, enclosed please materials responsive to this request.
- 2. Training Materials.** The Department does not utilize chemical restraints in its facilities. Accordingly, following a diligent search, the Department has determined there are no responsive public records to this request.
- 3. Data.** The Department does not utilize chemical restraints in its facilities. Accordingly, following a diligent search, the Department has determined there are no responsive public records to this request.

In the event the Department subsequently discovers additional records in its possession that are responsive to your requests, the Department reserves the right to provide a supplemental response. Regarding potentially responsive records not yet identified by the Department, the Department hereby asserts any and all applicable exemptions and privileges.

Please feel free to contact me if you have any questions.

Yours truly,

JOHN C. BEIERS, COUNTY COUNSEL

By: 
Peter H. Cruz, Deputy

JCB:PHC/kl

cc: John Keene, Chief Probation Officer
Chris M. Abalos, Director of Internal Affairs and Custodian of Records

Enclosures: SMCPD Institution Services Policy Manual; and
Emergency Procedures Manual Orientation Packet

San Mateo County
Probation Department
Institutions Division

Policy and Procedures
Manual



Camp Kemp • Camp Glenwood • Juvenile Hall

May 18, 2016



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

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INTRODUCTION

To: All Institutions Staff

From: Christine Villanis, Deputy Chief Probation Officer, Institutions Division

Date: May 19, 2016

Re: Policy and Procedure Manual Update

All policies of this Policy and Procedure Manual for Probation Institutions have been revised and are effective as of today.

San Mateo County
Probation Department
Institutions Division

Policy and Procedures
Manual



Camp Kemp • Camp Glenwood • Juvenile Hall

May 18, 2016

VISION

The vision of the San Mateo County Probation Department is to be a proactive and innovative agency which facilitates positive changes in offenders' behaviors that reduce recidivism and foster a law-abiding lifestyle.

MISSION

The mission of the San Mateo County Probation Department is to enhance community safety, reduce crime, and assist the victims of crime through offender accountability and rehabilitation.

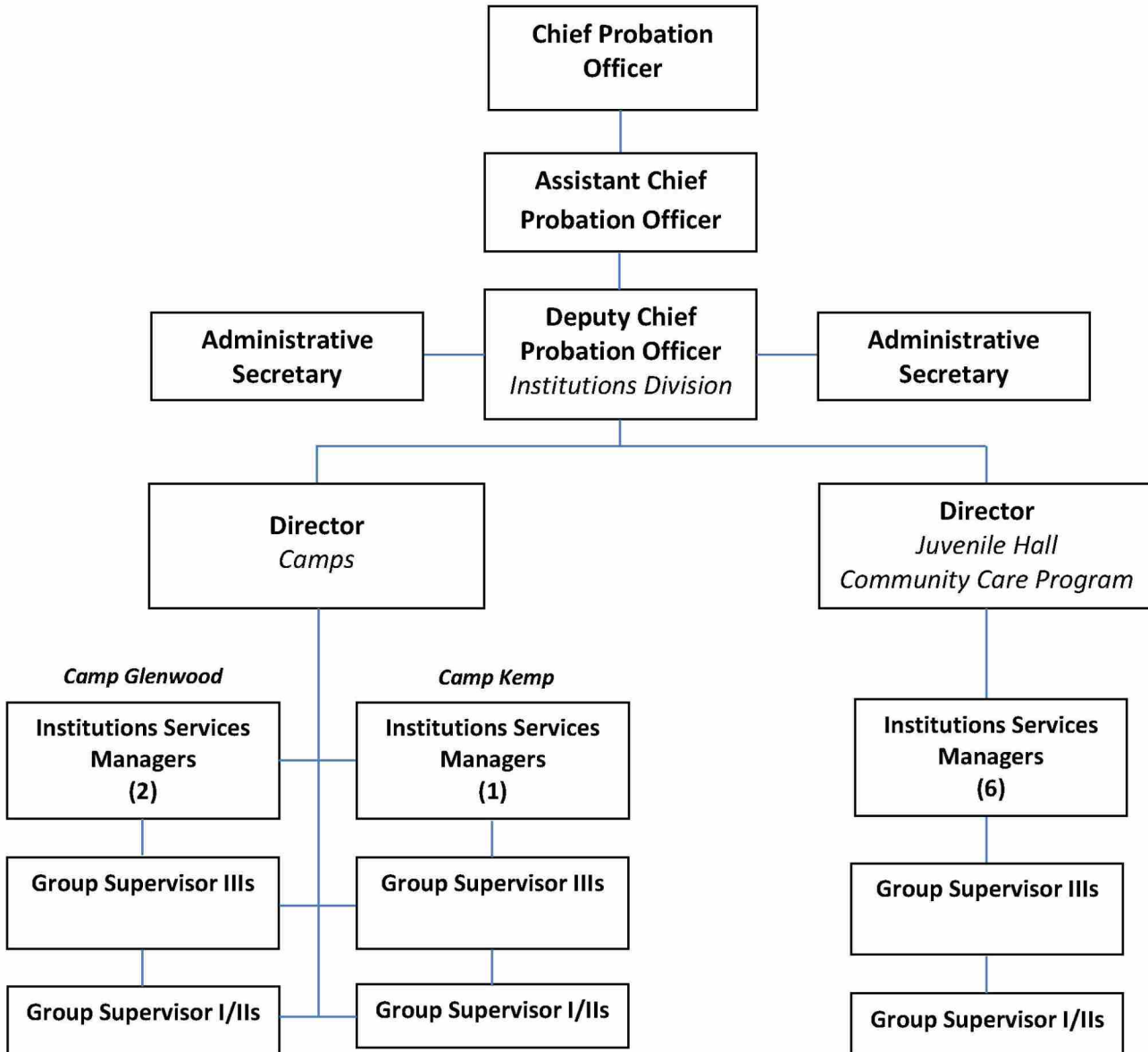
The Institutions Services Division protects the public by operating safe, humane, and cost-effective facilities for youth in the juvenile justice system. The Division provides custody and programming designed to help youth make positive and healthy choices when they return to their communities.

RESPONSIBILITY

The San Mateo County Probation Department Institutions Division is responsible for the operation of three facilities: Camp Glenwood (Boys Camp), the Margaret J. Kemp Camp for Girls, and the Youth Services Center/Juvenile Hall. All facilities operate in compliance with the Board of State and Community Corrections Minimum Standards for Juvenile Facilities, Titles 15 and 24. Food, health, and mental health services are provided by the San Mateo County Health Department. Education services are provided by the San Mateo County Office of Education.

San Mateo County Probation Department
Institutions Division

Organization Chart



CHANNELS OF COMMUNICATION

Shift Briefings – Between shifts, incoming and outgoing staff and Institutions Services Managers shall review events of the prior shift, the daily schedule, the expectations of staff, and any policy changes.

Log Book – Staff shall make note of any activity on the unit or in the facility as indicated in the Policy and Procedure Manual.

Incident Reports – Staff shall write reports on non-routine matters in accordance with Policy and Procedure Manual Section 1362, Reporting of Incidents.

ISM/GSIII Meetings – The Director shall meet with Group Supervisor III staff at least once per month. After the meeting, GSIIIs shall relay information to their staff within one week.

Interagency Program Action Committee (IPAC) – Representatives of partnering agencies meet once per month to share information, address policy issues, and to foster collaboration.

ISM Meetings – The Deputy Chief shall meet with Institutions Services Managers (ISMs) at least once per month. After the meeting, ISMs will relay information to their staff at their unit meetings.

Multi-Disciplinary Team (MDT) Meetings – The Director will facilitate a weekly meeting with representatives from Admissions, all occupied housing units, both Camps, medical, mental health, and schools to discuss special needs of any of the incarcerated youth.

OD Reports – the Officer of the day (OD) will complete at least a daily report for Camps and 3 shift reports in the juvenile hall on a standard format OD report to indicate population, activities and any major incidents.

JOB CLASSIFICATIONS

PURPOSE OF PROGRAMS

The San Mateo County Probation Department facilitates treatment and programming to maximize opportunities for juveniles and adults to become pro-social, contributing members of the community.

It is our responsibility to focus on providing evidence based treatment resources that have been proven to reduce crime, delinquency, and recidivism in a cost-effective manner. These resources include substance abuse treatment, mental health treatment, cognitive based programs, and educational/vocational programs. The Probation Department is committed to providing the best possible services to the community, the Court, and the county.

EXTERNAL RELATIONSHIPS

The Institutions Division shall coordinate with government agencies, law enforcement and social service organizations, and community-based providers to ensure that youth receive resources tailored to their individual needs.

Juvenile Court

- Appoints the Chief Probation Officer
- Orders detention or commitment to Probation facilities
- Inspects facilities annually
- Accepts reports on youth behavior while in custody

Juvenile Justice and Delinquency Prevention Commission

- Inquiries into the administration of justice
- Inspects facilities

Juvenile Services Division

- Prepares for hearings
- Coordinates with Institutions Division staff in establishing a treatment plan
- Accepts reports on youth behavior while in custody

San Mateo County Office of Education

- Provides educational services for youth

Correctional Health Services

- Provides routine medical and dental services
- Provides food services

Behavioral Health and Recovery Services

- Provides direct mental health to youth
- Evaluates the need for psychiatric medication

San Mateo Medical Center

- Provides emergency medical care

Other relationships

- San Mateo County District Attorney
- Private Defender Program
- Board of State and Community Corrections (BSCC)
- Rape Trauma Services
- Peninsula Conflict Resolution Center
- Hillcrest Chaplaincy Program
- The Art of Yoga Project
- Mind Body Awareness Project
- Each One Reach One
- Regional Occupational Program
- Fresh Lifelines for Youth
- StarVista

MAINTENANCE OF RECORD-KEEPING

The Institutions Division shall maintain records on all youth in custody. The purpose of record-keeping is to ensure:

- The efficient operation of Probation's facilities;
- The legal and proper care of youth;
- The maintenance of individual youth's records;
- The supply of information to the Juvenile Court and those authorized by the Court or by the law; and
- The release of information regarding youth.

Youth Files

Record-keeping shall consist of a Juvenile Case Management System (JCMS) youth file, a paper Admissions File, and a paper Unit File/Youth File. The Juvenile Division shall maintain the JCMS record and a Probation File.

The JCMS record shall contain:

- Photograph (for youth in custody, the photograph shall be retaken at least annually);
- JCMS identification number;
- Address;
- Telephone number;
- Date of birth;
- Age;
- Race;
- Sex;
- Height;
- Weight;
- Hair color;
- Eye color;
- Primary language;
- Name of interpreter (if applicable);
- School;
- Name, relation, address, and phone of two relatives;
- Outstanding warrants;
- Other critical information;
- Custody status;
- Court number;
- Next court date;
- Number of referrals;
- Name of Probation Officer;
- Custody unit/facility;
- Max time;
- Time served;
- Time remaining; and
- Current probation conditions.

The Juvenile Hall Admissions file shall contain the following documents:

- JCMS face sheet;
- Search Form(s);
- Miranda sign-off form(s);
- Booking sheet(s);
- Property inventory form(s);
- Medical clearance;
- Signed facility rules form;
- Court disposition form(s);
- Gang classification form;
- Photographs of tattoos or scars;
- Visitor approvals; and
- Any other information, as appropriate.

The Juvenile Hall Unit file shall contain the following documents:

- JCMS face sheet;
- PACT assessment form and case plan;
- Weekly behavior points sheets;
- Disciplinary ticket forms;
- Court disposition form(s);
- Visitor approvals; and
- Haircut permission form.

The Camp Youth file shall contain the following documents:

- Contact Summary Form;
- JCMS face sheet;
- JAIS assessment form and case plan;
- Disciplinary ticket forms;
- Court disposition form(s);
- Visitor approvals; and
- Haircut permission form.

Grievance forms shall be filed in the Grievance binder in the Director's office. These forms shall be retained for at least seven (7) years.

Staff shall complete Incident Reports regarding any non-routine occurrence, including issues related to the safety and security of the youth, visitors, or staff; serious disciplinary problems or major rule violations; destruction or damage of the physical plant; lost keys; loss of staff personal property; use of force; use of restraints; use of the safety room (Juvenile Hall); staff or youth injuries; emergencies; altercations between and among youth; signs of suicidal or self-harm behaviors; or signs of mental distress. Staff shall include the names of any witnesses. Staff shall use the Incident Report formats found at N: Forms. Staff shall sign and date all Incident Reports and submit them to their ISM or directly to the facility Director prior to the end of their shift.

The Medical Unit shall maintain a file at the Youth Services Center clinic with health records for all youth at Probation facilities. Behavioral Health and Recovery Services shall maintain a file with records for all youth at Probation facilities who receive mental health care. Medical and mental health records are subject to the provisions of the Health Insurance Portability and Accountability Act of 1996 and state and federal laws regarding the privacy of such records.

At Camp Glenwood, staff shall classify youth as regular supervision (RS) or intensive supervision (IS). All staff shall review the RS/IS binder at the start of their shift.

Facility Records

- Staff shall maintain a unit or facility log. This log shall be used to note information for other staff regarding the activities on the unit or in the facility. Staff shall review the unit or facility log at the beginning of their shift. Unit or facility logs shall be maintained for at least seven (7) years.
- Population reports can be generated through JCMS (Reports / Institutions).
- The Institutions Administrative Secretary II shall collect information from JCMS and from the facilities and generate a monthly Workload Report. The Workload Report shall contain the following data:
 - Number of admissions
 - Number of releases
 - Average daily attendance
 - Escapes
- The Institutions Administrative Secretary II shall compile and file reports to the Board of State and Community Corrections.
- The Institutions Management Analyst shall compile data for the County's Outcomes Based Management (OBM) program. These data shall be entered in the OBM database and submitted to the County Manager.
- In the event of a death in custody, the facility Director shall submit a report to the California Attorney General and the Board of State and Community Corrections within ten (10) days of the incident. This report shall comply with Government Code 12525.
- The Institutions Deputy Chief Probation Officer shall notify the Board of State and Community Corrections liaison of any legal actions filed or pending against Probation facilities or staff if the action is related to their employment with the Probation Department.

Responsibility

- Admissions staff (Juvenile Hall) or the facility Administrative Secretary (Camps) shall be responsible for updating the JCMS youth record for admissions and releases.
- Admissions staff shall be responsible for starting and updating the Admissions File.
- Unit staff shall be responsible for starting and updating the Unit File.
- The Probation Officer shall be responsible for completing and updating the JAIS assessment and case plan.
- Legal Office Assistants shall be responsible for updating probation conditions and court findings in JCMS.
- All staff shall initial all handwritten notations and ensure that their writing is legible.

Staff shall draw a line through and initial all mistakes. Staff shall only use blue or black ink.

Release of Information

Youth files shall be confidential. A signed informed consent form is required for release of any information in a youth file to parties that are not otherwise legally entitled to such information. At no time shall a youth file be shown to another youth.

Statements to the press and the release of information to the public shall comply with the Probation Department Administrative Manual Section D4, The Press. The Chief Probation Officer may consult with the County Manager's Office and County Counsel regarding release of information.

ETHICAL RESPONSIBILITIES

Rules of conduct set forth in policies and regulations are not intended to serve as an exhaustive treatment of requirements, limitations, or prohibitions on conduct and activities. Rather, they are intended to:

- Alert employees to some of the more sensitive and often problematic matters involved in employee conduct and ethics;
- Specify actions and inactions that are contrary to and that conflict with duties and responsibilities of probation department employees; and
- Guide employees in conducting themselves and their affairs in a manner that reflects the standards of behavior and professionalism required of public safety employees.

The Probation Department Administrative Manual contains the Department's policies regarding ethics:

- Section B13 – Regulations Governing Incompatible Activities Outside Employment
- Section B15 – Arrest and/or Conviction of Staff
- Section B20 – Investigating Allegations of Employee Criminal Misconduct
- Section B21 – Investigation and Handling of POBOR Disciplinary Matters (Administrative Appeal Process)
- Section B22 – Standards of Conduct
- Section D16 – Gifts, Gratuities, and Contributions
- Section D20 – Allegations of Employee Misconduct
- Section D25 – Fraternalization

Probation employees shall not engage in political activities during assigned hours of employment, including attending campaign functions, promoting or opposing candidates or measures, or circulating initiative petitions. Probation employees shall not use County telephones, computers, stationery, equipment, or supplies, including copying machines, word processing, or intradepartmental mail for political purposes whether or not such activities occur during assigned hours of employment and whether or not the employee reimburses the County. Probation employees may not solicit directly or indirectly political contributions from other employees.

NON-DISCRIMINATION POLICY

All youth in San Mateo County Probation Department facilities shall have fair and equal access to all available services, placement, care, treatment, and benefits. No person shall be subject to discrimination or harassment on the basis of actual or perceived race, ethnic group identification, ancestry, national origin, color, religion, sex, sexual orientation, gender identity, mental or physical disability, or HIV status.

YOUTH FACILITIES

The Institutions Services Division protects the public by operating safe, humane, and cost-effective facilities for youth in the juvenile justice system. The Division provides custody and programming designed to help youth make positive and healthy choices when they return to their communities.

Camp Glenwood

Established in 1961, Camp Glenwood serves high-risk young men who are facing extended detention in Juvenile Hall or who would have been sentenced to long-term incarceration and would benefit from the programming offered in a non-secure setting. Located about 30 miles south of San Mateo in La Honda, the Camp provides a structured residential setting with services addressing the boys' serious issues around education, behavior, family, substance abuse, and gangs. The average daily population in fiscal year 2014-15 was 21.

Boys are court-ordered to a stay at Camp Glenwood for approximately six months. During that time, staff work intensively with boys on controlling their impulses and anger, graduating from high school or achieving a HiSET and possibly continuing with their education, acquiring employment and sustaining positive interpersonal relationships. Special services include mental health, yoga and meditation, and life skills.

Camp Kemp

The Margaret J. Kemp Camp, a 30-bed facility for court-involved girls, opened in December 2006. The Camp provides a setting that allows girls to experience a calm, campus-like environment conducive to treatment and developing positive behaviors. Probation and community-based organizations provide multiple gender-responsive services according to a girl's individual service plan. The average daily population in 2014-15 was 13.

In August of 2012 the Girls Empowerment Program (GEP) was added as an out of custody program for girls who would benefit from the structure of the school and therapeutic programming without needing to be incarcerated.

Staff embrace the National Institute of Corrections guiding principles for women's corrections programs, including creating an environment of safety, respect, and dignity; promoting healthy connections to significant others; and addressing substance abuse, trauma, and mental health through comprehensive services. Girls receive intensive individual, group, and family therapy. In addition to an on-site school program, services include an independent living program, a yoga/arts program, AA, mentoring, playwriting, and book clubs.

Juvenile Hall

San Mateo County's Youth Services Center, which includes Juvenile Hall, opened in September of 2006.

The Hall contains an Admissions unit, seven living units, a kitchen and dining room, a health and dental clinic, a fully-accredited school, and a gym and outdoor recreation area. The capacity of the Juvenile Hall is 180 youth, with an average daily population of 86 in fiscal year 2014-15.

POLICY AND PROCEDURE MANUAL

San Mateo County Probation Department Policy and Procedure Manual shall meet the requirements of California Code of Regulations, Title 15, Section 1324, Policy and Procedure Manual.

Facility Directors shall review the Manual at least annually and make necessary changes. Revised policies shall be copied to all child supervision staff. Electronic copies of policies and procedures shall be filed on the shared computer drive at N: //Policy and Procedure Manual [year]. Relevant forms shall be filed in that folder and in the folder N: //Forms [year].

Probation shall provide the following persons/agencies/locations with copies of the Manual:

- Chief Probation Officer
- Assistant Chief Probation Officer
- Deputy Chief Probation Officer, Institutions Division
- Deputy Chief Probation Officer, Juvenile Division
- Director, Juvenile Hall
- Director, Camps
- Directors, Juvenile Services (2)
- Management Analyst, Institutions Division
- Institutions Services Managers
- Juvenile Hall – Admissions, Control, Health clinic, Forrest 1, Forrest 2, Forrest 3, Pine 4, Pine 5, Elm 6, Elm 7
- Camp Glenwood – Administration building, Section 1/2, Section 3/4
- Camp Kemp – Administrative office, dorm
- Food Services Manager, Correctional Health
- Medical Services Manager, Correctional Health
- Court Schools Manager, Office of Education
- Manager, Behavioral Health and Recovery Services

Facility Directors shall work with the Training Division to develop policy and procedure training, as appropriate.



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

**ARTICLE 2
Application of Standards and Inspections
§1311**

Topic	Emergency Suspension of Standards
	Requirements Date May 18, 2016
Policy	Probation management may temporarily suspend requirements or standards in the event of an emergency.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 2, Section 1311, Emergency Suspension of Standards or Requirements
Definitions	Emergency: A situation that threatens the safety of the facility, youth, staff, or the public.
Procedure	<ol style="list-style-type: none"> 1. The facility Director or other Probation manager acting as the administrator in the absence of the facility Director may temporarily suspend compliance with standards and requirements because of an emergency situation. 2. Only regulations directly affected by the emergency may be suspended. 3. The facility Director shall notify the Board of State and Community Correction if the suspension lasts longer than three (3) days.

The facility Director supervises the application of relevant policies and procedures. The facility Director is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16
Director, Camp Kemp: 5/18/16
Director, Juvenile Hall: 5/18/16

	<u>May 18, 2016</u>
Deputy Chief Probation Officer Institutions Division	Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1311, Emergency Suspension of Standards or Requirements
- Juvenile Hall Policy and Procedure Training Manual §1.1.19, Courts/Standards Inspections/ Accreditation, 6/5/06



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

**ARTICLE 2
Application of Standards and Inspections
§1313**

Topic	County Inspection and Evaluation of Building and Grounds Date May 18, 2016
Policy	Probation staff shall ensure that necessary inspections and evaluations are conducted annually.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 2, Section 1313, County Inspection and Evaluation and Building and Grounds
Definitions	None
Procedure	<ol style="list-style-type: none">1. The Director of the facility shall ensure that inspections are conducted by the following agencies on an annual basis:<ol style="list-style-type: none">a. Risk Management (building/safety);b. Fire Authority (including fire clearance);c. Local Health Officer;d. County Superintendent of Schools;e. Juvenile Court; andf. Juvenile Justice and Delinquency Prevention Commission2. The Director of the facility shall retain inspection reports.

The facility Director is responsible for the application of relevant policies and procedures. The Director of the facility is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

Deputy Chief Probation
Officer Institutions Division

May 18, 2016
Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1313, County Inspections and Evaluation of Building and Grounds
- Juvenile Hall Policy and Procedure Training Manual §1.1.19, Courts/Standards Inspections/ Accreditation, 6/5/09
- Camp Glenwood Policy and Procedure Manual, §1.13, Annual Evaluation, n.d.



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

**ARTICLE 3
Training, Personnel, and Management
§1320**

Topic	Appointment and Qualifications
Date	May 18, 2016
Policy	Probation managers shall ensure that youth supervision candidates and staff meet local, state, and federal requirements and are subject to regular evaluation.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 3, Section 1320, Appointment and Qualifications
Definitions	<u>Youth supervision staff</u> : Group Supervisors, Extra Help Group Supervisors, and Institutions Services Managers
Procedure	<ol style="list-style-type: none">1. Facility Directors shall be appointed by the Chief Probation Officer following the regulations of San Mateo County Human Resources and applicable provisions of law. Directors shall be responsible for the program, employees, and operation of the facility.2. All employees shall be hired according to the regulations of San Mateo County Human Resources and applicable provisions of law, including Government Code §1029. Employees shall possess knowledge, skills, and abilities appropriate to their job classification and duties as outlined in the civil service system.3. Youth supervision candidates shall pass a thorough background investigation, a criminal background check (fingerprinting), a psychological/mental evaluation, a physical and medical examination, and a polygraph prior to hire. The medical examination shall include testing for tuberculosis and immunity to contagious illnesses of childhood. The Director of Internal Affairs and Policy shall be responsible for directing these examinations of candidates.4. Non-youth supervision candidates shall pass a criminal background check (fingerprinting) and medical examination for Utility Workers.5. Contract personnel, volunteers, and other non-employees shall pass a criminal background check (fingerprinting), unless the individual will be in the facility on a one-time basis and is accompanied by staff or by a certified contractor or volunteer. Their presence at the facility shall be subject to the approval of the facility Director. Once approved, Security Training will be assigned and carried out by Group Supervisors.6. All new staff shall be subject to a probationary period during which they may be dismissed from employment for any reason. The length of the probationary period shall be determined by the Human Resources Department.7. Youth supervision staff shall meet selection and training requirements as set by the Board of State and Community Corrections. Youth supervision staff shall

complete San Mateo County's Policy and Procedures and Defensive Tactics training, the state Juvenile Corrections Officer Core course, and training required by Penal Code §832.

8. Youth supervision staff cited, charged, arrested, or convicted of any criminal offense shall report such to the Director of the facility, per Department Policy.
9. Probation managers shall investigate youth supervision staff involved in citizen and government complaints, criminal or legal actions, violations of training guidelines, and violations of the Institutions Division Policies and Procedures Manual. Such investigations shall be conducted under the provisions of the Peace Officer's Bill of Rights, unless the provisions of the Peace Officer's Bill of Rights contradict the provisions of Penal Code §832, in which case probation managers shall follow Penal Code §832. Probation managers shall consult the County Human Resources Department about such investigations, as appropriate.
10. Probation managers shall complete a performance evaluation on all staff under their supervision at least once per year. Performance evaluations shall be in the format required by County Human Resources.
11. Staff shall be allowed to obtain outside part-time employment per Department policy B-13 provided that such employment does not affect the safety and security of San Mateo County facilities and does not entail a conflict of interest with employment by San Mateo County. Such employment shall not be more than 20 hours per week. Staff shall report such employment annually, or whenever there is a change by completing form 9003.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

Deputy Chief Probation
Officer Institutions Division

May 18, 2016
Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1320, Appointment and Qualifications
- Juvenile Hall Policy and Procedure Training Manual §1.6.1, Volunteers/Service Providers, 6/16/06
- Camp Glenwood Policy and Procedure Manual §1.3, Director, n.d.
- Camp Glenwood Policy and Procedure Manual §3.3, Staff Qualifications, n.d.
- Camp Glenwood Policy and Procedure Manual §7.1, Volunteers, n.d.



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

**ARTICLE 3
Training, Personnel, and Management
§1321**

Topic	Staffing
Date	May 18, 2016
Policy	Probation staff shall ensure that facilities are adequately staffed to maintain the safety and security of youth, staff, visitors, and the public and to ensure that youth receive mandated services.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 3, Section 1321, Staffing
Definitions	<u>Youth supervision staff</u> : Group Supervisors, Extra Help Group Supervisors, Deputy Probation Officers working overtime, and Institutions Services Managers
Procedure	<ol style="list-style-type: none">1. Probation management shall ensure that facilities are staffed appropriately to carry out required programming or services; provide for the safety and security of youth, staff, and visitors, and the public; and meet all local, state, and federal requirements.2. Probation management shall ensure that there are at all times adequate supervisory staff (ISMs, or Group Supervisors III or II) to monitor the activity in facilities.3. Only in emergency situations shall a unit, section, or facility be staffed solely by Group Supervisor I staff and/or Extra Help staff.4. Probation management shall ensure that there is a youth supervision staff person on duty at all times and in each section or unit who has completed San Mateo County's Policy and Procedures and Defensive Tactics training, the state Juvenile Corrections Officer Core course, and training required by Penal Code §832. Firearms are not employed within San Mateo County facilities, so youth supervision staff are not required to complete firearms training. Staff who have not worked within the last three years as youth supervision staff either with San Mateo County or other agency must complete retraining.5. Probation managers shall ensure that at least one youth supervision staff is on duty in a living unit with one or more youth.6. Probation managers shall ensure that there are sufficient staff on duty to provide the following required services: nutritional monitoring; food services; food services management; clerical or administration; recreation; medical; dental; mental health; maintenance; transportation; and security. Youth supervision staff shall not be redirected to other duties unless there are a

sufficient number of staff to meet the required staff to youth ratio.

7. The number of staff shall allow for continuous wide-awake supervision that meets the following staff to youth ratio:
 - a. Juvenile Hall: Waking hours - 1:10; Sleeping hours - 1:30; At least two youth supervision staff at all times; At least one youth supervision staff of the same gender as youth under supervision.
 - b. Camps: Waking hours - 1:15; Sleeping hours - 1:30; At least two youth supervision staff at all times; At least one youth supervision staff of the same gender as youth under supervision.

In addition, the number of staff shall allow for continuous wide-awake supervision that meets the following requirements:

- c. At least two youth supervision staff shall be on duty at all times.
 - d. At least one youth supervision staff of the same gender shall be on duty at all times.
 - e. Personnel who are not trained as youth supervision staff shall not be counted in the staff to youth ratio for the purpose of youth supervision.
 - f. Audio and/or video monitoring shall not be substituted for staff presence on a unit or section.
8. Staff shall not take a break without obtaining the approval of the lead staff on duty. The lead staff person shall ensure that the conditions of Section 9 above are met when staff takes breaks.
 9. Any staff person who is unable to report to work shall notify the ISM-OD at least eight (8) hours before their scheduled start time. Staff who fails to provide this notice shall be subject to disciplinary action. The ISM-OD completes the Unscheduled Absence Request Form; distributes the white copy to the employee and the yellow copy to the employee's supervisor.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

Deputy Chief Probation
Officer
Institutions Division

May 18, 2016

Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1321, Staffing
- Juvenile Hall Policy and Procedure Training Manual §1.3.2, Staffing Plan
- Juvenile Hall Policy and Procedure Training Manual §1.3.6, Reporting of Convictions

- Juvenile Hall Policy and Procedure Training Manual §1.3.9, Probationary Period
- Juvenile Hall Policy and Procedure Training Manual §1.3.11, Performance Reviews
- Juvenile Hall Policy and Procedure Training Manual §1.3.19, Shift Briefings/Reporting to Work
- Juvenile Hall Policy and Procedure Training Manual §1.3.22, Outside Employment
- Juvenile Hall Policy and Procedure Training Manual §1.3.27, Staff Breaks
- Camp Glenwood Policy and Procedure Manual, §3.2, Staffing Requirements, n.d.



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

**ARTICLE 3
Training, Personnel, and Management
§1322**

Topic	Child Supervision Staff Orientation and Training
Date	May 18, 2016
Policy	Probation management shall ensure that all staff are adequately trained on youth supervision techniques and the policies and procedures relating to discipline, use of force, emergencies, and other topics.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 3, Section 1322, Child Supervision Staff Orientation and Training
Definitions	<u>STC</u> : Standards and Training for Corrections Program, training certified by the state Board of State and Community Corrections
Procedure	<ol style="list-style-type: none">1. The facility Director and the Institutions Services Managers shall ensure that all youth supervision staff are adequately oriented to their duties, including:<ol style="list-style-type: none">a. youth supervision duties;b. the scope of the decisions they must make;c. the identity of the lead staff person;d. the identity of the people who they are responsible for;e. the contact person for decisions beyond their scope;f. ethics;g. the facility grounds and physical plant; andh. the Location of safety equipment2. The facility Director and the Director of Internal Affairs and Group Supervisor III's shall plan and implement a training program that all new youth supervision staff shall complete prior to assuming the responsibility for the supervision of youth. This training, which shall be at least 40 hours, including :2 formal classroom days; approved STC, shall include:<ol style="list-style-type: none">a. mission, vision, and organization of the Probation Department and the facility;b. New Employee Orientationc. individual and group supervision techniques;d. policies and procedures regarding:<ul style="list-style-type: none">• the basic rights of minors;• health, sanitation, and safety measures (including first aid, CPR, universal health precautions, and cleaning/disinfecting requirements);• suicide prevention and response to suicide attempts;• discipline;• use of force and mechanical and physical restraints;• emergency procedures;

- routine security measures;
 - crisis intervention and the process for referrals to mental health services;
 - documentation (Incident Reports, log books);
- e. fire/life safety training (including safety equipment use) defensive tactics.
3. The facility Director shall work with the Director of Internal Affairs and Policy to ensure that all youth supervision staff successfully complete the Juvenile Corrections Officer Core Course prior to assuming primary supervision of youth (independent supervisor of one or more youth).
 4. Prior to the exercise of peace officer powers, staff shall complete the additional training outlined in Penal Code Section 830.
 5. On an annual basis, the facility Director and the Training Unit staff shall meet to outline the ongoing and new training needs for the next fiscal year. Quarterly; staff will acknowledge their duties through Post Orders
 6. Staff wanting to attend a training program not offered through Probation or the County shall submit to their supervisor documentation about the training, an explanation of why the training program meets their Individual Training Plan, and an estimate of costs. The supervisor shall submit the request to the facility Director. The facility Director will forward the request to the Deputy Chief for review by Command Staff.
 7. The Training Unit staff shall ensure that training programs are STC certified, as appropriate.
 8. All staff with STC training mandates shall meet or exceed those requirements each year in order to remain in their youth supervision or management positions.
 9. Support staff, contract employees, school and medical staff, program providers, volunteers, and others with contact with youth in the facility shall receive an orientation/Security Training from facility staff that includes the following topics:
 - a. Safety;
 - b. Security measures;
 - c. Basic defensive tactics;
 - d. Emergency procedures; and
 - e. Documentation of incidents.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

Deputy Chief Probation
Officer Institutions Division

May 18, 2016

Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1322, Child Supervision Staff Orientation and Training
- Camp Glenwood Policy and Procedure Manual, §4.1. Training and Training Criteria, n.d.



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

**ARTICLE 3
Training, Personnel, and Management
§1323**

Topic	Fire and Life Safety
Date	May 18, 2016
Policy	Probation staff shall be trained in fire and life safety.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 3, Section 1323, Fire and Life Safety
Definitions	None
Procedure	<ol style="list-style-type: none">1. All permanent youth supervision staff shall attend the State of California Core Training program that includes fire and life safety instruction. At least one staff that has completed the state core training in fire and life safety shall be present on every shift.2. Prior to working in a facility, youth supervision staff shall be trained in the fire and life safety policies and practices of the particular facility, including the location of fire doors and barriers and evacuation procedures. All staff shall be trained in the use of fire hoses and extinguishers.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

Deputy Chief Probation
Officer Institutions Division

May 18, 2016
Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1323, Fire and Life Safety
- Juvenile Hall Policy and Procedure Training Manual §3.2.1, Fire Safety Inspections, 6/14/06
- Camp Glenwood Policy and Procedure Manual, §10.3, Facility Emergency Plans/Evacuation Procedures n.d.



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

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

Topic	Policy and Procedures Manual
Date	May 18, 2016
Policy	The facility Director shall develop, publish, and implement written policies and procedures that address all regulations that are applicable to the facility.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 3, Section 1324, Policy and Procedures Manual
Definitions	None
Procedure	<ol style="list-style-type: none">1. The facility Director shall develop, publish, and implement a manual of written policies and procedures that addresses all regulations applicable to the facility. The facility Director shall develop, publish, and implement Post Orders that describe the responsibilities of all employees. The facility Director shall collaborate with staff from other Probation divisions, the Health Department, the San Mateo County Office of Education, Behavioral Health and Recovery Services, and other relevant agencies and organizations in the development and implementation of the Policy and Procedures Manual. The Policy and Procedure Manual and Post Orders shall be reviewed and approved by the Deputy Chief Probation Officer of the Institutions Division and the Chief Probation Officer.2. The facility Director shall ensure that the Policy and Procedures Manual and facility Post Orders are present in the administrative office of the facility. The facility Director shall ensure that the Policy and Procedures Manual (N: Policy and Procedures Manual [year]) and relevant forms (N: //Forms) are filed on the computer shared drive. The facility Director shall ensure that the manual has been distributed to collaborating agencies and organizations. Institutions Services Managers shall ensure that the Policy and Procedures Manual and the facility Post Orders are present in the staff office or staff area of all living units or sections.3. The facility Director shall review the Policy and Procedures Manual and the Post Orders at least annually and shall make any necessary updates. The facility Director shall ensure that Policy and Procedures Manual and Post Orders are updated if there is any change in the policy of the Probation Department. Changes in these manuals shall be distributed to all staff and reinforced in staff meetings. The facility Director shall place a memo in the front of copies of the Policy and Procedure Manual at least annually indicating that the policies have been reviewed and are current.

4. Staff may comment or propose changes in the Policy and Procedure Manual and Post Orders to their immediate supervisor.
5. Policies and procedures regarding the sections listed below can be found in the Introduction section of the Policy and Procedure Manual:
 - a. Vision, Mission, and Responsibility;
 - b. Table of organization (Organizational Chart);
 - c. Channels of communication;
 - d. Job classifications;
 - e. Purpose of programs;
 - f. External relationships (including those with the Juvenile Court, the Juvenile Justice and Delinquency Prevention Commission, probation staff, school personnel, Behavioral Health and Recovery Services and other agencies that are involved in juvenile facility programs);
 - g. Responsibility of employees
 - h. Orientation for external stakeholders;
 - i. Maintenance of record-keeping;
 - j. Ethical responsibilities
 - k. Non-discrimination policy

Policies and procedures regarding storage and maintenance of chemical agents is contained in Article 12, §1510.

6. The records relating to the standards and requirements set forth in this Policy and Procedures Manual shall be accessible to the Board of State and Community Corrections.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

Deputy Chief Probation Officer Institutions Division	<u>May 18, 2016</u> Date
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This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1324, Policy and Procedure Manual
- Juvenile Hall Policy and Procedure Training Manual, §1.1.5, Facility Manuals, 6/5/06
- Camp Glenwood Policy and Procedure Manual, §1.7, Establishment and Maintenance of Policy and Procedures Manual, n.d.



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

**ARTICLE 3
Training, Personnel, and Management
§1325**

Topic	Fire Safety Plan
Date	May 18, 2016
Policy	Probation staff shall develop a fire safety plan for juvenile facilities.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 3, Section 1325, Fire Safety Plan
Definitions	None
Procedure	<ol style="list-style-type: none">1. The Deputy Chief of the Institutions Division, the Director of Juvenile Hall, and the Director of the Camps shall work with the Fire Marshall to develop a Fire Safety Plan and Fire Suppression Pre-Plan (see attached).2. Fire and life safety inspections as well as fire prevention inspections shall be conducted on a monthly basis by the Security Officer of the facility. The form for these reviews is contained in the Policy and Procedures Manual, Section 1326, Security Review. The facility Director shall file these inspections in the Inspection binder and retain them for a period of two (2) years.3. The Fire Marshall shall conduct biennial inspections of Probation facilities. The facility Director shall ensure that all deficiencies noted by the Fire Marshall are resolved. The facility Director shall notify the Fire Marshall when the deficiencies are resolved.4. An evacuation plan including movement and housing provisions is contained in the Emergency Manual (attachment to Section 1327, Emergency Procedures).5. The facility Security Officer shall conduct quarterly fire drills. These fire drills shall be documented on the Fire Drill Form (attached). The facility Director, in collaboration with the Department of Public Works, shall make any necessary physical plant repairs.6. The Security Officer shall conduct quarterly fire drills using the fire drill form.7. The plan for housing youth in the event of a fire is contained in the section of the Emergency Manual on evacuation.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

_____	<u>May 18, 2016</u>
Deputy Chief Probation Officer Institutions Division	Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1325, Fire Safety Plan
- Juvenile Hall Policy and Procedure Training Manual §3.1.5, Security Inspections, 7/27/06



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

**ARTICLE 3
Training, Personnel, and Management
§1326**

Topic	Security Review
Date	May 18, 2016
Policy	Probation staff shall ensure that the security of juvenile facilities are reviewed, evaluated and documented on a yearly basis.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 3, Section 1326, Security Review
Definitions	None
Procedure	<ol style="list-style-type: none">1. The facility Director shall designate an Institutions Services Manager as the facility Security Officer. The Security Officer shall review the security of the facility on a monthly basis using the Monthly Facility Inspection Form. The Monthly Facility Form shall be submitted to the facility Director, who shall review the form and make provisions for any necessary corrective action. The Monthly Facility Inspection Forms shall be retained for at least four (4) years and shall be filed in the facility Director's office.2. The Deputy Chief Probation Officer of the Institutions Division shall arrange with the Sheriff's Office Countywide Security Unit or other qualified entity to review, evaluate, and document the security of all juvenile facilities on a yearly basis. The Sheriff's Office or qualified entity reports shall be retained for a period of seven (7) years and shall be filed in the offices of the facility Director and the Institutions Management Analyst.3. Both the Security Coordinator and Sheriff's Office inspections shall include:<ol style="list-style-type: none">a. External security, including perimeter issues such as lighting and fencing, as well as vehicle security and control of firearms and ammunition;b. Internal security, including access doors; key control; equipment; mechanical restraints; contraband; alarm systems; head counts/15-minute checks; facility, youth, and visitor search protocols; and documentation;c. Staff training; andd. Policies and procedures.

Following the security review, the facility Director and the Institutions Management Analyst shall make any necessary changes in policies and procedures. The facility Director shall work with the Department of Public Works or contractors to correct any issues with the physical plant.

4. During the monthly security inspection, the Security Officer shall also review physical plant and staff training issues related to fire and life safety and fire prevention (see Section 1325, Fire Safety Plan and Section 1327, Emergency Procedures).

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

_____	May 18, 2016
Deputy Chief Probation Officer Institutions Division	Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1326, Security Reviews
- Juvenile Hall Policy and Procedure Training Manual §3.1.5, Security Inspections, 7/27/06



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

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

Topic	Emergency Procedures
Date	May 18, 2016
Policy	Probation staff shall ensure the safety, security, and well-being of youth, staff, and the public during emergencies.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 3, Section 1327, Emergency Procedures
Definitions	<p><u>Emergency</u>: An escape, disturbance, taking of hostages, civil disturbance, fire, natural disaster, or other event that endangers the safety and security of the facility, youth, staff, service providers, or visitors.</p> <p><u>Emergency Manual</u>: The document describing the procedures for the maintenance of safety and security during an emergency including:</p> <ul style="list-style-type: none">• Escape/AWOL• Disturbances/Violence/Riot /Civil Disturbance• Hostages• Fire• Natural Disasters• Evacuation• Chemical Agents, Radios, Personal Security Devices, Weapons/Ammunition• Documentation, Debriefing, and Follow-up• Notification Procedures• Periodic Testing of Emergency Equipment• Annual Review of Emergency Procedures for Youth Supervision Staff
Procedure	<ol style="list-style-type: none">1. A copy of the San Mateo County Probation Department Emergency Manual shall be kept in a red binder on each unit of Juvenile Hall and in the administrative offices and living units of Camp Glenwood and Camp Kemp.2. During an emergency, staff shall follow the procedures in the Emergency Manual. In the event of evacuation of the facility, staff shall take the Emergency Manual binder with them.3. The Security Officer shall inspect emergency equipment on a monthly basis using the Monthly Facility Inspection Form as outlined in Section 1326, Security Review. This inspection shall include review of the generator(s), fire alarms, smoke detectors, flashlights, fire hoses, and fire extinguishers. The facility Director, in collaboration with the Department of Public Works, shall make any necessary improvement identified in the monthly inspections. The facility

Director shall keep the Monthly Fire and Life Safety inspection forms for at least four (4) years.

4. The facility Directors, in cooperation with the Fire Marshall, the Sheriff's Office, the Department of Public Works, and health authorities, shall review the Manual on a yearly basis and update any procedures.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

_____	_____
Deputy Chief Probation Officer Institutions Division	May 18, 2016 Date

This policy replaces:

- Institutions Division Policy and Procedure Manual 2009, §1327, Emergency Procedures
- Hillcrest Juvenile Detention Facility Policy Manual, #10.2, Facility Emergency Plans/ Assembly Areas, n.d.
- Policies and Procedures for Juvenile Hall, #10.3, Evacuation and Shelter, 12/18/08.
- Juvenile Hall Policy and Procedure Training Manual §3.2.1, Fire Safety Inspections, 6/14/06
- 1327 Emergency Procedures Att Emergency Manual 12-14-09



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

EMERGENCY PROCEDURES MANUAL

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

INTRODUCTION AND PURPOSE

The purpose of this Emergency Procedures Manual is to:

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

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

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

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

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

ESCAPE/AWOL

1. Staff shall call for assistance (Camps) or call a Code Orange (Juvenile Hall) over the radio and activate their personal security device.
2. The lead staff person on duty at the facility shall respond to the location of the escape.
3. Staff shall contain and/or secure all other youth in the facility. In Juvenile Hall, the facility shall remain on lockdown until authorization is obtained from the facility Director.
4. Staff shall conduct a head count and identify the youth who are missing. Staff shall make note of youth who are in other areas of the facility for court, school, visiting, or programming.
5. Staff shall inform the lead staff person of the identity of the missing youth.
6. The lead staff person shall direct other staff to the following duties:
 - a. Search – These staff shall locate the escaped youth or search the grounds.
 - b. Access – These staff shall meet the Sheriff's Office Deputies and assist them with their investigation.
 - c. Communication – These staff shall be stationed in Admissions or the administrative office to coordinate communication.
7. Search staff shall make every attempt to regain custody of the escaped/AWOLed youth while the youth is on the grounds of the facility.
8. Staff shall use verbal persuasion techniques and, if necessary, reasonable force to apprehend a youth. Such use of force shall follow Policy and Procedures Section 1357, Use of Force.
9. Should the youth be apprehended or surrender, staff shall handcuff the youth and transport them to the Juvenile Hall.
10. If the youth is missing, Search staff shall search the grounds.
11. Unit staff shall check the locker, room, or sleeping area of the youth to determine what clothes the youth was wearing. Unit staff shall report this information to the lead staff person.
12. The Communication staff person shall locate key information in the youth file or in the Juvenile Case Management System (JCMS) including:
 - a. Full name of the youth;
 - b. Physical characteristics (height, weight, hair color, eye color, etc.);
 - c. Clothing the youth was wearing;
 - d. Last known address and phone number of the youth's parent or legal guardian;
 - e. Last known address and phone number for the youth if different from the parent or legal guardian; and
 - f. Last known address and phone number of other relatives of the youth.
13. The Communication staff person shall notify the Sheriff's Office Central Dispatch (ext. 4911) to report the escape/AWOL and to request assistance and the initiation of an investigation. In addition, the lead staff shall request the issuance of a teletype. The teletype shall be addressed to all county law enforcement agencies and shall include the information in #12 above and instructions that the youth should be transported to Juvenile Hall.
14. The Communication staff person shall complete the Escape/AWOL Checklist (attached).

15. The Communication staff person shall initiate the process to obtain a warrant.
16. The Communication staff person shall call the police department(s) of residence of the youth to notify them of the escape/AWOL and requesting that they check the last known addresses of the youth and the youth's family members.
17. The Communication staff person shall put out a Critical Alert Track Flyer.
18. The lead staff person shall start the notification procedures for internal staff and for the public (section 4A and 4C of this Emergency Manual).
19. The Director of the facility and the ISM-OD shall respond to the facility. The Director of the facility shall initiate a Critical Incident Command Center and coordinate with the Sheriff's Command Center if a Command Center is established.
20. The Director of the facility shall initiate the notification procedures for external parties (section 4B of this Emergency Manual)
21. The Investigations staff person shall meet the Sheriff's Deputies at the Admissions sally port or in front of the facility. All staff shall comply with Sheriff's Office personnel in the investigation and response process.
22. The lead staff person shall notify the Medical Unit or San Mateo Medical Center (when the Medical Unit is closed) to initiate medical care for any staff or youth who were injured in the incident. As appropriate, the lead staff person shall designate unit staff to assist the Medical Unit staff. These staff shall be under the supervision of the Medical Unit supervisor during the emergency. For staff or youth with serious injuries, staff shall call 9-911. The lead staff person shall provide the Worker's Compensation packet to any staff that were injured in the incident, even if the injuries were minor. Staff shall follow up with a personal physician for treatment of injuries.
23. Staff shall follow the procedures in the Documentation and Debriefing section of this Emergency Manual.
24. The lead staff person shall notify Maintenance staff and/or the Department of Public Works of any repairs that need to be made in the physical plant.
25. The facility Director shall coordinate with the Sheriff's Office in investigating the incident and evaluating the adequacy of the actions of staff and the response from authorities. The facility Director shall investigate any potential policy and procedures breakdowns and take corrective action where appropriate.
26. The procedures for AWOL from temporary release (home or community pass) are contained in the Temporary Release Policy, Section 1351a.

DISTURBANCES/VIOLENCE/RIOT CIVIL DISTURBANCE

1. Staff shall call for assistance (Camps) or call a Code Orange (Juvenile Hall) over the radio and activate their personal security device.
2. The lead staff person on duty at the facility shall respond to the location of the disturbance.
3. Staff shall move non-involved youth away from the disturbance. Staff shall contain and/or secure all other youth in the facility. In Juvenile Hall, the facility shall remain on lockdown until authorization is obtained from the facility Director.
4. Staff shall conduct a head count to determine if any youth are missing. Staff shall make note of youth who are in other areas of the facility for court, school, visiting, or programming.
5. Staff shall issue verbal commands for the youth to stop the disturbance. If youth do not respond, staff shall apply appropriate force according to the Use of Force policy (Section 1357) to prevent injury to youth, staff, or others in the facility. Once subdued, staff shall handcuff youth and transfer them to the Juvenile Hall and the unit specified by the lead staff.
6. If youth cannot be subdued, the lead staff person shall call San Mateo County Central Dispatch (ext. 4911) and report a disturbance. Staff shall cooperate with Sheriff's Office personnel in gaining control of the involved youth.
7. The lead staff person shall notify the Medical Unit or San Mateo Medical Center (when the Medical Unit is closed) to initiate medical care for any staff or youth who were injured in the incident. As appropriate, the lead staff person shall designate unit staff to assist the Medical Unit staff. These staff shall be under the supervision of the Medical Unit supervisor during the emergency. For staff or youth with serious injuries, staff shall call 9-911. The lead staff person shall provide the Worker's Compensation packet to any staff that were injured in the incident, even if the injuries were minor. Staff shall follow up with a personal physician for treatment of injuries.
8. Should there be significant injury to youth or staff or significant property damage, the lead staff person shall follow the procedures in the Notification Procedures section of this Manual. The lead staff person shall document the time of notification of each party.
9. Staff shall follow the procedures in the Documentation and Debriefing section of this Emergency Manual.
10. The lead staff person shall notify Maintenance staff and/or the Department of Public Works of any repairs that need to be made in the physical plant.
11. The facility Director shall coordinate with the Sheriff's Office in investigating the incident and evaluating the adequacy of the actions of staff and the response from authorities. The facility Director shall investigate any potential policy and procedures breakdowns and take corrective action where appropriate.

HOSTAGES

1. Staff shall call for assistance (Camps) or call a Code Orange (Juvenile Hall) over the radio and activate their personal security device.
2. The lead staff person on duty at the facility shall respond to the location of the disturbance.
3. Staff shall move non-involved youth away from the location. In Juvenile Hall, the facility shall remain on lockdown until authorization is obtained from the facility Director.
4. Staff shall conduct a head count and identify youth who are missing. Staff shall make note of youth who are in other areas of the facility for court, school, visiting, or programming.
5. Staff shall issue verbal commands for the youth to release the hostage(s). Should the hostage(s) be released, staff shall handcuff the youth and transfer them to the Juvenile Hall and the unit specified by the lead staff.
6. If the youth do not release the hostage(s), the lead staff person shall call San Mateo County Central Dispatch (ext. 4911) and report the incident. Staff shall cooperate with Sheriff's Office personnel in gaining control of the involved youth.
7. While youth is in control of hostage(s), staff shall not challenge or create situations that could place the hostage(s) in greater harm. Staff shall not negotiate with the youth holding the hostage(s).
8. The lead staff person shall notify the Medical Unit or San Mateo Medical Center (when the Medical Unit is closed) to initiate medical care for any staff or youth who were injured in the incident. As appropriate, the lead staff person shall designate unit staff to assist the Medical Unit staff. These staff shall be under the supervision of the Medical Unit supervisor during the emergency. For staff or youth with serious injuries, staff shall call 9-911. The lead staff person shall provide the Worker's Compensation packet to any staff that were injured in the incident, even if the injuries were minor. Staff shall follow up with a personal physician for treatment of injuries.
9. The lead staff person shall follow the procedures in the Notification Procedures section of this Manual. The lead staff person shall document the time of notification of each party.
10. Staff shall follow the procedures in the Documentation and Debriefing section of this Emergency Manual.
11. The lead staff person shall notify Maintenance staff and/or the Department of Public Works of any repairs that need to be made in the physical plant.
12. The facility Director shall coordinate with the Sheriff's Office in investigating the incident and evaluating the adequacy of the actions of staff and the response from authorities. The facility Director shall investigate any potential policy and procedures breakdowns and take corrective action where appropriate.

FIRE

1. Staff shall call for assistance (Camps) or call a Code Orange (Juvenile Hall) over the radio and activate their personal security device.
2. The lead staff person on duty at the facility shall respond to the location of the fire.
3. Staff shall move all youth to a safe location away from the fire. Staff shall conduct a head count to determine if any youth are missing.
4. Staff shall close all doors and windows in the area to contain the fire. Staff shall turn off all electrical devices and lights.
5. The lead staff person shall direct other staff to the following duties:
Search – These staff shall look for any youth who are missing in the fire.
Access – These staff shall meet the Fire Department and assist them with fighting and investigating the fire.
Communication – These staff shall be stationed in Admissions or the administrative office to coordinate communication.
6. The Communication staff person shall call 9-911 to notify the Fire Department of the fire. At the direction of the lead staff person, the Communication staff person shall call off-duty personnel to report to the facility.
7. Should evacuation be necessary, staff shall follow the Evacuation Procedures located in this Emergency Manual. Staff shall close all doors behind them as they exit. Staff shall instruct youth to stay close to the floor to avoid any smoke in the area.
8. If the fire is small, youth have been removed from the area, and staff are familiar with the use of a fire extinguisher, staff may attempt to extinguish the fire. Staff are not required to try to fight the fire. Staff not familiar with the use of a fire extinguisher shall not attempt to put out a fire.
9. Access staff shall direct fire authorities to minimize the likelihood of injury from youth assault or physical plant conditions.
10. Should youth be missing, staff shall follow the Escape/AWOL procedures in this Emergency Manual.
11. Should the fire involve criminal actions, lead staff shall notify the Sheriff's Office for an investigation.
12. The lead staff person shall notify the Medical Unit or San Mateo Medical Center (when the Medical Unit is closed) to initiate medical care for any staff or youth who were injured in the incident. As appropriate, the lead staff person shall designate unit staff to assist the Medical Unit staff. These staff shall be under the supervision of the Medical Unit supervisor during the emergency. For staff or youth with serious injuries, staff shall call 9-911. The lead staff person shall provide the Worker's Compensation packet to any staff that were injured in the incident, even if the injuries were minor. Staff shall follow up with a personal physician for treatment of injuries.
13. The lead staff person shall follow the procedures in the Notification Procedures section of this Manual. The lead staff person shall document the time of notification of each party.

14. Staff shall follow the procedures in the Documentation and Debriefing section of this Emergency Manual.
15. The lead staff person shall notify Maintenance staff and/or the Department of Public Works of any repairs that need to be made in the physical plant.
16. The facility Director shall coordinate with the Sheriff's Office and the County Fire Marshall in investigating the incident and evaluating the adequacy of the actions of staff and the response from authorities. The facility Director shall investigate any potential policy and procedures breakdowns and take corrective action where appropriate.

NATURAL DISASTERS

1. Staff shall move all youth to a safe location away from danger.
2. Staff shall conduct a head count to determine if any youth are missing. Staff shall make note of any youth who are in other areas of the facility for court, school, visiting, or programming. Staff shall notify the lead staff person if any youth are missing.
3. The lead staff person shall announce over the radio instructions for shelter in place or evacuation. If the instruction is to shelter in place, staff shall contain and/or secure all youth in the facility. If the instruction is to evacuate, staff shall follow the procedures in the Evacuation section of this Emergency Manual.
4. The lead staff person shall direct other staff to the following duties:
 - a. Search – These staff shall locate any missing youth and search the grounds.
 - b. Access – These staff shall meet authorities and disaster workers and assist them with rescue and investigation.
 - c. Communication – These staff shall be stationed in Admissions or in the administrative office to coordinate communication.
5. The Communication staff shall:
 - a. Attempt to call 9-911;
 - b. Retrieve the disaster supplies located in the property room;
 - c. Listen to the radio (KGO 810 AM) to learn the extent of the disaster; and
 - d. Communicate the extent of the disaster to the lead staff.
6. At the direction of the lead staff person, the Communication staff person shall call off-duty personnel to report to the facility.
7. The lead staff person shall communicate the extent of the disaster over the radio as necessary.
8. The Access staff shall meet authorities and disaster workers at the Admissions sally port (Juvenile Hall) or in front of the administration building (Camps). All staff shall comply with disaster workers in the rescue and response to the incident.
9. Should youth be missing, Search staff shall attempt to locate them. If Search staff believe that a youth has escaped or AWOLed, they shall follow the Escape/AWOL procedures in this Emergency Manual.
10. The Director of the facility and the ISM-OD shall respond to the facility, if not there already. The Director of the facility shall initiate a Critical Incident Command Center and coordinate with disaster workers.
11. Staff shall get the approval of the lead staff person prior to going off duty. Staff may be required to serve as disaster service workers according to County policy.
12. The lead staff person shall notify the Medical Unit or San Mateo Medical Center (when the Medical Unit is closed) to initiate medical care for any staff or youth who were injured in the incident. As appropriate, the lead staff person shall designate unit staff to assist the Medical Unit staff. These staff shall be under the supervision of the Medical Unit supervisor during the emergency. For staff or youth with serious injuries, staff shall call 9-911. The lead staff person shall provide the Worker's Compensation packet to any staff that were injured in the incident, even if the injuries were minor. Staff shall follow up with worker's compensation for treatment of injuries.
13. The lead staff person shall follow the procedures in the Notification Procedures section of this

Manual. The lead staff person shall document the time of notification of each party.

14. Staff shall follow the procedures in the Documentation and Debriefing section of this Emergency Manual.
15. The lead staff person shall notify Maintenance staff and/or the Department of Public Works of any repairs that need to be made in the physical plant.
16. The facility Director shall investigate the incident and evaluate the adequacy of the actions of staff and the response from authorities. The facility Director shall investigate any potential policy and procedures breakdowns and take corrective action where appropriate.

EVACUATION

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

1. The lead staff person shall make the decision whether to evacuate. If evacuation is necessary, the lead staff person shall decide whether to evacuate to local areas of refuge or to evacuate off-site. The lead staff person shall assign Communications Staff who will contact County Communications, the Institutions Services Division's Director, Deputy Chief Probation Officer, Assistant Chief Probation Officer, Chief Probation Officer, Medical Unit, Dietary, Housekeeping, The School Department and the Youth Services Center's Central Plant advising of the evacuation.

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

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

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

- a) San Mateo County Jail

2. Staff shall conduct a head count and identify if there are any missing youth. Staff shall make note of youth who are in other areas of the facility for court, school, visiting, or programming. If youth are missing, staff shall radio to the lead staff person. Staff shall direct youth to collect their hygiene and bedding and line up at the exit door. Staff shall instruct the youth to move quickly and quietly. Staff shall take the Unit Log, Hall Boards, Unit Youth Log Binder, Emergency Manual, Evacuation Binder containing face sheet for all youth on the unit, First Aid Kit and the Medication Kit with them.
3. At the direction of the lead staff person, Central Control will direct each unit, building, or area to evacuate one by one. The unit, building, or area shall evacuate according to the evacuation route on the maps attached to the Emergency Manual. Staff shall evacuate youth to the area of refuge designated by the lead staff. If that area of refuge is unsafe, staff shall evacuate youth to a secondary area of refuge as determined by the lead staff person. If the secondary area of refuge is unsafe, staff shall contact the lead staff person for instructions.
4. Staff shall conduct a head count prior to and following a movement, as well as every three minutes while waiting in a location.
5. All staff except Communication Staff shall exit the buildings by the evacuation routes. Admissions staff shall take the disaster supplies that are located in the property room. If the lead staff person has ordered an evacuation to an off-site location, Admissions staff shall take the youth Admission files with them.

6. At the direction of the lead staff person, the Communication Staff shall call off-duty personnel to report to the facility. Staff reporting for duty shall report to the areas of refuge as instructed by the lead staff person.
7. Should youth and staff need to be evacuated off-site, the lead staff person shall instruct the Communications Staff to notify County Communications of the need for emergency transportation. The lead staff person shall designate staff to go to the off-site location and prepare it for youth to arrive.
8. The lead staff person shall identify and designate a staging area for supporting agencies to meet and gather any necessary equipment.

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

- a) Camp Kemp parking lot
- b) Loop Road inside the security gates
- c) Youth Services Center upper visitor parking lot
- d) Youth Services Center lower visitor parking lot

9. The lead staff person shall assign staff to meet transport vehicles at the location designated by the lead staff person.

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

- a) Police Sally port
- b) Loop Road inside the security gates
- c) Youth Services Center upper visitor parking lot
- d) Youth Services Center lower visitor parking lot
- e) Camp Kemp parking lot

10. When boarding the transport vehicles, there shall be a minimum of two staff on each vehicle, one in the back and one in the front. However, the staff to youth ratio of 1:10 (Juvenile Hall) and 1:15 (Camps) shall be maintained throughout an evacuation. When all youth have boarded a vehicle, staff shall radio to the lead staff person, who will authorize the vehicle to leave.
11. For housing off-site, youth shall be transported to:
 - a) Youth Services Center - San Mateo County Jail
 - b) Camp Kemp – Youth Services Center or San Mateo County Jail
 - c) Camp Glenwood – Juvenile Hall or San Mateo County Jail
12. The lead staff person shall notify the receiving site of the number of youth to expect and the estimate time of arrival.
13. Medical Unit staff shall take first aid supplies and medication with them when they evacuate.
14. The lead staff person shall designate a staff person to determine if there are youth who could be released to their parents. If there are youth that could be released, the designated staff person shall get authorization from the lead staff person. Staff shall check parents' photo ID and confirm parents' addresses prior to releasing the youth. Parents shall sign that they have picked up their child. Staff

shall adjust the population count. For youth who cannot be released, staff shall contact their parents to let them know the location of their child.

15. The facility Director shall investigate the incident and evaluate the adequacy of the actions of staff and the response from authorities. The facility Director shall investigate any potential policy and procedures breakdowns and take corrective action where appropriate.

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

1. Chemical agents
 - a. Chemical agents include pepper spray, mace, tear gas, and other chemical substances that might be used to subdue a person.
 - b. Probation staff shall not use chemical agents in Probation facilities.
 - c. Probation staff shall not bring chemical agents into Probation facilities, including those used for personal protection outside of the facility.
 - d. Service providers, visitors, and others shall not bring chemical agents into Probation facilities, including those used for personal protection outside of the facility.
 - e. Chemical agents may be used by the Sheriff's Office in the event of a disturbance, riot, or other emergency situation requiring the chemical restraint of youth. Such use shall be approved by a supervisor at the Sheriff's Office and, if possible time permitting, by the facility Director, the Deputy Chief Probation Officer of the Institutions Division, Assistant Chief Probation Officer, and/or the Chief Probation Officer.

2. Radios
 - a. Staff shall be issued a facility radio. Staff shall use radios only for communication related to the facility. Staff shall not use radios for communication of a personal nature.
 - b. In the event of an emergency, staff shall call for assistance (Camps) or call a Code Orange (Juvenile Hall) over the radio and activate their personal security device.
 - c. Staff shall contact an Institutions Services Manager if a radio is not functioning properly.

3. Personal security devices
 - a. Staff in Juvenile Hall shall be issued personal security devices. Staff shall use the personal security device only for communication related to the operation of the facility.
 - b. In the event of an emergency, staff shall activate their personal security device.
 - c. Staff shall contact an Institutions Services Manager if a personal security device is not functioning properly.

4. Weapons/Ammunition
 - a. Weapons include firearms and other instruments designed to injure a person.
 - b. Probation staff shall not use weapons or ammunition in Probation facilities.
 - c. Probation staff shall not bring weapons or ammunition into Probation facilities, including those used for personal protection outside of the facility.
 - d. Weapons or ammunition may be used by the Sheriff's Office in the event of a disturbance, riot, or other emergency situation requiring the control of youth. Such use shall be approved by a supervisor at the Sheriff's Office and, if possible time permitting, by the facility Director, the Deputy Chief Probation Officer of the Institutions Division, Assistant Chief Probation Officer, and/or the Chief Probation Officer.
 - e. During routine business at Probation facilities, Police Officers and Sheriff's Deputies shall lock their weapon and ammunition in the provided gun lockers or their trunk safes.

DOCUMENTATION, DEBRIEFING, AND FOLLOW-UP

1. Documentation
 - a. Staff shall note any emergency incidents in the unit log (Juvenile Hall) or facility log (Camps).
 - b. All staff involved in an emergency situation, including lead staff, shall complete an Incident Report prior to the end of their shift (see Policy and Procedure Manual Section 1362, Reporting of Incidents).
 - c. In the event of an escape/AWOL, the lead staff person shall complete an Escape Checklist in the Escape/AWOL section of the Emergency Manual.

2. Debriefing and Follow-up
 - a. The Director of the facility shall conduct a debriefing of staff involved in the emergency.
 - b. The Director shall appoint an ISM to complete an investigation of the emergency situation and submit a report to the Director of the facility. The report shall include:
 - A description of events, including the staff involved;
 - An analysis of whether staff followed policies and procedures;
 - Recommendations for amendments to policies or additional staff training; and
 - Any potential disciplinary action that is indicated by the event.
 - c. The Director of the facility shall review the response from staff and take appropriate action when indicated.
 - d. The Director of the facility shall determine if relevant policies are adequate to guide staff during an incident.
 - e. The Director of the facility, the Deputy Chief Probation Officer, Assistant Chief Probation Officer, or the Chief Probation Officer shall contact the coordinator of the Probation Peer Support Team if warranted by the situation, and shall make staff aware of the availability of Peer Support. The Peer Support Coordinator shall notify the Peer Support Team members to provide support for involved staff.
 - f. As appropriate, an ISM, Director, or other manager shall notify staff of the availability of counseling through the Employee Assistance Program (EAP), Concern. In making a referral, the manager shall give the staff the Concern brochure.

NOTIFICATION PROCEDURES

1. Notification of Internal Staff
 - a. The lead staff person shall notify the ISM-OD.
 - b. The ISM-OD shall notify the Director of the facility.
 - c. The Director of the facility shall notify the Deputy Chief Probation Officer of the Institutions Division.
 - d. The Deputy Chief Probation Officer of the Institutions Division shall notify the Assistant Chief Probation Officer and Chief Probation Officer.
 - e. In the event that staff are unable to reach the next in command, they shall skip to the next person in the line of command.
 - f. Work and cell phones for staff are located on the Department phone list, which can be located on the Probation Intranet site.

2. Notification of External Parties
 - a. The Director of the facility shall notify the Supervising Juvenile Court Judge.
 - b. The Director of the facility shall send an email to the “Probation Institutions Emergency” Outlook email group indicating the nature of the emergency.
 - c. The Deputy Chief Probation Officer for the Institutions Division shall notify the Presiding Judge of Superior Court, the Assistant Presiding Judge, the County Executive officer, the County Manager, the Assistant County Manager, and the members of the Board of Supervisor.
 - d. In the event of an AWOL from Camp Glenwood, the lead staff person shall notify Pioneer Market and Applejacks Bar and Grill in La Honda.
 - e. In the event of an AWOL from Camp Kemp, the lead staff person shall notify the Juvenile Hall.

3. Notification of the Public
 - a. The lead staff person shall make a decision about whether the public should be notified of the incident. The public shall be notified if there is a potential safety or security issue, or if an emergency would greatly inconvenience people residing in the vicinity. In the event of an escape or AWOL, the public shall always be notified.
 - b. To initiate public notification, the lead staff person shall contact the Sheriff’s Office of Emergency Services:
 - Business hours: 599-1297 or 363-4790 (if no answer, 363-4911)
 - After hours: 363-4911 (Public Safety Communications – ask for the Law Liaison to be paged)

The lead staff person shall request public notification by digital alert and email (SMCAAlert) and telephone (TENS).

PERIODIC TESTING OF EMERGENCY EQUIPMENT

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

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

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

ANNUAL REVIEW OF EMERGENCY PROCEDURES FOR YOUTH SUPERVISION STAFF

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

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

The training requirements for fire and life safety can be found in the Policy and Procedure Manual Section 1323, Fire and Life Safety. The requirements include the State of California Core Training (permanent staff only), eight (8) hours of site-specific training, and a four- (4) hour refresher every two years. Staff shall receive four (4) hours of training in emergency procedures upon hire and then every two years thereafter.



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

**ARTICLE 3
Training, Personnel, and Management
§1328**

Topic	Safety Checks
Date	May 18, 2016
Purpose	Staff shall ensure that youth are safe and that the facility is secure
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 3, Section 1328, Safety Checks
Definitions	<p><u>Direct visual observation</u>: Monitoring by staff such that staff personally see minors' movement and/or skin. Audio/video monitoring may supplement but not substitute for direct visual observation.</p> <p><u>Direct visual supervision</u>: Monitoring by staff such that staff are constantly in the presence of the minor. Audio/video monitoring may supplement but not substitute for direct visual observation.</p>
Procedure	<ol style="list-style-type: none">1. Staff shall conduct direct visual observation of youth who are sleeping, on bed rest, in their rooms, in their dorm, in a holding cell, or in a quiet room. These checks shall be on a staggered and irregular basis at least every 15 minutes.2. On the Safety Check Log, staff shall note the exact time at which the safety check was completed and their initials.3. At the direction of Medical personnel, BHRS counselors, lead housing staff, or Institutions Services Managers, staff shall conduct more frequent checks or maintain direct visual supervision of minors. Staff shall note the time of these checks.4. Institutions Services Managers or lead staff shall review and initial the Safety Check Log at least once per shift.5. Electronic surveillance systems shall not replace direct visual observation or direct visual supervision.

Institutions Services Managers supervise the application of relevant policies and procedures. The Institutions Services Manager is accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

Attachments Safety Check Log

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16
Director, Camp Kemp: 5/18/16
Director, Juvenile Hall: 5/18/16

Deputy Chief Probation Officer
Institutions Division

May 18, 2016
Date

This policy replaces:

- Institutions Division Policy and Procedure Manual 2009, Article 3 Section 1328, Safety Checks
- Juvenile Hall Policy and Procedure Training Manual §3.1.3, Procedure B, Housing Unit Supervision, Safety Checks, 7/27/06, and
- Camp Glenwood Policies and Procedures, 9.18, Security and Control, 15 Minute Room Checks.



**SAN MATEO COUNTY
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**ARTICLE 4
Records and Public Information
§1340**

Topic	Reporting of Legal Actions
Date	May 18, 2016
Purpose	To enable reporting of legal actions related to conditions of confinement to the Board of State and Community Corrections (BSCC).
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 4, Section 1340, Reporting of Legal Actions
Background	The Board of State and Community Corrections (BSCC) guidelines require that facilities notify BSCC of legal actions related to conditions of confinement.
Definitions	None
Procedure	The facility Director shall submit to BSCC a letter of notification on each legal action pertaining to the conditions of confinement filed against persons or legal entities responsible for juvenile facility operation.

The Director of the facility is responsible for the application of relevant policies and procedures. The Director of the facility is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16
Director, Camp Kemp: 5/18/16
Director, Juvenile Hall: 5/18/16

Deputy Chief Probation Officer
Institutions Division

May 18, 2016
Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1340, Reporting of Legal Actions
- Juvenile Hall Policy and Procedure Training Manual §1.1.4, Facility Reports, 6/12/08 [Procedure E]
- Camp Glenwood Policy and Procedure Manual, Policy 1.11, Reporting of Legal Actions, n.d.



**SAN MATEO COUNTY
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**ARTICLE 4
Records and Public Information
§1341**

Topic	Death and Serious Illness or Injury of a Youth While Detained
Date	May 18, 2016
Purpose	To properly investigate and report the death or serious injury of a youth in custody.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 4, Section 1341, Death and Serious Illness or Injury of a Minor While Detained
Background	The Board of State and Community Corrections (BSCC) guidelines require that facilities submit a copy of the report to the Attorney General of the death of a youth and develop policies and procedures regarding the death or suicide attempt of a youth in custody.
Definitions	None
Procedure	<p>In the event of the death or serious illness or injury of a youth,</p> <ol style="list-style-type: none">1. Staff shall:<ol style="list-style-type: none">a. Secure the immediate area;b. Administer emergency aid and summon emergency medical personnel;c. Notify the Institutions Services Manager on duty;d. Remain at the facility until an Institutions Services Manager or the Director of the facility authorizes the staff to leave;e. Complete an Incident Report prior to the end of the shift.2. The Institutions Services Manager on duty shall:<ol style="list-style-type: none">a. Ensure that emergency medical personnel and/or the Coroner's Office has been notified of the death or serious injury or illness;b. Notify the Director of the facility, the Deputy Chief Probation Officer of the Institutions Division, the Assistant Chief Probation Officer, and the Chief Probation Officer;c. Collect and secure all documents and personal property relating to the youth and the incident, including the youth's file, Incident Reports about the event, and JCMS reports about the youth;

- d. Make note of the name of the agency/company and individual transporting the youth/body and the location to which the youth/body is being taken;
 - e. Notify the Deputy Probation Officer or the Probation Services Manager;
3. The Director of the facility shall:
 - a. Make contact with the parent or guardian of the youth;
 - b. Notify law enforcement, the District Attorney, and the County Safety Officer (if applicable);
 - c. Notify the Juvenile Court, County Counsel, the County Manager, and the President of the Board of Supervisors (if applicable);
 - d. Ensure that all documents and personal property have been collected and secured;
 - e. Refer staff to the Critical Incident Response Team or Employee Assistance Program as necessary;
 4. In the event of the death of a youth in a facility, the Director of the facility and the Deputy Chief Probation Officer shall submit a report to the Attorney General no more than ten (10) calendar days following the death. The report shall follow the format provided by the Office of the Attorney General and explicated in Government Code 12525. A copy of the report shall be forwarded to BSCC within ten (10) calendar days of the submission of the report to the Attorney General.
 5. The Probation Department shall accommodate any legal, judicial, or BSCC investigation of the death.
 6. The San Mateo County Health Department has developed policies and procedures for the medical and operational review of all deaths in custody (Health Services Policies and Procedures, §0114.00, Medical Review of Juvenile In-Custody Deaths).
 7. The San Mateo County Health Department has developed policies and procedures regarding suicide prevention and intervention (Health Services Policies and Procedures, §0312.00, Suicide Prevention; Hillcrest Mental Health Policy Number YSCMH 15-05, Suicide Prevention and Response Plan).

The Director of the facility is responsible for the application of relevant policies and procedures. The Director of the facility is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

County Counsel:

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

Deputy Chief Probation Officer

May 18, 2016
Institutions Division

Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1341, Death and Serious Illness or Injury of a Minor While Detained
- Juvenile Hall Policy and Procedure Training Manual §1.1.4, Facility Reports [Procedure D]
- Camp Glenwood Policy and Procedure Manual, Policy 1.12, Report of Death or Serious Illness of Detained Minor; Policy 15.12, Death of a Minor



**SAN MATEO COUNTY
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**ARTICLE 4
Records and Public Information
§1342**

Topic	Population Accounting
Date	May 18, 2016
Policy	Probation staff shall gather facility population data and report them to the Board of State and Community Corrections according to a schedule set by the Authority.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 4, Section 1342, Population Accounting
Definitions	None
Procedure	Each month, the Institutions Administrative Secretary gathers population data from each facility and the Juvenile Case Management System (JCMS). The Administrative Secretary includes these data in the population and profile surveys required by the Board of State and Community Corrections and sends the completed surveys to the Authority within 10 working days of the end of each reporting period.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

Deputy Chief Probation Officer
Institutions Division

May 18, 2016
Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1342, Population Accounting
- Juvenile Hall Policy and Procedure Training Manual §1.1.4, Facility Reports, 6/12/06
- Camp Glenwood Policy and Procedure Manual, §1.10, Corrections Standards Authority Population Reports for Camp Glenwood, n.d.



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

**ARTICLE 4
Records and Public Information
§1343**

Topic	Juvenile Facility Capacity
Date	May 18, 2016
Purpose	To enable reporting of facility crowding to the Board of State and Community Corrections (BSCC) and provide for review by the Authority of the conditions of confinement
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 4, Section 1343, Juvenile Facility Crowding
Background	The Board of State and Community Corrections (BSCC) guidelines require reporting of instances of crowding and review of conditions of confinement by BSCC.
Definitions	<u>Crowding</u> : Any occasion when the facility population is above the BSCC-rated capacity at the point of the headcount at 12 midnight
Procedure	A. <u>General Principles</u> <ol style="list-style-type: none">1. Staff shall notify the Director of the facility immediately should the population exceed the BSCC-rated capacity. The Director of the facility shall inform the Deputy Chief of the Institutions Division. The Deputy Chief shall inform the Chief Probation Officer, the Juvenile Court Judges, and the Assistant Chief Probation Officer.2. The Director of the facility shall make every attempt to bring the population within the rated capacity by working with an Expediter Team consisting of a Juvenile Probation Services Manager and an Institutions Services Manager. The Director of the facility shall obtain the approval of the Court to release youth early or transition youth to an alternative to detention program.3. Should the admission of a youth mean that Camp Glenwood or Camp Kemp population will exceed rated capacity, the youth shall not be transferred to the Camp facility. These youth shall be housed in Juvenile Hall until space is available at the Camp. Camp staff shall refuse to admit a youth who would cause the rated capacity to be exceeded. Such youth shall be transported back to Juvenile Hall.4. Should the facility population exceed the BSCC-rated capacity, the Institutions Services Manager shall report such on the Shift Report and shall file an Incident Report.

5. If a living unit is above the BSCC-rated capacity for more than fifteen (15) calendar days in a month, the Director of the facility shall direct the Institutions Administrative Secretary to prepare and submit to BSCC a Crowding Assessment Report in the format provided by BSCC.
6. If a living unit is above the BSCC-rated capacity for more than three (3) months, the Director of the facility shall direct the Institutions Administrative Secretary to prepare and submit to BSCC a Comprehensive Crowding Assessment Report.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16
 Director, Camp Kemp: 5/18/16
 Director, Juvenile Hall: 5/18/16

	<u>May 18, 2016</u>
Deputy Chief Probation Officer Institutions Division	Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1343, Juvenile Facility Capacity
- Juvenile Hall Policy and Procedure Training Manual §2.2.1, Facility Capacity, 6/5/08



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

**ARTICLE 5
Classification and Separation
§1350**

Topic	Admittance Procedures
Date	May 18, 2016
Policy	Staff shall respect the rights of youth during admission to custody.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 5, Section 1350, Admittance Procedures San Mateo County Correctional Health Services, Hillcrest Juvenile Detention Facility/Camp Glenwood Policies and Procedures, Section 0302.02, RN Pre-Booking Clearance
Definitions	<p><u>Admission</u>: The act of Probation staff assuming custody of a youth, or a youth who has custody transferred to Probation.</p> <p><u>Admissions Staff</u>: The Institutions staff member who is assigned to admit the youth to the facility.</p> <p><u>Detention</u>: The continued custody of youth in a facility after a Court determination of probable cause.</p> <p><u>Furlough</u>: The three-month period following a youth's release from Camp Glenwood.</p> <p><u>Housing Unit Staff</u>: Institutions staff who are assigned to monitor youth on a housing unit of Juvenile Hall.</p> <p><u>Medical Unit</u>: The health care services department at Juvenile Hall.</p> <p><u>Guardian</u>: The parent or legal guardian of the youth.</p> <p><u>Resource Review Board (RRB)</u>: A committee consisting of Probation Services Managers, Directors, and Institutions Services Managers that approves recommendations for placement or commitment of youth.</p> <p><u>Respite Care</u>: The short-term stay of a youth at Camp Kemp because the youth was living in an unsafe environment in the community or because there are concerns about the living situation or the youth's guardian.</p> <p><u>Transportation Officer</u>: The Institutions staff member who is assigned to prepare for the</p>

transfer of a youth to a Camp facility.

Youth Handbook: The document given to youth at admission to orient them to facility operations and their rights – “Camp Glenwood Youth Handbook,” “Juvenile Hall Youth Handbook,” or “Passport” [Camp Kemp].

Procedure

A. General Procedures

Staff shall assess the youth to determine if the youth is capable of understanding the admissions process and shall obtain any necessary interpretation services if needed.

B. Camp Glenwood and Camp Kemp

1. For new admissions, Probation Officers shall complete a JAIS assessment of the youth and obtain approval from the Resource Review Board (RRB) or other authorizing body to make a recommendation to the Juvenile Court for commitment to a Camp. The order for a commitment to Camp shall come from the Juvenile Court. All days served in any Probation facility after the Court’s commitment shall count as time served for the purposes of calculating maximum confinement time.
2. Juvenile Hall Admissions staff shall change the detention reason in JCMS to Glenwood/Kemp.
3. The Court Officer shall give the court memorandum and court orders to:
 - a. the Institutions Staff in Court Holding;
 - b. the Probation Services Manager of the Camp Glenwood or GIRLS Program;
 - c. the Glenwood or Kemp ISM or GS III;
 - d. the Medical Unit; and
 - e. the Behavioral Health and Recovery Services (BHRS).
4. The Camp Probation Services Manager shall assign the youth to one of the Camp Probation Officers.
5. The transferring Probation Officer shall complete a workup on the case file and forward it to the youth’s new Camp Probation Officer.
6. The Admissions Staff or the Medical Unit shall obtain a signed medical consent from the youth’s legal guardian. Should the guardian refuse to sign the medical consent, the Camp Probation Officer shall petition the court for consent for treatment. No youth shall be transferred to Camp without a signed medical consent.
7. The Medical Unit and BHRS shall perform evaluations of the youth to clear them for transport to Camp. No youth shall be transferred to Camp without a medical clearance.
8. For Camp Glenwood admissions, if possible, GS III/Lead Staff shall meet with the youth in secure detention and orient them to the Camp program using the

Youth Handbook (see §1353, Orientation Procedures). If possible, the Camp Glenwood Multi-disciplinary Team (MDT) shall meet with the youth's guardian to orient them to the Camp program. The orientation shall include information about the rules, program, expectations, and visiting and home pass regulations.

9. For Camp Kemp admissions, a Camp Probation Officer, a Camp Group Supervisor, and other involved parties shall meet with the youth and guardian to orient them to the Camp program using the Passport orientation pages. The orientation shall include information about the rules, program, expectations, and visiting and home pass regulations.
10. After all clearances have been obtained, the youth shall be transferred to Camp. Should the Camp be at maximum capacity, the youth shall be placed on a waiting list and shall remain in Juvenile Hall.
11. Admissions staff shall collect the youth's personal property and log it on a Property Inventory Sheet. Admissions staff shall secure the youth's personal property in the Property Room. All valuables shall be sealed in an envelope, clearly marked with the youth's name, and stored in the safe (Camp Glenwood) or lock box (Camp Kemp). The Director and Institutions Services Managers shall keep the combination or keys to the safe and lock box.
12. Admissions staff shall orient the youth according to the guidelines in Section 1353, Orientation.
13. Staff shall go over the Sexual Abuse and Sexual Harassment Orientation and youth shall sign the Juvenile Orientation Notice of Understanding
14. Admissions staff shall assign the youth to a living unit or dorm according to the guidelines in Section 1352, Classification.
15. Admissions Staff shall allow the youth to call their legal guardian, attorney and employer. Youth will also be allowed to call their legal guardian, attorney and employer upon arrival to the Camp.
16. Youth may be admitted on a temporary basis to Camp Kemp or Camp Glenwood for respite care.
17. Youth on furlough from Camp Glenwood may be admitted to Camp on a temporary basis for violations of the conditions of their release. The decision to admit a youth for a furlough violation shall only be made by the Probation Officer, the Camp Glenwood Director, and an Institutions Services Manager. The youth shall be booked through Juvenile Hall Admissions prior to entry to the Camp. Youth who have used drugs or alcohol within the last 24 hours must be cleared by the San Mateo County Medical Center. Admissions staff shall admit the youth under the JCMS code of "Glenwood Hold." Camp Glenwood staff shall follow the regulations in this section regarding collection of personal property and allowable phone calls. Youth admitted to Camp Glenwood on furlough violations shall accrue days toward their maximum commitment time.

C. Juvenile Hall

1. If the youth is not currently on probation supervision, staff or officers transport the youth to the Assessment Center. Should the Assessment Center be closed, the youth shall be admitted to Juvenile Hall according to the policy below. Assessment Center is notified via phone of any new intake youth.
2. Staff or officers transporting the youth to Admissions shall complete necessary paperwork.
3. The ISM-OD and Admissions staff shall assess the physical condition of the youth prior to admission for signs of injury, illness, use of drugs or alcohol within the previous 12 hours, or critical mental health issue. Youth presenting with such signs shall be cleared by the San Mateo County Medical Center. Clearance by the Medical Center shall be the responsibility of the transporting authority.
4. Admissions staff shall perform a pat search of the youth and the youth's personal belongings in the presence of the staff or officers accompanying the youth (see Article 5, Section 1360 Searches).
5. The ISM-OD shall review the admissions paperwork and determine if the youth should be admitted.
6. While the youth is in the Admissions area and not within a secure room, Admissions staff shall maintain direct visual supervision at all times. While the youth is within a secure room, Admissions shall monitor the youth at least every 15 minutes. Admissions staff shall note all safety checks on the Safety Check Log (see Section 1328 Safety Checks).
7. Admissions staff shall read the youth their Miranda rights. The youth and Admissions staff shall sign and date the "Rights of the Minor" section at the bottom of the Property Inventory Sheet.
8. Admissions staff shall have the youth change into Juvenile Hall clothing and perform a search according to the regulations in Section 1360 Searches.
9. Admissions staff shall collect the youth's personal property and log it on a Property Inventory Sheet. Admissions staff shall seal valuables except cash of \$10 or more in an envelope. Admissions staff and the youth shall sign the Personal Property Sheet. Admissions staff shall secure the youth's personal property in the Property Room. If the youth has \$10 or more in his possession, Admissions staff shall write a three-part receipt form for the money. The white copy of the receipt shall be filed in the youth's file, the pink form shall be placed in an envelope with the money, and the yellow copy should be attached to the outside of the envelope. The envelope and attachments shall be forwarded to the Institutions Administrative Secretary, who will remove and keep the

yellow receipt and forward the envelope to Accounting. Admissions staff shall note the amount of the case and the receipt number on the Property Inventory Sheet. The youth and Admissions staff shall sign and date the Property Inventory Sheet.

10. For youth on active probation who are being booked on a new charge, the Probation Officer shall obtain the authorization from the Court to detain the youth on probable cause. For youth not previously on probation, the Assessment Center shall obtain authorization. On weekends and holidays, Admissions staff shall send a fax to the Court to continue holding the youth on probable cause.
11. Admissions staff shall administer the Receiving Screening Form (see San Mateo County Correctional Health Services, Hillcrest Juvenile Detention Facility/Camp Glenwood Policies and Procedures, Section 0302.00, Receiving/Screening and Section 1329, Suicide Prevention Program). If the youth answers “yes” to one or more items, Admissions staff shall call the ISM-OD. The ISM-OD shall make a decision about whether the youth should be admitted to detention based on an interview with the youth, counsel of BHRS (if available), prior detention history, and any other appropriate factors. If the ISM-OD determines that the youth should not be admitted, staff shall take appropriate measures to ensure the safety of the youth until such time as the youth can be transported to San Mateo County Medical Center Psychiatric Emergency Services (see Section 1329, Suicide Prevention Program).
12. Within one hour of assuming custody of the youth, Admissions staff shall telephone the guardian of the youth and inform the guardian of the rules, programs, expectations, and visiting times. Admissions staff shall inform the guardian that they must make an appointment with Juvenile Hall Reception to sign the medical consent form and visit their child. If the guardian does not answer, Admissions staff shall leave a message or call at a later time. If language interpretation services are needed, Admissions staff shall call the ISM-OD, who shall obtain necessary translation services.
13. Admissions staff shall allow the youth to speak to their guardian, a responsible relative, attorney, and employer. Attempted and completed calls shall be documented on the Booking Sheet.
14. Admissions staff shall enter the youth into the Juvenile Case Management System (JCMS) by either creating a new youth record or amending an existing youth record (see JCMS manual).
15. Admissions staff shall fingerprint and photograph the youth.
16. Admissions staff shall assign the youth to a Housing Unit according to the regulation in Section 1352, Classification, and notify the Housing Unit of the new admission.
17. In the case of youth with new charges who is not on probation, Admissions staff

shall notify the Assessment Center of the youth's housing assignment. In the case of a youth with a previously-open case, Admissions staff shall notify the youth's Probation Officer of the housing assignment.

18. Admissions staff shall distribute the booking sheets to the Medical Unit, Behavioral Health and Recovery Services, the Hillcrest School, and Probation Services.
19. Admissions staff shall make two files containing all forms and documents, including any paperwork from previous admissions, and keep one in Admissions and send one to the Housing Unit when the youth is transferred.
20. Admissions staff shall allow the youth to shower.
21. Admissions staff shall issue basic clothing, bedding, and hygiene items (see Article 10).
22. Admissions staff shall orient the youth according to the guidelines in Section 1353, Orientation.
23. Admissions staff shall transfer the youth to the housing unit.
24. Housing Unit staff shall search and wand the youth and items issued at Admission.
25. Housing Unit staff shall assign the youth to a room and demonstrate the care and maintenance of the room. Housing Unit staff shall inform the youth about any rules particular to that unit.
26. Depending on the proximity of the next scheduled meal, Housing Unit staff may order/obtain a meal from the kitchen for the youth.
27. Housing Unit staff shall document the admission in the Unit Log.
28. At the first visit between the youth and their guardian, Admissions staff shall obtain the guardian's signature on the medical consent. Admissions staff shall forward the original medical consent to the Medical Unit, give a copy to the parent, and send copies to BHRS and the youth's Probation Officer. Admissions staff shall put a copy of the medical consent in the youth's Admissions file. If the guardian refuses to sign the medical clearance, Admissions shall call Medical Unit staff, who shall discuss the impact of the refusal with the guardian. If the guardian still refuses to sign the medical clearance, Admissions staff shall inform the youth's Probation Officer. The Probation Officer shall petition the Court for consent for treatment. If Admissions has been unable to contact the guardian, it shall be the responsibility of the Medical Unit to obtain consent.
20. The Medical Unit shall perform an initial medical exam within 72 hours of

admission.

Institutions Services Managers supervise the application of relevant policies and procedures. The Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

Attachments Authorization for Medical and Mental Health Consent Intake Screening Form
Property Inventory Sheet Receiving Screening Form

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

Deputy Chief Probation Officer
Institutions Division

May 18, 2016
Date

This policy is a revision of the following policies:

- Institutions Division Policy and Procedure Manual 2009, §1350, Admittance Procedures
- Juvenile Hall Policy and Procedure Training Manual §3.5.2, Admissions, 7/19/06;
- Juvenile Hall Policy and Procedure Training Manual §3.5.3, Personal Property, 6/2/06;
- Juvenile Hall Policy and Procedure Training Manual §3.5.4, Housing Transfer and Orientation, 6/22/06;
- Juvenile Hall Policy and Procedure Training Manual §3.5.5, Parent or Legal Guardian Orientation, 11/7/06;
- Juvenile Division Policy Manual, Camp Glenwood Waiting List, [n.d.].



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

**ARTICLE 5
Classification and Separation
§1351**

Topic	Release Procedures
Date	May 18, 2016
Policy	Probation staff shall ensure that youth are released appropriately, all personal belongings are returned, and the appropriate individuals and agencies are notified.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 5, Section 1351, Release Procedures
Definitions	<p><u>Furlough</u>: The three-month period of probation supervision immediately following release from Camp Glenwood. Youth who commit violations while on furlough may be returned directly to Camp without an additional court order.</p> <p><u>Guardian</u>: The parent or guardian of the youth.</p>
Procedure	<p>A. <u>General Procedures</u></p> <ol style="list-style-type: none">1. No youth shall be released from custody without ISM approval.2. Staff shall review all property being released to the youth. The youth shall have all property returned and shall sign and date the Property Inventory Sheet. In Juvenile Hall, staff shall complete a Request for Warrant Form and send it to the Institutions Administrative Secretary to initiate return of any cash the youth had in their possession at admission.3. Prior to the release of any youth, staff shall ensure that the correct individual is being released by comparing the youth with the photograph stored in the Juvenile Case Management System (JCMS). Staff shall ensure that the name on court release papers matches the name of the youth in JCMS.4. Staff shall check photo identification of the individual to whom the youth is to be released. Staff shall note in the log the name of the person to whom the youth is released.5. Following a youth's release, staff shall change JCMS to indicate that the youth is no longer in custody. <p>B. <u>Camp Glenwood and Camp Kemp</u></p>

1. At a weekly staff meeting at least one month prior to a youth's release, Camp and Probation Services staff shall review the youth's case, including length of stay, average behavior points (Camp Glenwood), and the status of the youth's transition plan. The Probation Officer shall report to whom and where the youth will be released.
2. The Institutions Services Manager (ISM) shall notify the appropriate Probation Services clerk to calendar a court date for release. The ISM shall notify the Section Counselor, Probation Officer, Probation Services Manager, Camp Director, Correctional Health, Office of Education, and Behavioral Health and Recovery Services (BHRS) (if applicable) of the date of the court hearing.
3. The Section Counselor shall notify the youth of their court date, and staff and the youth shall complete a personal transition report (Camp Glenwood) or a Passport "I'm Ready to Travel" unit (Camp Kemp).
4. The Section Counselor or Probation Officer shall notify the youth's guardian that the youth will be released.
5. The youth shall attend a transition meeting with Camp and Probation Services staff to review their personal transition report and make preparations for release. Whenever possible, the youth's guardian and other significant parties shall attend the meeting.
6. Office of Education personnel shall expedite transfer of school credits. Office of Education personnel and the youth's Probation Officer shall provide any necessary assistance for transition of the youth back to their home school or to another educational placement.
7. The Institutions Services Manager and the youth's Probation Officer shall complete a report to the Court recommending the youth's release.
8. Correctional Health staff shall clear the youth for release, and shall inform the youth's guardian of changes in the youth's medical care or treatment. If applicable, Correctional Health shall arrange for the transfer of medicines or medication to the youth or guardian. Correctional Health shall transfer the youth's health care summary and medical records to the Youth Services Center according to the provisions of the Correctional Health Policy and Procedure Manual.
9. If the youth has an open mental health case, BHRS shall clear the youth for release, and shall inform the youth's guardian of changes in the youth's care or treatment. BHRS shall transfer the youth's records to the Youth Services Center.
10. Prior to the court date, staff shall transfer the youth and his belongings to the Juvenile Hall (Camp Glenwood only).
11. The Court shall evaluate the information in the Probation Officer's report and

order the release of the youth. The Court shall set the conditions of the release and any future court appearance date.

12. For youth in respite care at Camp Kemp, the weekly Multi-Disciplinary Team shall discuss the conditions of release and set up a plan to maximize the safety of the youth in the community.

C. Juvenile Hall

1. Admissions staff shall contact the youth's guardian to notify them of the court's decision to release the youth.
2. Admissions staff shall notify Correctional Health that the youth is to be released. Correctional Health staff shall clear the youth for release, and shall inform the youth's guardian of changes in the youth's medical care or treatment. If applicable, Correctional Health shall arrange for the transfer of medicines or medication to the youth or guardian.
3. If the youth has an open mental health case, Admissions staff shall notify BHRS that the youth is to be released. BHRS staff shall clear the youth for release, and shall inform the youth's guardian of changes in the youth's care or treatment.
4. Admissions staff shall notify Office of Education personnel that the youth is to be released. Office of Education personnel shall expedite transfer of school credits. Office of Education personnel and the youth's Probation Officer shall provide any necessary assistance for transition of the youth back to their home school or to another educational placement.
5. If the youth has been in Juvenile Hall for 30 days or more, Admissions staff shall fax a copy of the Notice of Release to the Human Services Agency.
6. Housing staff shall assist the youth in cleaning out their room and inspect the room for cleanliness and/or damage.
7. Only the Superior Court shall determine if a youth detained on direct file charges is eligible for release on bail.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

Attachments Notice of Release
Property Inventory Sheet Request for Warrant

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16
Director, Camp Kemp: 5/18/16
Director, Juvenile Hall: 5/18/16

Deputy Chief Probation Officer
Institutions Division

May 18, 2016
Date

This policy replaces:

- Institutions Division Policy and Procedure Manual 2009, §1351, Release Procedures
- Juvenile Hall Policy and Procedure Training Manual §3.6.1, Classification, 6/20/06
- Camp Glenwood Policy and Procedure Manual, §16.2, Section/Living Unit Assignments, n.d.



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

**ARTICLE 5
Classification and Separation
§1351a**

Policy	Temporary Release Procedures
Date	May 18, 2016
Purpose	To minimize the risks to youth, staff, and the community during temporary release from a Probation institution
Authority	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 5, Section 1351, Release Procedures
Background	The Board of State and Community Corrections (BSCC) guidelines require that institutions have policies and procedures to ensure that proper approvals and checks are in place prior to a youth's release from custody. Probation departments generally allow for temporary release of youth from non-detention facilities. San Mateo County has traditionally facilitated or approved of visits of Camp youth and some Youth Services Center youth to the community.
Definitions	<p>Community pass: A temporary release from custody of one youth that is supervised by Probation or collaborative partner staff.</p> <p>Field trip: A temporary release of a group of youth for educational or recreational purposes that is supervised by Probation staff.</p> <p>Home pass: A temporary release from custody of one youth for a family/caretaker visit that is not supervised by Probation staff.</p> <p>Temporary release: The approved exit of one or a group of youth from custody for a short period of time or overnight stay.</p>
Procedure	<p>A. General</p> <ol style="list-style-type: none">1. Any youth released from custody shall have a Juvenile Court order that permits such release.2. Any release of youth from custody for a community pass, field trip, or hospital visit shall be approved by an Institutions Services Manager, the facility Director, or the Deputy Chief Probation Officer of the Institutions Division.3. Any temporary release from custody shall be related to a youth's treatment goals and/or the Probation Department mission of facilitation of treatment to maximize opportunities for juveniles to become pro-social, contributing members of the community.

4. To be eligible for temporary release, the youth shall have demonstrated sufficient progress within the institutional program such that staff believe that a) s/he will comply with the conditions of release and b) s/he poses no discernible threat to the community.
5. Arrangements for cash advances must be made at least two weeks prior to the temporary release. Arrangements for food, clothing, and other necessary items shall be made at least one week prior to the release.
6. All youth shall be dressed appropriately for the release.
7. All youth shall be searched prior to and upon return from release.
8. Prior to the release on a community pass or field trip, the Probation Officer will notify any victim of the dates and times that the youth will be in the community.
9. Prior to release on a community pass or field trip, Probation or collaborative partner staff shall complete a Temporary Release Form requesting the release. Upon approval, staff shall file the white copy in the Youth's Admissions File in admissions/administration. Staff shall give the yellow copy to the person supervising the release.
10. Prior to any release from a facility, Probation staff shall complete a Temporary Release Terms form. Staff shall complete one form per youth. The temporary release terms shall include call-in times and the return date and time. Staff shall review the terms of the release with the youth and the person supervising the release period. Probation staff, the youth, and the person supervising the release shall sign the form. Probation staff shall file the white copy in the Youth's Admissions File; give the yellow copy to the person supervising the release, and the pink copy to the youth.
11. Upon return to the facility, staff shall retrieve the youth's Temporary Release Terms Form and mark the date and time of return.
12. The on-duty supervisor or Probation Officer shall decide if the youth should be tested for drugs or alcohol upon return to the facility.

B. Home passes/Community Passes (not supervised by Probation staff)

1. All policies and procedures in Section A, General, shall apply to home passes and community passes (not supervised by Probation staff).

Should the youth not return at the appointed time, the on-duty supervisor shall attempt to contact the person supervising the release. In the event that the youth is more than two (2) hours late in returning to Camp Kemp or Camp Glenwood, the on-duty supervisor shall initiate an arrest warrant. In the event that a youth is more than two (2) hours late in returning to the Youth Services Center, the on-duty supervisor shall initiate the procedures contained in Section 1327, Emergency Procedures.

C. Field trips/Community Passes (supervised by Probation staff)

1. All policies and procedures in Section A, General, shall apply to field trips and community passes (supervised by Probation staff).

2. Probation staff shall obtain a County cell phone or radio for the trip. The phone or radio must be left on at all times.
3. Probation staff shall complete a Temporary Release Plan Form, including a risk/threat analysis of the proposed destination, person(s) who will be supervising the youth, and planned activities. The form shall be filed in the Temporary Release binder at admissions/administration.
4. The ratio of staff to youth shall be 1:5, with a minimum of two staff accompanying youth at all times. While staff of other County or partner agencies may be present during the field trip, they shall not be used to replace Probation staff.
5. County Office of Education staff shall accompany youth and Probation staff on any field trips related to the school program and ensure youth receive appropriate school credit.
6. Prior to departure from the facility, the on-duty supervisor and all staff accompanying youth shall among themselves discuss and establish roles and duties for proper supervision, radio/cell phone protocol, and response to emergencies such as escapes and medical crises.

County vehicles shall be used for all youth transport unless prior authorization has been obtained. Department vehicle use shall follow Administrative Manual, policy D-31, County & Department Pool Vehicles.

7. Staff shall maintain secure possession of youth medication.
8. Field trip staff shall notify control or the on-duty supervisor upon departure, upon arrival at the destination, upon departure from the destination, and upon arrival back at the facility. In addition, field trip staff shall call control/the on-duty supervisor at least every two hours during the trip with their location and the youth count. Facility staff shall record all contacts in the log book.
9. Staff shall maintain direct line-of-sight supervision of all youth at all times. Staff shall conduct youth counts every 15 minutes.
10. Staff shall not deviate from the activities outlined in the Temporary Release Plan Form.
11. In the event of an escape, staff shall notify the Public Safety Communications immediately and then notify the on-duty supervisor. The on-duty supervisor shall notify Youth Services Center Admissions and complete an Incident Report per Section 1362, Reporting of Incidents. Trip staff shall return to the facility and complete an Incident Report.
12. In the event of a medical emergency, staff shall administer first aid and, if appropriate call 911. As soon as possible, staff shall notify the on-duty supervisor. The on-duty supervisor shall notify the Youth Services Center Medical Unit, which shall coordinate care with the receiving medical care facility. The on-duty supervisor shall make the decision whether the trip group should return to the facility. The Institutions Services Manager shall notify the BHRS supervisor about the incident should any youth need counseling following the event.

- References** Administrative Manual, Policy D-31, County & Department Pool Vehicles Article 5,
Section 1362, Reporting of Incidents
Article 3, Section 1327, Emergency Procedures - Escapes
Temporary Release Form
Temporary Release Plan Form

The Institutions Services Manager supervises the application of relevant policies and procedures. The Institutions Services Manager is accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

County Counsel: / /

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

Deputy Chief Probation Officer
Institutions Division

May 18, 2016
Date

This policy is an addendum to following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1351a, Temporary Release Procedures
- Juvenile Hall Policy and Procedure Training Manual §3.5.7, Youth Release, 7/27/06



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

**ARTICLE 5
Classification and Separation
§1352**

Topic	Classification
Date	May 18, 2016
Policy	Probation staff shall classify minors to ensure the appropriate housing and programming of youth and to maintain the safety and security of the facility.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 5, Section 1352, Classification
Definitions	<p><u>ISM-OD</u>: The Institutions Services Manager designated as the lead during a shift in Juvenile Hall</p> <p><u>Weekenders</u>: Youth serving custody time only on weekends</p>
Procedure	<p>A. <u>General Procedures</u></p> <ol style="list-style-type: none">1. Classification shall not be a tool for punishment or discipline.2. Classification of youth shall:<ol style="list-style-type: none">a. provide for the safety of the minor, other minors, facility staff, and the public;b. allow youth to be housed in the least restrictive setting possible; and take into account the facility population and the physical design of the facility.3. Classification factors shall include, but not be limited to: age, maturity, sophistication, emotional stability, program needs, legal status, public safety considerations, medical/mental health considerations, and sex of the minor. Factors such as compatibility with other youth, size, non-association orders, protective custody orders, and gang affiliation may also influence housing assignments. In addition, classification decisions may be influenced by information from the youth, records, parents, victims, the police, and other sources.4. Youth shall not be separated from the general population or be assigned a single occupancy room based solely on the youth's actual or perceived race, ethnic group identification, ancestry, national origin, color, religion, gender, sexual orientation, gender identity, gender expression, mental or physical disability, or

HIV status. Staff are not precluded from placing a youth in a single occupancy room at the youth's specific request or in accordance with Title 15 regulations regarding separation.

5. A youth may appeal a housing assignment or security status decision through the facility grievance process (see Section 1361, Grievance Procedures).
6. A staff member may appeal a housing assignment or security status decision by notifying an Institutions Services Manager in writing.
7. Initial classification, changes in classification, and removal of a youth from the regular program shall be noted in the facility/unit log and in the youth's file.

B. Camp Glenwood

1. All youth admitted to Camp Glenwood shall be male and post-adjudicated. All youth, regardless of section assignment, shall receive the same or similar programming based on their individual case plan.
2. An ISM and/or lead staff shall assign youth to housing units according to the criteria in Sections A(3) and A(4) above and the following general guidelines:
Section 1 – Younger, more sophisticated youth
Section 2 – Younger, less sophisticated youth
Section 3 – Older, more sophisticated youth with more serious offenses
Section 4 – Younger, less sophisticated youth and youth with mental health issues

Should a section be closed due to low population, youth shall be classified generally by age, sophistication, and non-association orders.

3. Lead staff shall classify youth to a supervision level based on knowledge of the youth's behavior and potential for absconding from Camp:

Intensive supervision (IS) – The youth 1) has been transferred to Camp in the last 14 days; 2) has recently returned to Camp after a brief detention in Juvenile Hall; 3) has shown a recent change in behavior; and/or 4) has shown signs that he may abscond from Camp.

Regular supervision (RS) – The youth has not shown a recent change in behavior and does not seem at risk of absconding from Camp.

Staff shall monitor youth on IS status with direct visual supervision. Any staff may increase the security level of a youth, but only an ISM may decrease the security level of a youth. The security level of youth shall be noted in the Supervision Level binder in the Ad building. Housing staff shall check the binder at the beginning of their shift. Youth on both security levels can attend school, eat in the Dining Hall, receive visits, and participate in events. Staff shall not use the supervision level as a disciplinary measure, and youth shall not be penalized in any way due to supervision level. Youth shall not be made

aware of their supervision level.

4. At the weekly multidisciplinary team meeting, staff shall review the housing assignment and security level of all youth in their section, giving consideration to the level of supervision and the youth's behavior while in custody.

C. Camp Kemp

1. All youth admitted to Camp Kemp shall be female and post-adjudicated. All youth, regardless of dorm assignment, shall receive the same or similar programming based on their individual case plan.
2. Lead staff shall assign youth to dorms according to the criteria in Section A (3) above.
3. At the weekly multidisciplinary team meeting, staff shall review the housing assignment and security level of all youth in their section, giving consideration to the level of supervision and the youth's behavior while in custody.

D. Juvenile Hall

1. Admissions staff shall assign all incoming pre-adjudicated youth to a unit based on the criteria in Sections A (3) and A (4) and safety and security consideration.
2. If detention is continued at the detention hearing, Admissions staff shall complete a Juvenile Hall Room Assignment Evaluation Form and assign a youth to a housing unit according to the criteria in Sections A(3) and A(4) above and the following general guidelines:

Forrest 1 Forrest 2 (Older Boys) – Male youth who are older and large in stature
Forrest 3 Pine 4 (Girls) – Female youth

Pine 5 (Younger Boys) – Male youth who are younger and small in stature
Elm 6 (Older Boys) – Male youth who are older and large in stature
Elm 7 (Post-adjudicated Boys) – Post-adjudicated male youth serving 90 days or more

The ISM-OD shall review the housing assignment and sign the Juvenile Hall Room Assignment Evaluation Form. The ISM of the housing unit shall review and sign the Evaluation Form. The ISM of the housing unit shall file the Evaluation Form in the youth's file.

3. In the case of youth with new charges, Admissions staff shall notify the Assessment Center of the youth's housing assignment. In the case of youth with a previously-open case, Admissions staff shall notify the youth's Probation Officer of the housing assignment.
4. Lead staff shall classify youth according to one of three levels of security status based on offense and knowledge of the youth's behavior:

Level 1 – Direct files, 707b offenders, escape risks, parolees, and youth being recommended for the California Department of Corrections or the Department of Juvenile Justice

Level 2 – Youth being held for other counties, U.S. Immigration and Customs Enforcement, County jail, Camp Glenwood or Kemp (courtesy, medical, disciplinary), probation violations, transfer to a placement program, or warrants, or newly-admitted youth

Level 3 – Post-adjudicated youth and weekenders

Only an ISM may increase or decrease the security level of a youth. Only youth on Level 2 or Level 3 are eligible for consideration for the youth helper program (KP).

5. Within the housing unit, staff may reserve mezzanine-level rooms for youth with limited disciplinary actions, good behavior, and no signs of suicidal behavior, mental health issues, or medical conditions.
6. Lead staff and the ISM of a housing unit shall review the housing assignment and security level of all youth in their unit at least once per week, giving consideration to the level of supervision and the youth's behavior while in custody.
7. With the assistance of Institutions Services Managers, the Director of Juvenile Hall shall prepare and maintain documentation relating to any youth who might be transferred to County Jail. This documentation shall include a summary of the youth's behavior, sanctions and programming efforts that have been made to manage the youth in the juvenile system, and consideration of escape potential.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

Attachments Juvenile Hall Room Assignment Evaluation Form

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

May 18, 2016

Date

Deputy Chief Probation
Officer Institutions Division

This policy replaces:

- Institutions Division Policy and Procedure Manual 2009, §1352, Classification
- Juvenile Hall Policy and Procedure Training Manual §3.6.1, Classification, 6/20/06
- Camp Glenwood Policy and Procedure Manual, §16.2, Section/Living Unit Assignments, n.d.



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

**ARTICLE 5
Classification and Separation
§1353**

Topic	Orientation
Date	May 18, 2016
Policy	Probation staff shall orient a youth prior to placement in a living area to make them aware of their rights and the rules of the facility.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 5, Section 1353, Orientation
Definitions	<p><u>Admissions staff</u>: Staff designated by an Institutions Services Manager to admit a youth to the facility.</p> <p><u>Youth Handbook</u>: The document given to youth at admission to orient them to facility operations and their rights – “Camp Glenwood Youth Handbook,” “Juvenile Hall Youth Handbook,” or “Passport” [Camp Kemp].</p>
Procedure	<p>A. <u>General Procedures</u></p> <ol style="list-style-type: none">1. The Youth Handbook shall contain:<ol style="list-style-type: none">a. facility rules and disciplinary procedures;b. grievance procedures;c. access to legal services;d. access to health care services;e. access to counseling services;f. access to religious services;g. access to educational services;h. information on the court process;i. housing assignments;j. availability of personal care items and opportunity for personal hygiene;k. correspondence, visiting, and telephone use;l. availability of reading materials, programs, and activities;m. use of restraints and chemical agents;n. use of force; ando. emergency and evacuation procedures.2. Prior to transfer of a youth to a living unit, Admissions staff shall review the Youth Handbook with the youth.

3. Admissions staff shall make arrangements for youth who are impaired, illiterate, or do not speak English.
4. Admissions staff shall obtain the youth’s signature on a copy of the Youth Rules, and shall file it in the youth’s file.
5. If the youth refuses to sign the Youth Rules page, Admissions staff shall write “refuses to sign” in the space for the youth’s signature. Admissions staff shall notify an Institutions Services Manager that the youth refused to sign.
6. After being transferred to a housing unit, Housing staff shall explain any rules specific to that unit.

B. Camp Glenwood and Camp Kemp

1. Staff shall review the Youth Handbook with all youth newly admitted to Camp.
2. For youth returning to Camp on a furlough violation or from therapeutic time in Juvenile Hall for violation of rules, staff shall provide a copy of the Youth Handbook and review the Camp rules. Staff may review other portions of the Handbook as necessary.

C. Juvenile Hall

Staff shall review the Youth Handbook and obtain the youth’s signature on the Youth Rules page regardless of whether the youth has been previously admitted to the facility.

The Institutions Services Manager supervises the application of relevant policies and procedures. The Institutions Services Manager is accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

Attachments Camp Glenwood Youth Handbook
Juvenile Hall Youth Handbook Passport [Camp Kemp] Facility Rules

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16
Director, Camp Kemp: 5/18/16
Director, Juvenile Hall: 5/18/16

Deputy Chief Probation
Officer Institutions Division

May 18, 2016
Date

This policy replaces:

- Institutions Division Policy and Procedure Manual 2009, §1353, Orientation
- Juvenile Hall Policy and Procedure Training Manual §3.3.1, Youth Orientation Handbook.
- Juvenile Hall Policy and Procedure Training Manual §3.5.1, Intake Screening/Assessment Center
- Juvenile Hall Policy and Procedure Training Manual §3.5.4, Housing Transfer and Orientation
- Camp Glenwood Policies and Procedures, 16.1, Intake and Admissions, Admissions Procedures, [third paragraph]



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

**ARTICLE 5
Classification and Separation
§1354**

Topic	Separation
Date	May 18, 2016
Policy	Probation staff may separate youth to maintain the order, safety, and security of the facility and shall provide for the continuance of all youth rights during such separation
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 5, Section 1354, Separation
Definitions	<p><u>Direct visual observation</u>: Monitoring by staff such that staff personally see youths' movement and/or skin.</p> <p><u>Separation</u>: The separation of a youth from the general living unit population.</p>
Procedure	<p>A. <u>General Procedures</u></p> <ol style="list-style-type: none">1. Staff may separate a youth from the general population for reasons that include, but are not limited to, medical and mental health conditions, assaultive behavior, disciplinary consequences and protective custody.2. Prior to separation, staff shall discuss the purposes of the separation with the youth. Staff shall allow the youth to make a statement, and shall inform the youth about their right to file a grievance about the separation (see §1361, Grievance Procedures). If there is a safety or security issue, the youth can be moved prior to discussing the purpose of the separation.3. Youth shall not be denied basic rights during separation, including large muscle activity, medical or mental health care, opportunity for hygiene, education, or meals (see §1390 Discipline). Youth who are separated shall not be denied normal privileges available at the facility except when necessary to accomplish the objectives of the separation.4. Youth shall be separated only as long as necessary to accomplish the objectives of the separation.5. Staff shall follow all procedures related to safety checks of youth, including the direct visual observation of youth in separation (§1328 Safety Checks).

6. Staff shall review the separation of youth to determine whether it is appropriate for the youth to remain in separation. In the case of youth separated for protective custody, an Institutions Services Manager shall review the need for separation at least once per day. If a youth is separated for the purposes of a “time out” or “cool down,” staff shall evaluate the need for continued separation at least every 15 minutes. Separation of a youth for 30 minutes or longer for any purpose shall be approved by lead staff. In the event of the separation of the youth for medical reasons, only Medical staff shall approve removing the youth from separation status.
7. Staff shall note any separation of youth in the unit log and the youth file. The notation shall include the reason for the separation, any statement that the youth made about the separation, and the time and outcome of the re- evaluation of the need for separation. Lead staff, ISMs, Behavioral Health and Recovery Services (BHRS), and Medical shall note review and re-review of separations in the unit log.

B. Camp Glenwood and Camp Kemp

1. Youth may be separated from the general population in a separate room or in a section or dorm.
2. Youth requiring separation for 24 hours or longer shall be transferred to Juvenile Hall.

C. Juvenile Hall

1. Youth may be separated on a living unit (room confinement) or on another unit. An ISM or Director shall approve any transfer of youth from a living unit or from Admissions to separation on another unit.
2. An ISM shall review any separation lasting longer than 24 hours, and shall re-review the separation every 24 hours thereafter. In the case of major rule violations that result in a period of separation for 24 hours or longer, an ISM or lead staff shall provide a hearing for the youth (see §1391 Discipline Process). Pending the hearing, staff shall only separate the youth if it is unsafe or inappropriate for him/her to remain in the general population.
3. Every 24 hours, BHRS staff shall review separations made for mental health reasons. For separations made for health or mental health reasons, the applicable unit (Medical or BHRS) shall clear a youth for return to the general population.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

_____	May 18, 2016
Deputy Chief Probation Officer	Date
Institutions Division	

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1354, Segregation
- Juvenile Hall Policy and Procedure Training Manual §3.4.1, Removal from Program, 6/16/06



**SAN MATEO COUNTY
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**ARTICLE 5
Classification and Separation
§1355**

Topic	Institutional Assessment and Plan
Date	May 18, 2016
Policy	Probation staff shall assess, develop a case plan for, and reassess youth with longer stays in juvenile facilities.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 5, Section 1354, Institutional Assessment and Plan.
Definitions	<p><u>JAIS</u>: The electronic system assessment and case planning system developed by NCCS.</p> <p><u>Juvenile Case Management System (JCMS)</u>: The electronic system for storage of youth information.</p>
Procedure	<ol style="list-style-type: none">1. The assigned Probation Officer shall complete a JAIS assessment for every youth held for thirty (30) days or more in a juvenile facility. The Probation Officer shall complete the assessment within forty (40) days of admission. The JAIS assessment report shall be copied and provided to the Institutions Division for all youth who are incarcerated.2. The JAIS assessment shall contain the following sections: criminal history, school history and current school status, historic use of free time and current use of free time, employment history and current employment, history of relationships and current relationships, family history (including reunification needs), current living arrangements, alcohol and drug history and current use of alcohol and drugs, mental health history and current mental health, attitudes/behaviors, aggression, and skills.3. For pre-adjudicated youth, the Probation Officer shall complete a court report outlining a recommendation for treatment services for the youth, including the length of time of treatment services and how the services relate to the issues delineated in the JAIS assessment.4. For post-adjudicated youth, the Probation Officer shall use the JAIS system to re-evaluate a youth at least every six months, or upon transition from one placement, program, or level of supervision to another.5. Probation Officers shall review the JAIS assessment and the case plan with the youth and, when appropriate, the youth's parent or guardian.

6. The Probation Officer shall be responsible for assuring that the case plan is implemented.
7. The Probation Officer, in collaboration with the youth's Section Counselor and treatment providers, shall develop a transition and aftercare plan for the youth. The transition and aftercare plan shall be discussed with the youth and, where appropriate, with the youth's parent or guardian. The Section Counselor, the youth, the youth's parent or guardian, Probation Officer, and treatment providers shall attend a transition meeting prior to the youth's release. During the transition meeting, the Probation Officer shall discuss the transition and aftercare plan. The transition meeting is called the "Transition Meeting" in Juvenile Hall and Camp Kemp and the "Furlough Review Board" at Camp Glenwood.
8. For youth with developmental disabilities, the Probation Officer shall make contact with the Golden Gate Regional Center (Regional Center for the Developmentally Disabled) within 24 hours of admission to a facility.

The Director of Juvenile Probation supervises the application of relevant policies and procedures. The Director of Juvenile Probation is accountable to the Deputy Chief Probation Officer of the Probation Services Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

Deputy Chief Probation
Officer Institutions Division

May 18, 2016

Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1355, Institutional Assessment and Plan
- Juvenile Hall Policy and Procedure Training Manual §5.1.2, Individual Assessment Plans, 6/15/06
- Camp Glenwood Policy and Procedure Manual, §17.1, Counseling and Casework Services, n.d.



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

**ARTICLE 5
Classification and Separation
§1356**

Topic	Counseling and Casework Services
Date	May 18, 2016
Policy	Probation staff shall make counseling and casework services available to all youth in juvenile facilities.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 5, Section 1356, Counseling and Casework Services
Definitions	<u>Behavioral Health and Recovery Services (BHRS)</u> : The division of the San Mateo County Health Department that provides mental health and substance abuse counseling and treatment
Procedure	<ol style="list-style-type: none">1. Admissions staff shall inform youth entering a juvenile facility of their right to mental health care and counseling. The Youth Orientation Handbook for each facility shall include a section on a youth's right to counseling services (see Section 1353, Orientation).2. Youth shall be assigned to a Section Counselor who shall supervise and coordinate the youth's care and program participation.3. Facility staff who suspect that a youth needs mental health services shall contact the BHRS-OD as soon as possible. Should the situation be urgent, facility staff shall page the BHRS-OD during hours when staff are not available at the Youth Services Center.4. Facility staff shall assist youth in contacting outside parties including parents or guardians, approved family members, their attorney, clergy, or public officials. Youth shall be provided with forms to request contact with their Probation Officer. Facility staff shall ensure that the youth's Probation Officer is informed of the youth's request. Youth shall be provided with forms to request medical care. The health care staff shall check the medical request box on a regular basis. A youth may make a verbal request for medical care.5. Youth may receive substance abuse counseling, mental health therapy, family crisis and reunification services, conflict resolution instruction, anger management, life skills education, gang intervention, vocational skills education, and/or health care.

6. When appropriate, youth supervision staff shall provide support and counseling to youth in their care. When appropriate, facility staff shall ensure that the youth is connected with follow-up care.
7. Facility staff shall document services received by youth in their care in the facility/ unit log and the youth file. Facility staff shall document significant events in an Incident Report (see Section 1362, Reporting of Incidents).

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16
 Director, Camp Kemp: 5/18/16
 Director, Juvenile Hall: 5/18/16

	May 18, 2016
Deputy Chief Probation Officer	Date
Institutions Division	

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1356, Counseling Casework Services
- Juvenile Hall Policy and Procedure Training Manual §5.1.2, Individual Assessment Plans, 6/15/06
- Camp Glenwood Policy and Procedure Manual, §17.1, Counseling and Casework Services, n.d.



**SAN MATEO COUNTY
PROBATION DEPARTMENT
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**ARTICLE 5
Classification and Separation
§1357**

Topic	Use of Force
Date	May 18, 2016
Policy	Probation staff shall respond to potentially dangerous youth misbehavior with the minimum amount of force necessary to prevent harm to youth and staff and to maintain the security of the facility.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 5, Section 1357, Use of Force

San Mateo County Probation Department Administrative Manual, Section D-18, Use of Force

- Definitions**
- Chemical agent: Mace, pepper spray, tear gas, or other noxious agent used to subdue violent action.
- Peer Support Team: The group of Probation staff trained to offer support and guidance to Probation employees following a significant life or work event.
- Employee Assistance Program (EAP): A program through the Human Resources Department that provides contract psychological support services at no cost to San Mateo County employees.
- Force: Physical measures taken by staff to contain incidents of youth misbehavior and to prevent or limit harm to youth and staff.
- Probation Officer Bill of Rights: The document containing the rights and responsibilities of Probation staff, and the process by which staff disciplinary measures shall be taken.
- Restraints: Mechanical devices used to contain an out-of-control individual. Handcuffs shall be the only restraints used by Probation staff unless the staff are under orders otherwise from law enforcement personnel responding to an incident at the facility. Handcuffs, leg restraints, or other mechanical devices used during transportation shall not be considered restraints.
- Standards and Training for Corrections (STC): A State of California program that certifies training programs for corrections and probation departments and offers partial reimbursement of costs to counties for such training.

Use of Force Review Team: A body of staff chosen by the Director of a facility to review incidents of possible improper use of force.

Procedure

1. All permanent and Extra Help staff shall be trained in use of force according to the STC-certified standards related to the use of force, including:
 - a. psychological tactics that may prevent the need for physical force;
 - b. known medical conditions that would contraindicate certain types of force;
 - c. the prohibition on use of chemical agents;
 - d. methods of appropriate application of force (i.e., take downs, pressure points, etc.) and restraint techniques;
 - e. signs and symptoms that should result in an immediate referral to the Medical Unit or Behavioral Health and Recovery Services (BHRS);
 - f. use of force options per Administrative Manual Section D-18, Use of Force;
 - g. reports that are required after an incident is over; and
 - h. staff responsibilities should they use or observe another staff use force inappropriately.

Force may only be used by staff (permanent or Extra Help) who have received the above-listed training.

2. Staff shall never use force as punishment, discipline, retaliation, or treatment.
3. Staff shall avoid the use of force whenever possible. Staff shall use force only when less restrictive methods have failed.
4. Staff shall only use force when there is threat of imminent harm to self or others.
5. Camp staff shall not use force to prevent a youth from leaving Camp grounds. Staff shall follow youth and use verbal methods to convince the youth to voluntarily return to Camp.
6. No staff shall employ force when alone with a youth. Three or more staff shall be present before use of force is employed, unless there are only two staff on duty, in which case both staff shall be present.
7. Staff shall first attempt to use psychological and verbal methods to diffuse a situation when possible. These methods may include moving staff presence closer to an area of unrest or issuing verbal commands. Staff shall then, to whatever extent possible, remove uninvolved youth from the immediate area of the incident.
8. If psychological measures do not work or are not appropriate, staff shall activate their personal security device and/or call a code on the radio. The ISM-OD shall respond to the scene immediately while assigning staff from other parts of the facility to respond. Staff shall never leave a group of youth unattended in order to respond to the scene of an incident.
9. Staff shall use the minimal and reasonable amount of force necessary to ensure the safety of minors and others. Staff may use force in cases of major destruction of

property only when the destruction is likely to cause injury to the youth, staff, or others. Reasonable force is the amount of force that an objective, trained, and competent staff person, faced with similar facts and circumstances, would consider necessary and reasonable to subdue an attacker, overcome resistance, effect custody, or gain compliance with a lawful order.

10. When the use of force is necessary and appropriate staff shall, to the extent possible, utilize a use of force option. Staff should use his/her training and experience to assist in determining the use of force option that is justified in responding to a particular threat or situation in no specific sequential order.

Use of force options include:

- a. Non-injurious force: Staff shall use physical contact likely to control, contain, or restrain physical activity in a way that is unlikely to cause injury that would require medical treatment, such as a compliance hold. In the case of violent resistance, non-injurious force that causes the minimum amount of pain necessary may be used to obtain compliance from the youth.
 - b. Injurious force: Staff shall use physical contacts that are likely to stop a dangerous physical attack and also to control, contain, or restrain physical activity.
 - c. Lethal force: Staff shall use lethal force or force likely to cause serious and/or permanent injury only when protecting themselves or someone else from serious injury or death.
11. Use of handcuffs and leg restraints to transport a youth between units or to areas outside of the facility (see §1358, Use of Physical Restraints, shall not be considered use of force or use of physical restraints for the purposes of this policy.
 12. Probation staff shall not use chemical agents (e.g., mace, pepper spray, tear gas, and smoke bombs), firearms, or “non-lethal” firearms.
 13. Whenever physical force is applied or restraints are used, staff shall advise the youth of his/her right to fill out a grievance form (see §1361 Grievance Procedures).
 14. After an incident of use of force, the lead staff shall notify the Medical Unit and BHRS. Medical and BHRS shall screen all youth involved in the use of force for injury or abuse, administer treatment, and report the injury or abuse and the condition of the youth to the Director of the facility. All youth involved in the altercation shall be screened by Medical, even if there are no visible injuries. If a youth has been injured or abused, the Director shall follow the Channel of Communication/Chain of Command to notify others about the incident.
 15. Prior to the end of their shift, all staff that were involved in or witnessed the use of physical force or restraint shall complete an Incident Report. Staff needing to leave the scene for medical treatment of injuries shall complete an Incident Report within 24 hours of the incident unless their injuries prevent them from doing so. The ISM-OD shall review all Incident Reports for completeness and forward the reports to the ISM of the housing unit and to the Director of the facility. The lead staff on the unit shall note the incident in the unit log and in the youth file.

16. The ISM-OD shall issue all staff involved in the use of force a San Mateo County Worker's Compensation packet and refer them to Company Nurse, as appropriate. As appropriate, the ISM of the housing unit shall provide referral information about the Peer Support Team and the Employee Assistance Program (EAP) for any staff involved in a use of force incident consistent with the Debriefing Protocol.
17. The Director of the facility shall review all Incident Reports for compliance with policies and procedures, the adequacy of policies and procedures, the youth's perspective on the incident, any possible patterns in the facility's use of force and the possible need for further training, the adequacy of documentation in light of possible legal action, and any outstanding issues resulting from the use of force.
18. All staff shall cooperate with any law enforcement investigation of the incident. If necessary, the ISM-OD shall obtain a copy of the security camera coverage of the incident in the event that the youth or youths are charged with crimes.
19. All Probation staff shall have the responsibility to take affirmative action to stop the inappropriate and unreasonable use of force by other staff. As soon as reasonably possible, but before the end of their shift, staff witnessing inappropriate use of force shall notify the ISM-OD, the ISM of the housing unit, or in their absence, lead staff. They shall also complete an Incident Report about the incident and explain why the use of force was unreasonable. The Director shall investigate the incident, and may convene a Use of Force Review Team to assist in gathering information and evaluating whether the use of force was appropriate. Within two weeks of the completion of an investigation, the Director of the facility shall submit a report to the Deputy Chief Probation Officer, Assistant Chief Probation Officer, and Chief Probation Officer describing the incident, whether the use of force was appropriate or inappropriate, and recommended disciplinary action, if any. Should a review of the documentation of an incident indicate improper use of force, staff shall be subject to discipline as outlined in the Probation Officer Bill of Rights. While a staff person is under investigation for unreasonable use of force, the Director of the facility shall ensure that the staff person is not in direct supervision of the youth involved in the incident.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

Attachments Critical Incident Response Team (CIRT) brochure Employee Assistance Program (EAP) flyer

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16



May 18, 2016

Deputy Chief Probation
Officer Institutions Division
SAN MATEO COUNTY
PROBATION DEPARTMENT
INSTITUTIONS SERVICES MANUAL

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1357, Use of Force
- Juvenile Hall Policy and Procedure Training Manual §3.1.22, Force, 6/8/06
- Camp Glenwood Policies and Procedures §9.13, Escalating Ladder of Force, n.d.

ARTICLE 5
Classification and Separation
§1357a

Topic	Youth Room Removal Plan
Date	April 5, 2016
Policy	The purpose of this policy is to provide Institutional staff with guidelines on maintaining a safe and consistent method for the movement of an in-custody youth from one room or area to another. Each staff member is expected to use these guidelines to make decisions about the room removal and the use of a shield in a safe, impartial, lawful and professional manner. Officers must only use that degree of force that is reasonably necessary to overcome resistance. The use of force, and use of restraints employed during a removal shall be in compliance with San Mateo County Probation Department policy.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 5, Section 1357, Use of Force
Purpose	A room removal shall occur when it is necessary for the movement of a youth who refuses to move voluntarily. It may be necessary to enter a youth's room for the purpose of ensuring the youth's safety, restraining a youth from self-harm, retrieving contraband or weapons, to facilitate a move from one room to another for safety or security reasons or for the efficient management of the facility. Room removals are security measures, NOT disciplinary mechanisms. They are used only in response to an imminent and serious risk to the safety and security of an individual or of the institution and should be the last resort in the event less restrictive measures are unsuccessful in gaining the youth's cooperation. The decision to conduct a room removal with the use of the shield must be legally justified given the facts and circumstances perceived by the officer at the time of the use.
Definitions	Removal: the involuntary movement of a youth from an area or youth room through use of physical force and authorized equipment Capture Shield: a two handled, clear protective concaved defensive shield, 2' by 4' in

approximate size, designed to protect officers from resistive, aggressive or assaultive youth and bodily fluids. It can be employed to restrict the movement of a youth by placing the shield between the youth and officers and physically guiding the youth to a safer position

Officer: anyone acting in the capacity of a Group Supervisor or Institutions Services Manager

- Equipment** Removal personnel may utilize basic safety equipment, based upon the circumstances of the removal, as described below:
1. Capture Shield
 2. Protective Vest
 3. Helmet with Face Shield
 4. Protective Gloves
 5. Shoulder, Elbow, and Knee Pads
 6. Handcuffs, Leg Shackles, and Flex-cuffs
 7. Bio Hazard Suit (when necessary)
 8. Humane Restraint Humane Wrap
 9. Emergency Stretcher (Transport Tool)

All equipment issued for a room removal shall be stored in the facility Equipment Room.

Guidelines Whenever possible, the Institutions Services Manager (ISM) and/or Officer of the Day (OD) should ensure the members involved in the removal do not include any staff member who was involved in any incident precipitating the need for removing the youth. Alternate staff should be considered if staffing levels permit.

Prior to initiating a removal, the medical and mental health status of the youth shall be considered: i.e. pregnancy, developmentally or physically disabled youth.

Officers shall increase or decrease the level of force used as the youth's resistance or behavior increases or decreases. (Title 15, §1357)

Officers shall stop the use of force or restraints once the immediate situation is under control. Excessive use of force is prohibited. (Title 15, §1357)

Officers shall take affirmative action to stop inappropriate, unnecessary, or excessive use of force they observe and report it immediately to the facility ISM/OD and shall complete a written report of his/her observations prior to leaving the facility at the end of the shift. Failure to report such an incident is a violation of this policy and may result in disciplinary action up to and including termination. (Title 15, §1357)

Officers may utilize only those control, compliance, restraining techniques, equipment, and training which are approved and provided by the San Mateo County Probation Department.

Medical and BHRS referrals will be submitted immediately via personal contact and/or written notification for every youth involved in a removal. It is preferable to have

medical standing by or immediately available after the removal. (Title 15, §1357)

The affixing of the minor's hands and feet together behind the back (hogtying) is prohibited. (Title 15, §1358)

Procedure

A room removal may occur for safety or security reasons, to facilitate the movement of a youth who refuses to move voluntarily.

Reasonable efforts to gain voluntary compliance from the youth shall be utilized prior to the use of force and/or the planned removal procedure, including verbal de-escalation techniques. An example would be the following 5-step process:

1. Ask the youth to comply with your directives.
2. Explain the consequences for non-compliance
3. Tell the youth you are lawfully ordering them to comply.
4. Ask the youth if there is anything you can do to get them to comply with your order.
5. Take appropriate action.
6. De-escalation process is not a ladder of force. It is based on the totality of the circumstances. With respect to use of force, circumstances include, but are not limited to, comparative size; physical, emotional, and mental condition; skill level of combatants; nature of the offense; weapons; and availability of assistance.

Prior to initiating a planned removal, authorization must first be obtained from the facility ISM/OD. The ISM/OD will designate a team leader and shall be present during the removal.

Each removal should include a minimum of four officers, if possible, plus the team leader. The number of officers used shall be at the discretion of the team leader.

Whenever possible, the team leader will conduct a briefing prior to initiating a removal to discuss any pertinent concerns.

The team leader will give each officer a specific assignment for the removal. The strategic placement and duties of the officers are as follows:

1. **TEAM LEADER** - The person responsible for opening the door for the removal will give the official signal to initiate the removal. This decision will be made once all reasonable efforts have been made to allow the youth the opportunity to comply with the directive on their own. A youth that complies will not be subject to removal.
2. **CAPTURE SHIELD OFFICER** – The capture shield officer shall be the first to enter the room or area and make initial physical contact with the minor. Upon a signal from the team leader, the shield officer shall approach the youth with the shield handles held at chest level. During the initial entry they shall make contact with the minor in the upper chest area with the front of the shield and simultaneously guide the minor to the wall or floor helping to immobilize the minor. The capture shield officer should attempt to avoid striking the minor with

the edge of the shield.

3. **QUADRANT OFFICERS FOR UPPER AND LOWER BODY** - As the youth is immobilized against the wall or floor by the shield, two designated officers are responsible for securing the youth's hands and arms. Upon securing the youth, the officers will apply handcuffs. Designated officers will secure the youth's legs and apply leg restraints. This is all done in one rapid and coordinated action.
4. **BACK UP OFFICER(S)** – This officer(s) will follow the directives of the **TEAM LEADER** which may include handing handcuffs or restraints to team members and being responsible for collecting any dropped or discarded equipment. They may also replace any team member as directed.

Pre-approved tactics and de-escalation methods shall be used at the discretion of the **TEAM LEADER**. All methods utilized by staff must be in full compliance with Department Policies and Standards of Training, including the understanding of the Use of Force Policy and a close association with the following aspects of the tactical force option.

1. Verbal de-escalation techniques to convince youth to voluntarily comply with movement requests and instructions
2. Totality of the Circumstances: With respect to use of force, circumstances include, but are not limited to comparative size; physical, emotional, and mental condition; skill level of combatants; nature of the offense; weapons; and availability of assistance
3. Restraining and Detaining Techniques (firm grip, escort positions, or arrest and control techniques)
4. Compliance Techniques (arrest and control holds, pressure points, take downs)
 - a. Bodily Force (hard blocks, open hand strikes, upper body holds and compliance techniques)
 - b. Other Department approved methods or techniques that may not be listed.

Some factors that may influence the decision to use additional tactics or methods may include:

1. Number of youth involved
2. Location of the incident
3. Barricading of room by mattress
4. Lack of visual observation into room
5. If weapon(s) are involved
6. Medical and/or mental health conditions of the youth

Reporting and Documentation

Removals shall be reported in writing on an Incident Report by each involved staff before the end of the shift but no later than 24 hours after the incident and forwarded for Administrative review. Supplemental or supporting reports may be requested by an

ISM/OD. A **removal check list** (attached) shall accompany the final report(s). (Title 15, §1357)

Removal reports shall include the following information:

1. All efforts and personnel utilized to attempt to remove the minor from the area prior to the implementation of the removal procedures
2. A clear and factual justification for the room removal procedures, the officer's involved and the results obtained
3. A description of the medical assessment and treatment of the minor after evaluation by medical staff with specific attention given to the impact location, if applicable
4. A notation of BHRS referrals made to assist the minor with problem issues
5. Parent/Guardian notification, including date, time and person notified
6. Photographs of any injuries should be taken and attached to the Incident Report
7. If needed, each officer involved will prepare a Use of Force Report and submit it to the team leader or ISM/OD

An incident debriefing shall be conducted by the ISM and Team Leader. The removal team will assist with evaluating the incident for areas of concern, improvement, or guidance. The debriefing shall occur as soon as practical following the removal in compliance with the Debriefing protocol.

Immediate Medical Care / Mental Health Referral

Medical personnel and BHRS clinicians shall be notified in advance and placed on stand-by to ensure timely aftercare services for any youth involved in a removal. (Title 15, §1357)

If the youth appears to have significant mental health issues or physical injuries that cannot wait until s/he can be seen by Medical or BHRS staff, the youth shall be immediately transported to the nearest emergency medical facility.

Training

The Standard Training Corrections (STC) Safety Response Team Training is a 4 day course that covers Youth Room Removal, Youth Supervision and Unit Entry. Training also includes scenarios for team development, use of specialized equipment, documentation procedures and review of policies and procedures.

Officers required to participate in removals will be provided initial and on-going training through the training department.

San Mateo County provides the following list of courses: Suicide Prevention, Mental Health First Aid, and Defensive Tactics.

Maintenance and Cleaning Of Removal Equipment

It shall be the responsibility of the removal team leader to account for all equipment used during the removal procedure and to report any damages to the equipment to the ISM/OD after the incident.

It shall be the responsibility of the removal team leader to ensure that all equipment used during the removal procedure is properly cleaned immediately after the incident

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

Deputy Chief Probation
Officer Institutions Division

May 18, 2016

Date



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

**ARTICLE 5
Classification and Separation
§1358**

Topic	Use of Physical Restraints
Date	May 18, 2016
Policy	Probation staff shall use physical restraints only for movement or transportation of youth.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 5, Section 1358, Use of Physical Restraints
Definitions	<p><u>Movement</u>: The physical relocation of a youth from one location or unit to another.</p> <p><u>Restraint devices</u>: Any device that immobilizes a youth's extremities and/or prevents the youth from being ambulatory.</p> <p><u>Transportation</u>: The relocation of a youth from one location to another.</p>
Procedure	<ol style="list-style-type: none">1. Staff shall use handcuffs, leg restraints, or other restraint devices only for movement or transportation of youth, those youth who present an immediate danger to themselves or others, who exhibit behavior which results in the destructions of property or reveals the intent to cause self-inflicted physical harm. Restraint devices should be utilized only when it appears less restrictive alternatives would be ineffective in controlling the disordered behavior. The circumstances leading to the application of restraints must be documented.2. When anticipating the use of restrains, staff shall consider any known medical conditions that would contraindicate certain restraint devices and/or techniques. Only department issued or approved restraint devices shall be use.3. If there are any signs and symptoms which could result in an immediate Medical/BHRS referral, staff are to contact Medical/BHRS staff immediately to address the signs and symptoms.4. Availability of cardiopulmonary resuscitation equipment, protective housing of restrained youth, provision for hydration and sanitation needs, and exercising of the extremities.5. Staff shall be trained on the use of handcuffs, leg restraints, or other restraint devices used in the movement or transportation of youth.

6. Staff shall contact Medical after any use of restraints to assess youth from any injuries sustained during application.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

_____	<u>May 18, 2016</u>
Deputy Chief Probation Officer	Date
Institutions Division	

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1358, Use of Physical Restraints
- Juvenile Hall Policy and Procedure Training Manual §3.1.20, Restraints, 8/10/06
- Juvenile Hall Policy and Procedure Training Manual §3.1.21, Restraint Chair, 8/10/06
- Camp Glenwood Policy and Procedure Manual, §9.14, n.d.



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

**ARTICLE 5
Classification and Separation
§1359**

Topic	Safety Room Procedures
Date	May 18, 2016
Policy	The Juvenile Hall provides for the safety of any youth by utilizing safety rooms which are designed to protect any youth who presents an immediate danger to themselves or others, exhibits or reveals the intent to cause self-inflicted physical harm.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 5, Section 1359, Safety Room Procedures
Definitions	<p><u>Out of Control Youth</u>: A youth who exhibits unruly behavior (i.e. kicking, screaming, attempting to hurt himself/<i>herself</i> or others and / or destroying County property) even after many failed attempts by staff to de-escalate the youth's negative behavior.</p> <p><u>Safety Room</u>: A room equipped with padded walls, a padded floor, and a communication device which can be turned on and off outside of the safety room to talk to the youth.</p> <p><u>Self-Inflicted Physical Harm</u>: Including but not limited to carving the skin, cutting off blood circulation to the extremities and/or the youth banging their head against a hard surface.</p>
Procedure	<ol style="list-style-type: none">1. There are three safety rooms located within the Juvenile Hall. One is located in the Admissions area. One is located in Forest 1 and one safety room is located in Pine 4 which is the Girl's Housing Unit. There are no safety rooms at Camp Glenwood and Camp Kemp.2. The safety room is used to hold only those youth 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.3. The Medical Unit hours of operation are 7:00 am until 11:00 pm daily.4. The BHRS On-Call after hours schedule is active between 5:00 pm and 8:00 am weekdays and 24 hours per day on weekends and holidays.5. Housing Staff discovers a youth who presents an immediate danger to themselves or others, who exhibits extreme or out of control behavior which results in the destruction of property, or reveals the intent to cause self-inflicted physical harm.

6. The safety room is not to be used for punishment or discipline, or as a substitute for treatment.
7. No youth is retained in a safety room longer than necessary for the protection of the youth or others. The youth is removed from the safety room as soon as it is safe to do so.
8. Only the Juvenile Hall Director can approve a youth to be placed in a safety room. The only exception to prior approval by the Juvenile Hall Director is in the most volatile of circumstances, staff may place a youth into a safety room while obtaining approval in order to keep the youth or others from being injured.
9. The Housing Staff immediately notifies the Housing Lead Staff of the situation.
10. The Housing Lead Staff notifies the Institution Service Manager–Housing (ISM-Housing) via the most direct means of the situation.
11. The ISM-Housing in consultation with BHRS staff counsels and informs the youth that they may be removed from the Housing Unit and placed into a safety room for their protection and/or the protection of others.
12. The ISM-Housing contacts the Institution Services Manager Officer of the Day (ISM–OD) to check for safety room availability.
13. The ISM–OD contacts the Juvenile Hall Director for his/her approval of the youth to be placed into a safety room.
14. Prior to granting approval, the Juvenile Hall Director determines if less restrictive means of control have been explored.
15. After receiving approval from the Juvenile Hall Director, the ISM–OD contacts the Control Staff using the most direct means to deploy additional staff to the location where the youth is located and to aid in the room removal of the youth and/or the transfer of the youth.
16. The Housing Staff together with the additionally deployed staff removes the youth from his/her location and escorts the youth to a safety room. (See Section 1357, Use of Force, Youth Room Removal Plan Section 1357(a), and Section 1358, Use of Physical Restraints)
17. The youth placed into a safety room are allowed to retain sufficient clothing or they are given a suitably designed safety garment to provide for privacy.

Procedure B: Safety Room Documentation

18. The ISM–OD begins a Safety Room and an Observation Log for documenting safety checks, Medical and Mental Health assessments.

19. The ISM–OD designates a staff to continuously directly observe the youth and document the youth’s behavior and any staff interventions every fifteen minutes with the actual time recorded. Observation via CCTV may be used to supplement but not to replace the required direct observation by staff.
20. Staff offers the youth an opportunity to obtain nutrition at a minimum of every 30 minutes while the youth is in the safety room.

Procedure C: Safety Room Evaluation and Review

21. Within one hour of a youth being placed into a safety room the Housing Staff notifies the BHRS staff and the Medical staff using the most direct means to inform them of the incident and the youth’s current housing location.
22. The Medical Staff assesses the youth in person within one hour, when on duty, and at a minimum every 24 hours thereafter to evaluate that the youth is medically assessed for continued retention in a safety room.
23. The Housing Staff completes a Mental Health Memorandum and takes it to the location where the youth is currently being housed.
24. A BHRS staff evaluation and opinion is obtained as soon as possible but within the first 24 hours of being placed into a safety room.
25. The Juvenile Hall Director or his/her designee in collaboration with Medical and BHRS Staff re-evaluates the youth at a minimum of every four hours. The re-evaluation includes the determination of whether the youth can safely be removed from the safety room.
26. All involved staff complete and submit an Incident Report including any attempts to use less restrictive means of control and decisions to continue and end placement. (See Section 1362, Reporting of Incidents)
27. The Juvenile Hall Director completes and submits an Incident Report including reasons for placement, attempts to use less restrictive means of control, and the decision to continue or end placement in a Safety Room.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

Attachments Incident Report
 Mental Health Memorandum
 Observation Log
 Safety Check Log

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

Deputy Chief Probation
Officer Institutions Division

May 18, 2016

Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1359, Safety Room Procedures
- Juvenile Hall Policy and Procedure Training Manual §3.1.23, Safety Room



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

**ARTICLE 5
Classification and Separation
§1360**

Topic	Searches
Date	May 18, 2016
Policy	Probation staff shall conduct searches to ensure the safety and security of the facility, the public, youth, visitors, and staff and to minimize the presence of contraband in the facility.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Minimum Standards for Juvenile Facilities (2007), Title 15, Article 5, Section 1360, Searches
Definitions	<p><u>Body cavity search/Intrusive body search</u>: Any search that includes inspection of a youth's rectal cavity or vagina. Only licensed medical staff not responsible for the routine medical care of the youth shall conduct a body cavity search, and only after a search warrant has been obtained.</p> <p><u>Contraband</u>: Any material or objects that are prohibited by facility policy, procedure, or practice, or that threaten the safety and security of the facility, the public, youth, visitors, or staff.</p> <p><u>Clothing search/Dress-out search</u>: Any search that involves youth removing their clothing in private to enable staff to search the clothing.</p> <p><u>Magnetometer search/Wand search</u>: A search involving a scan of the youth using a hand-held magnetometer when the youth is clothed.</p> <p><u>Pat search/Pat down search</u>: A search of a clothed youth involving manual pressing against the body and twisting or crushing of the youth's clothing.</p> <p><u>Reasonable suspicion</u>: The belief that the youth is more likely than not concealing drugs contraband, or weapons on their person based on the youth's current charges, circumstances of arrest, unusual behavior, or prior conduct in the facility.</p> <p><u>Visual body search/Visual strip search</u>: Any search that requires a youth to remove or arrange some or all of his or her clothing so as to permit a visual inspection of the underclothing, breasts, buttocks, and genitalia of the youth. A visual body search also includes inspection of the youth's clothing.</p>

Procedure

A. Admissions to Juvenile Hall

1. Staff shall follow the procedures for conducting searches that are contained in the State of California Core Training Course for youth supervision staff. When the policies and procedures outlined in this section of the San Mateo County Probation Policy and Procedure Manual (Section 1360, Searches), staff shall follow the procedures in the Core Training Course.
2. Staff in Juvenile Hall Admissions shall conduct a magnetometer and/or pat search of youth in the sally port prior to bringing the youth into the Admissions area. This search shall be witnessed by the party presenting the youth for admission.
3. Staff may conduct a visual body search of youth if any of the following is true:
 - The youth is being charged with or held on a felony charge, or has a sustained petition for such a charge;
 - The youth is being charged with or held on a misdemeanor charge involving weapons, drugs, or violence; or has a sustained petition for such a charge;
 - There is reasonable suspicion that the youth is concealing drugs, contraband, or a weapon; or
 - The youth is currently on probation with search and seizure orders. The above constitutes reasonable suspicion that the youth is in possession of a weapon or contraband. Staff of the same gender may elect to observe a youth during the showering process. Staff shall not conduct a visual body search of youth who are being charged with or held on: a misdemeanor charge not involving violence, weapons, or drugs; an infraction; a traffic offense; or have a sustained petition for such a charge if the misdemeanor is the most serious charge.
4. In Juvenile Hall, prior to conducting a visual body search, staff shall complete a Search Authorization Form and obtain approval of the ISM-OD. The Search Authorization Form shall be filed in the youth's Admissions file. A copy of the Search Authorization Form shall be given to the youth or a youth's representative upon request.
5. Staff shall conduct a clothing search of a youth entering a facility if the youth is being charged with or held on: a misdemeanor charge not involving violence, weapons, or drugs; an infraction; or a traffic offense; or have a sustained petition for such a charge if the misdemeanor is the most serious charge. Staff shall provide the youth with a towel to cover themselves while staff are searching the youth's clothing. At no time shall staff see private areas of the youth's body during a clothing search.

B. Other Youth Searches

1. Visual body and clothing searches may be conducted of youth upon return from

any activity outside of the facility. Youth may also be subject to visual body or clothing searches upon return from court or another area of the facility, or upon return from visiting with people who do not have security clearance from the Probation Department. Youth may be subject to these searches even after visits with professionals with security clearance from another agency (e.g., Family and Children Services (CFS), police officers). Youth may also be subject to visual body or clothing searches if staff have reasonable suspicion that a youth is carrying contraband.

2. Staff in Juvenile Hall shall conduct a magnetometer search of youth who are returning to a housing unit from other areas of the facility. Staff may also conduct a magnetometer search at their discretion if there is reasonable suspicion that such a search would discover contraband. The search shall include all areas of the body as well as the interior of the youth's shoes.

C. Facility Searches

1. Searches of the facility shall be conducted as deemed necessary by the facility manager on a routine or random basis. Facility searches shall be conducted to find and remove contraband and dangerous items that may compromise the safety and security of the facility. Staff who suspect that contraband or materials that present a threat to safety or security are in the facility shall notify the ISM-OD of the need to conduct a facility search. Facility searches should include youth rooms, common areas, recreation and visiting areas, court holding (Juvenile Hall), school rooms, and the medical office(s). Staff shall use mirrors or flashlights as appropriate to search all areas, and shall inspect all papers and books for inappropriate material.
2. Staff shall conduct a daily visual inspection of all youth rooms and common areas.
3. Staff shall show respect for the youth's property during searches of their rooms and shall leave the contents of the room in order. Searches shall be documented in the unit log. Facility searches shall not be announced prior to the search.
4. Should staff discover weapons, drugs, or items that are a threat to safety and security, they shall immediately seize and secure the items and notify the ISM-OD. The ISM-OD shall put the items in the facility safe. The ISM-OD shall use their discretion regarding the involvement of the Sheriff's Office or the filing of a Juvenile Contact Report (JCR). Staff shall notify the youth's Probation Officer and the facility Director and shall file an Incident Report. Should the item be contraband that is not illegal outside of the facility, the ISM-OD shall use discretion regarding whether to dispose of the item or include it in the youth's personal property in the property room. Staff shall notify the youth's Probation Officer, complete an Incident Report, issue a Disciplinary Ticket to the youth, and note the incident in the log book.

D. Other Provisions

1. Staff shall not conduct searches, including body, room, locker, or drawer searches, for harassment or as a form of discipline or punishment. Staff shall at all times respect the dignity of the youth and attempt to minimize embarrassment. Staff shall not make any comments about the youth during a search.
2. Prior to any search, staff shall verbally describe the process to the youth. Staff shall ask the youth if they are concealing weapons, drugs, drug paraphernalia (including needles), or contraband.
3. Staff shall always conduct visual body or clothing searches in a private room and shall never conduct group visual body or clothing searches. Staff shall not at any time touch any area of the youth's body during a visual body or clothing search, either with their hands or an instrument.
4. Staff shall wear exam gloves during all searches.
5. For visual body and clothing searches of female youth, staff shall ask the youth if she is currently menstruating. If so, the staff shall provide the youth with a new sanitary napkin or tampon and a disposal bag. Staff shall allow the youth to use the feminine hygiene product in privacy.
6. Staff may conduct a pat search of youth if there is reasonable suspicion that the youth is concealing contraband. A pat search may include removal of outer clothing, hats, wigs, or multiple layers of bulky clothing. Staff shall not touch youth any more than is necessary to conduct a thorough and comprehensive search.
7. For youth coming from outside of the facility and wearing street clothes, staff shall be in possession of the street clothing prior to giving the youth facility clothing. Staff shall not allow youth to keep any street clothing.
8. Any search of a youth, excluding pat down searches, shall be conducted by staff of the same gender. Cross-gender searches are permissible only in emergency situations that involve the immediate or urgent safety of the youth or the security of the facility, and only with approval of an ISM. Cross-gender searches shall be conducted in the presence of another staff member. When the youth is of ambiguous gender, staff shall contact an ISM. The ISM shall take into account the wishes of the youth and contact with the youth's parent or guardian in determining which staff will conduct the search. In the event of a cross-gender search or the search of a youth with ambiguous gender, the search will be in compliance with the LGBTQI Policy, and all staff involved shall file an Incident Report.
9. Should staff discover any of the following during the search, they shall contact the ISM-OD and the Medical Unit: casts, bandages, medical devices, bruises, cuts, other injuries, rashes, signs of a serious or contagious illness, or signs of

drug or alcohol use. Staff conducting a search who suspect that the youth is under the influence of drugs or alcohol shall obtain clearance from the San Mateo Medical Center prior to integration of the youth into the general population. All staff who have witnessed any of these factors shall file an Incident Report.

10. Should staff discover any tattoos or other body markings, they shall photograph the markings in the presence of another staff member that is the same gender as the youth. These photographs shall be filed in the youth's Admission file. In the event that the youth has a piercing, staff shall direct the youth to remove the jewelry and, using exam gloves, place it in an envelope and follow procedures for adding it to the youth's personal property. If staff discover a tattoo or piercing that appears infected, they shall contact the Medical Unit for treatment and shall file an Incident Report.
11. If staff suspect that a youth is hiding a weapon, drugs, or contraband in a body cavity, the staff shall notify the ISM-OD. The ISM-OD shall obtain a search warrant from a Juvenile Court Judge. The youth shall be transported to San Mateo Medical Center, where medical staff shall use appropriate medical standards in the treatment of the youth. Staff shall obtain medical clearance from San Mateo Medical Center before transporting the youth back to the facility. Staff shall notify the Medical Unit and the youth's Probation Officer of the incident, and shall file an Incident Report.
12. Should staff discover contraband that is illegal according to federal, state, or local law, the staff shall contact an ISM. The ISM shall ensure the maintenance of chain of evidence and that the youth's Probation Officer is contacted. Should staff discover material that is legal but prohibited in the facility, they shall, at the ISM's direction, either dispose of the property or log it into the youth's personal property.
13. Should a youth refuse to be searched, staff shall move the youth to a holding room and contact the ISM-OD. The ISM-OD shall contact the Juvenile Court for direction.
14. The facility Director shall ensure that signs are clearly posted for visitors describing what materials or items are not allowed while visiting with youth. The inspection of visitors' personal belongings shall be dependent on the security needs of the facility. All visitors to the juvenile hall will be scanned by passing by Cellsense. Staff having reasonable suspicion that a visitor is concealing items not allowed at the facility shall contact the ISM-OD if the visitor is not willing to remove all items from their pockets. The ISM-OD shall give the visitor a choice between receiving a pat search and leaving the facility.
15. The facility Director shall regularly review the process and results of youth, facility, and visitor searches and shall update this policy as necessary. Staff who think this policy should be changed or updated shall contact the facility Director. Whenever the policy is altered, the facility Director shall forward the policy to County Counsel for an evaluation of the legality of the policy.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16 Director, Camp Kemp: 5/18/16
Director, Juvenile Hall: 5/18/16

_____	May 18, 2016
Deputy Chief Probation Officer Institutions Division	Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1360, Searches
- Juvenile Hall Policy and Procedure Training Manual §3.1.11, Youth Searches, 6/26/06
- Juvenile Hall Policy and Procedure Training Manual §3.1.12, Control of Contraband, 5/23/06
- Camp Glenwood Policy and Procedure Manual, §9.14, n.d.



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

**ARTICLE 5
Classification and Separation
§1361**

Topic	Grievance Procedures
Date	May 18, 2016
Policy	Staff shall provide youth with the opportunity to lodge a complaint about any condition of confinement.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 5, Section 1361, Grievance Procedures
Definitions	<p><u>Assigned staff</u>: The staff person assigned to investigate a youth’s grievance. The staff person may be a Group Supervisor III, an Institutions Services Manager, or the Director.</p> <p><u>Grievance</u>: A formal, documented youth complaint about any condition of confinement</p>
Procedure	<ol style="list-style-type: none">1. All staff shall be trained in the grievance process.2. Admissions staff shall inform youth of the grievance procedure, including the process for appeal. When a youth arrives on his/her assigned living unit, staff shall inform them of the location of the grievance forms and drop box.3. Institutions Services Managers (ISMs) shall ensure that grievance forms are readily available on each unit and that grievance procedures are posted nearby.4. Youth shall complete a grievance form, tear off and keep the pink copy, and either put the remaining copies in the drop box or give them to any youth care supervision staff member.5. Should a youth request or require help in communication of a grievance, ISMs shall appoint an impartial staff member to assist the youth. ISMs shall make every attempt to fulfill a youth’s request for assistance from a particular staff member. The appointed staff member shall assist the youth as appropriate in written and verbal communication of the grievance, which may include filling out the grievance form and/or presenting the grievance at hearings. A staff member shall not influence the content of the grievance in any way. A translator shall be provided as needed or requested by the youth.6. ISMs shall collect grievance forms on a daily basis and mark the date of receipt on

the forms. ISMs shall then assign a Group Supervisor III (GSIII) to resolve the grievance. Should the grievance matter involve a GSIII, then the ISM shall investigate the grievance. Should the grievance matter involve an ISM, the Director shall investigate the grievance. Grievances shall be resolved at the lowest possible level.

7. Within 24 hours, the staff assigned to resolve the grievance shall notify a youth that the grievance has been received.
8. The assigned staff shall attempt to resolve grievances at the lowest appropriate staff level. The assigned staff shall interview all parties and come to a decision about resolution of the grievance within five business days of receipt of the form. The assigned staff shall notify the youth of the decision, and note it at the bottom of the grievance form. Youth shall sign the form and indicate whether they agree or disagree with the decision and whether they want to appeal it. If a youth refuses to sign, or to indicate agreement or request for appeal, the grievance shall automatically be appealed to the ISM. The assigned staff shall provide the youth with the yellow copy of the grievance form that includes the finding, the youth response, and the youth signature.
9. The assigned staff shall forward all grievance forms, regardless of outcome, to the ISM of the unit.
10. If the youth has requested an appeal, the ISM shall provide an appeal hearing for the youth within seven days of the GSIII decision. Should the youth request an appeal of the ISM decision, the Director (or the Director's supervisor or designee) shall provide a hearing within seven days of the ISM decision. The final decision on the grievance shall be noted on the form and the youth shall sign it. A copy of the form shall be provided to the youth.
11. If a youth chooses to withdraw a grievance at any time, the GSIII, ISM, or Director shall indicate such in the "finding" section of the form and shall ensure that the youth signs the form.
12. In the case of a grievance about health, mental health, food, or education services, the ISM shall forward the form directly to the Director of the facility. ISMs shall notify the youth that their grievance has been forwarded. The Director of the facility shall then forward these grievances to the appropriate manager in those departments. Each department manager shall promptly resolve grievances related to their services. The department managers shall note the outcome of the grievance on the form, have the youth sign it, and provide a copy to the youth and the Director of the facility.
13. The Director or division managers shall pursue resolution of all grievances, even if the youth is later released or transferred to another facility.
14. The Director shall ensure that all grievance forms are retained for seven years in a master file, and that a copy of each grievance is filed in the applicable youth's chart.



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

**ARTICLE 5
Classification and Separation
§1362**

Topic	Reporting of Incidents
Date	May 18, 2016
Policy	Probation staff shall document incidents related to the safety and security of youth, staff, visitors, or the public.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 5, Section 1362, Reporting of Incidents
Definitions	<p><u>Major Disciplinary Action</u>: A rule violation that includes those that have an impact on safety, security, of efficiency or operation of the facility and its personnel, staff, and/or youth.</p> <p><u>Incident Report</u>: Written documentation of any event or circumstance that results in physical harm, serious threat of physical harm, or death to an employee or a youth, or other person(s).</p> <p><u>Informational Report</u>: Written documentation of any event or circumstance that does not involve safety and security or discipline of youth</p> <p><u>Write-Up</u>: Written documentation of discipline of youth</p>
Procedure	<ol style="list-style-type: none">1. Staff shall use the Institutions Division Incident Report Form for reporting:<ol style="list-style-type: none">a. Incidents – Occurrences involving risk to the safety and security of youth, staff, visitors, or the publicb. Write-ups – Major disciplinary action against a youth or youthsc. Information – Occurrences not involving safety and security but involving the operation of the facility, including physical plant deficiencies that do not involve injury<p>Staff shall check the type of report at the top of the Incident Report.</p>2. Staff shall report any instances of suspected child abuse through an Incident Report and any other documentation required by laws regarding mandated reporting.3. Reports shall include the date and time of the incident, the name(s) of the youth

involved, the location of the incident, the type of incident (assault on staff, use of force, etc.), staff and youth witnesses, and a complete description of the incident. In addition, staff shall indicate the disposition of the incident and whether the youth was notified of their right to grievance. The reporting staff shall sign and date the report. The report shall be reviewed by the lead staff, who shall direct the employee to make any necessary changes or additions. Then the lead staff shall sign and date the form. Should the lead staff not be the ISM of the housing unit, the lead staff shall submit a copy of the report to the ISM of the housing unit. The report shall then be reviewed by the Director of the facility. Both the lead staff and Director may make comments on the form.

4. As appropriate, the ISM of the housing unit shall write a memo to the facility Director summarizing the incident and whether policies and procedures of the facility were followed.
5. All staff involved in an incident shall file an Incident Report.
6. The filing of an incident report, write-up, or informational report shall be logged in the facility or unit log.
7. Reports shall be filed by an employee and submitted to the facility manager by the end of the shift, unless the employee has been transported to a medical facility for treatment of an injury. In that case, the employee shall file a report at the soonest available time. Other staff involved in the injury shall submit reports by the end of the shift. (See §1357, Use of Force.)
8. Reports shall be legible and comprehensible.
9. The original reports shall be kept on file by the facility Director in the Director's office for a period of two years. A copy of the report shall be submitted to the Administrative Secretary, who shall place it in the youth's file.
10. A report is a legal document, and may be used in personnel actions or litigation. Reports described in this section do not replace crime reports, which shall be filed in the event of a criminal action against a youth.
11. Other sections of the Policy and Procedure Manual that include events requiring an incident report include: §1327 Emergency Procedures, §1341 Death and Serious Illness or Injury of a Minor While Detained, §1343 Juvenile Facility Capacity, §1354 Separation, §1357 Use of Force, §1358 Use of Physical Restraints, §1359 Safety Room Procedures, §1363 Use of Reasonable Force to Collect DNA Specimens, Samples, Impressions, §1376 Telephone Access, §1375 Correspondence, §1390 Discipline, §1391 Discipline Process, and §1510 Facility Sanitation, Safety, and Maintenance.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16
Director, Camp Kemp: 5/18/16
Director, Juvenile Hall: 5/18/16

Deputy Chief Probation Officer
Institutions Division

May 18, 2016
Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1362, Reporting Incidents
- Juvenile Hall Policy and Procedure Training Manual §3.1.10, Incident Report, 6/5/06
- Camp Glenwood Policy and Procedure Manual, §11.3, Disciplinary Reports – Incident Reports, n.d.



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

**ARTICLE 5
Classification and Separation
§1363**

Topic	Use of Reasonable Force to Collect DNA Specimens, Samples, Impressions
Date	May 18, 2016
Policy	Probation staff shall use reasonable force to obtain compliance with laws regarding the collection of DNA specimens, samples, and impressions.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 5, Section 1363, Use of Reasonable Force to Collect DNA Specimens, Samples, Impressions
Definitions	<u>Use of Reasonable Force</u> : The force that an objective, trained, and competent correctional employee, faced with similar facts and circumstances, would consider necessary and reasonable to gain compliance with the collection of specimens, samples, and impressions.
Procedure	<ol style="list-style-type: none">1. Admissions staff shall collect or cause to be collected by Health Department staff all DNA specimens, samples, and impressions, including blood specimens, buccal swab samples, and thumb and palm print impressions in accordance with Penal Code Section 298 and/or as directed by the Court.2. In the event that the youth refuses to submit to collection of specimens, samples, or impressions, Admissions staff shall notify the ISM-OD. Staff shall undertake all measures to cause the youth to voluntarily comply with the collection, including written notification of the legal requirements and the consequences for not complying. If the youth continues to refuse, the ISM-OD shall notify the youth's Probation Officer and the facility Director. The Probation Officer shall prepare written documentation pursuant to Penal Code Section 298.1 of the youth's failure to comply with the collection and of the efforts made to achieve voluntary compliance. The Probation Officer shall prepare any appropriate documentation to the Court and to the District Attorney if the youth is to be charged under Penal Code Section 298.1. Admissions staff and the ISM-OD shall document the incident in an Incident Report.

3. Once necessary documentation has been prepared, and should the use of force be indicated, staff shall employ the use of reasonable force to obtain compliance. This use of force shall be witnessed by an ISM and at least one health care provider. All staff involved shall document the incident in an Incident Report.
4. In the event that a room removal is indicated in order to obtain compliance with Penal Code Section 298, staff shall remove the youth according to §1357(a) Youth Room Removal Plan and videotape the incident. The videotape shall be retained by the facility Director.
5. The facility Director shall prepare a report to the Board of State and Community Corrections in the event of any use of force necessary to obtain compliance with Penal Code Section 298. The report shall include: the type of force used, the efforts to obtain voluntary compliance, and whether medical attention was needed by the youth or other persons as a result of the reasonable use of force.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16
Director, Camp Kemp: 5/18/16
Director, Juvenile Hall: 5/18/16

Deputy Chief Probation Officer
Institutions Division

May 18, 2016
Date



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

**ARTICLE 6
Programs and Activities
§1370**

Topic	Education Program
Date	May 18, 2016
Policy	The San Mateo County Office of Education shall provide for the administration and operation of juvenile court schools in conjunction with the Probation Department.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 6, Section 1370, Education Program
Definitions	None
Procedure	<ol style="list-style-type: none">1. The San Mateo County Office of Education shall provide for the administration and operation of juvenile court schools in conjunction with the Probation Department.2. The Office of Education and the Probation Department shall meet at least monthly to discuss relevant policies and procedural issues and the operations of the education program.3. The Office of Education Superintendent of Schools shall prepare an annual review of the required elements of the education program and a report or review checklist on compliance, deficiencies, and corrective action needed to achieve compliance. Such a review, when conducted, cannot be delegated to the principal or any other staff of any juvenile court site. At the discretion of the Superintendent of Schools, this review may be conducted by a qualified outside agency or individual.4. Upon receipt of the review, the Deputy Chief or designee shall review each item with the Superintendent of Schools and shall take whatever corrective action is necessary to address each deficiency and to fully protect the educational interests of all youth in the facility.5. The Office of Education shall accommodate education for all youth in the facility, including youth who have completed their HiSET or high school diploma. In addition, the Office of Education shall provide education services to youth who do not attend classroom education because of disciplinary issues. Youth who have earned their HiSET or high school diploma and are involved in a vocational training program may be exempted from educational services with the Office of Education. (See Section 1373, Work Program.)6. The Office of Education shall comply with the conditions of the State Education Code, County Board of Education policies, all applicable federal education statutes

and regulations and provide for an annual evaluation of the educational program offerings. The education program shall include provisions for different learning styles and abilities of students.

- a. The education program shall include but not be limited to:
 - English/Language Arts;
 - Social Sciences;
 - Physical Education;
 - Science;
 - Health;
 - Mathematics;
 - Fine Arts/Foreign Language; and
 - Electives, including career education
 - b. The Office of Education shall also prepare students for the HiSET exam as appropriate.
 - c. The minimum school day shall be consistent with State Education Code Requirements for juvenile court schools. The facility Director, in conjunction with education staff, must ensure that the procedures to deliver youth to their educational program do not interfere with the time afforded for the minimum instructional day.
7. The educational plan shall be integrated into the facility's overall behavior management plan and security system.
 8. School staff shall be advised of administrative decisions made by probation staff that may affect the educational programming of the students.
 9. Expulsion or suspension from school shall comply with the due process and youth rights contained in the state Education Code including the rights of students with special needs.
 10. The facility Director and education staff shall collaborate in developing a plan for youth who cannot remain in the classroom due to behavioral issues.
 11. The Office of Education shall provide education instruction to youth restricted to high security or other special units.
 12. The Office of Education shall comply with state and federal laws regarding the education of students with special needs.
 13. Youth identified as limited English proficient (LEP) English Learners (EL) shall be provided for in the school program in compliance with all state and federal laws and regulations governing programs for LEP students.
 14. The Office of Education shall interview youth after admission and prepare a written report detailing the youth's educational history including, but not limited to, school progress, home language (CELDT) migrant status, special needs, and discipline problems as they relate to the school program. Youth shall be enrolled in school no later than three days after admission. Within five school days after enrollment, education staff shall conduct an assessment of the youth's academic functioning and develop a preliminary plan for placement in core curriculum courses.
 15. The education staff shall request the youth's school transcript, Individual Education Program, CELDT scores, 504 Plan, immunization records and exit grades from the

youth's home school and shall review and modify the youth's education plan.

16. Upon release of the youth, education staff shall forward school records to the youth's next school placement. The youth shall receive credit for the work completed while in a juvenile court school.
17. The facility Director shall forward all grievances about the school program to the Principal of Court Schools who shall interview the youth, investigate the complaint, and determine a disposition for the complaint. The Principal of Court Schools shall inform the youth of the disposition and allow for appeal to the next-highest level of review.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

Deputy Chief Probation
Officer Institutions Division

May 18, 2016

Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1370, Education Program 2/13/09
- Camp Glenwood Policy and Procedure Manual, §17.2, Educational Program, n.d.



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

**ARTICLE 6
Programs and Activities
§1371**

Topic	Recreation and Exercise
Date	May 18, 2016
Policy	Probation staff shall provide youth with the opportunity for recreation and exercise.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 6, Section 1371, Recreation and Exercise
Definitions	None
Procedure	<p>A. <u>General Procedures</u></p> <ol style="list-style-type: none">1. The intent of Recreation, Programs and Exercise is to maximize the amount of time youth are out of their rooms and not confined to their bed in a dormitory setting.2. Staff shall provide the opportunity for at least three hours of recreation and exercise per day on school days, which shall include one hour of an outdoor activity, weather permitting. On non- school days and weekends, staff shall provide the opportunity for five hours of recreation and exercise, which shall include one hour of an outdoor activity, weather permitting.3. Programs shall include social awareness programs as outlined in Section 1378.4. The recreation and exercise activity schedule shall be posted on the living units or sections.5. Staff shall maintain line of sight supervision of all youth during recreation and exercise. Staff shall orient the youth to the activity and offer coaching where appropriate.6. Recreation and exercise shall not be used as a form of discipline. Deprivation of recreation and exercise shall not be used as a form of discipline. Failure to participate in recreation and exercise shall not be grounds for discipline.7. In the event that the youth refuses to participate in the recreation or exercise, staff shall make reasonable attempts to provide for an alternate activity. Staff shall note the refusal to participate in the unit or facility log.

8. YSC staff may not participate in recreation and exercise. Camp staff may participate in recreation and exercise as long as it does not compromise safety and security.
9. Recreational and exercise opportunities for female and male youth shall be equivalent although they need not be the same.

B. Recreation

1. Youth shall have access to at least one hour daily of unscheduled recreational activities that may include, but not limited to: access to approved reading materials, films, videos, television, radio, music and games.
2. The Director of the facility may suspend access to recreation for a period not to exceed 24 hours.
3. Staff shall accommodate youth with physical, mental, or developmental disabilities.

C. Exercise

1. All youth, including youth on discipline, shall have the opportunity for one hour of outdoor large muscle activity per day, weather permitting. In the event that weather does not permit outdoor activity, youth shall have the opportunity for one hour of indoor large muscle activity daily.
2. Staff shall ensure that youth appropriately wear necessary protective equipment during exercise.
3. Staff shall monitor youth for signs of injury, illness, or exhaustion and provide for adequate hydration during exercise. Staff shall contact the Medical Unit immediately if any youth sustains an injury, illness, or exhaustion. Staff shall take the direction of Medical Unit staff in modifying a youth's exercise activities in the event that the youth has a medical issue.
4. No staff shall deprive any youth of the required one hour of large muscle activity unless there is a written finding by the facility Director that the youth represents a threat to safety and security.
5. Recreation activities other than exercise may not be substituted for the required one hour of large muscle activity.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16
Director, Camp Kemp: 5/18/16
Director, Juvenile Hall: 5/18/16

Deputy Chief Probation
Officer Institutions Division

May 18, 2016
Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1371, Recreation and Exercise
- Juvenile Hall Policy and Procedure Training Manual §5.6.1, Recreation
- Camp Glenwood Policy and Procedure Manual, §17.3, Recreation and Exercise, n.d.



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

**ARTICLE 6
Programs and Activities
§1372**

Topic	Religious Program
Date	May 18, 2016
Policy	Probation staff shall provide access to religious services, counseling, and instruction.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 6, Section 1372, Religious Program
Definitions	<u>Chaplaincy Board</u> : A group of volunteer clergy that maintains and coordinates the rotational schedule of religious services at Probation facilities in cooperation with the Chaplain.
Procedure	<ol style="list-style-type: none">1. All youth shall have the right to religious programming, counseling, and/or instruction at least once per week, including services and access to clergy.2. Youth shall have the right to provision of a religious diet.3. Youth on disciplinary status shall have the right to religious services, although special provisions may need to be made to accommodate the youth.4. Youth of all religious faiths shall have the right to religious programming in their given faith.5. Special clergy visits shall be scheduled at a time and location such that staff can maintain the safety and security of the facility and such that youth can participate in mandated activities such as school and meals. Clergy shall be afforded the same visiting rights of attorneys and mental health clinicians.6. Communication between clergy and youth shall be subject to the confidentiality regulations of state law.7. Youth may have religious material or items in their personal space unless staff determine that the material presents a safety and security risk. Staff shall pre-screen such material.8. Should religious programming conflict with maintaining the safety and security of the facility, staff shall notify the facility Director.9. Participation in religious programming and/or counseling shall be voluntary. Youth

choosing not to participate in religious programming or counseling shall not be penalized and shall have other programming available during that time. Youth who attend religious services shall not be given incentives or special privileges.

10. Religious representatives wishing to present services at a facility shall send a request in writing to the Director of the facility. The Director of the facility shall determine if there is a constituency of youth from that denomination. The Director, in cooperation with the Chaplain, shall interview the representative, ensure that they are certified or approved by their religious organization, and ascertain their ability to work with a correctional population. If the Director approves the request, the representatives shall undergo criminal background checks (fingerprinting). When the representative has been cleared, the Director shall forward their name and contact information to the Chaplaincy Board, which shall add the group to the rotational schedule.
11. Clergy or those presenting religious services shall comply with the facility's policies, procedures, and rules.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

Deputy Chief Probation Officer
Institutions Division

May 18, 2016
Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1372, Religious Programs
- Juvenile Hall Policy and Procedure Training Manual §5.9.1, Religious Programs
- Camp Glenwood Policy and Procedure Manual, §17.5, Religious Programming



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

**ARTICLE 6
Programs and Activities
§1373**

Topic	Work Program
Date	May 18, 2016
Policy	Probation work programs shall contribute to a youth's overall treatment goals.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 6, Section 1373
Definitions	<p><u>Work Crew</u>: A group of youth who participate in maintaining a facility through beautification efforts.</p> <p><u>Youth Helper Program</u>: Youth in Juvenile Hall who contribute to housekeeping, grounds keeping, or other regular tasks.</p>
Procedure	<ol style="list-style-type: none">1. Participation in work crews, the Youth Helper Program, or other work program shall be meaningful, constructive, and related to vocational training or increasing a youth's sense of responsibility. Work programs shall be designed to contribute to a youth's overall treatment goals.2. Youth shall not participate in activities that are non-functional, degrading, or unnecessary. Youth work programs shall not violate child labor laws. Youth shall not participate in providing security for the facility. Youth shall not participate in healthcare-related activities.3. Youth shall not be forced to participate in a work program.4. Participation in a work program shall be at the discretion of staff, and shall not present a safety and security issue.5. Work programs shall not interfere with mandated programming or activities such as school, religious services, healthcare, mental health counseling, hygiene, or sleep.6. Staff shall not put a youth in a position of authority over another youth.7. Youth shall not participate in a work program that functions as a substitute for existing and budgeted County staff.

8. Staff shall orient youth to the work program and train them on the work tasks. Staff shall ensure that youth are trained in the use of any tools related to a work program. Staff shall ensure that youth are appropriately wearing all safety equipment and special clothing when participating in the work program.
9. Staff shall supervise youth during the work program.
10. Staff shall make provisions for breaks, meals, and hydration. Staff shall monitor youth for signs of illness or exhaustion.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

Deputy Chief Probation Officer
Institutions Division

May 18, 2016
Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1373, Work Program
- Juvenile Hall Policy and Procedure Training Manual §5.4.1, Youth Helper Program
- Camp Glenwood Policy and Procedure Manual, §17.4, Work Program, n.d.



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

**ARTICLE 6
Programs and Activities**

§1374

Topic: Visiting

Date: April 7, 2016

Policy: Probation staff shall provide youth with the opportunity to visit with guardians and/or other authorized persons.

Reference: Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 6, Section 1374, Visiting

Definitions: Guardian: The parent, guardian, step-parent or person standing in loco parentis.

Other Authorized Persons: Persons approved by the Institution Services Manager (ISM), Director of Institutions, Probation Officer, or Court for visiting with a youth.

Professional visitors: Persons providing services to youth such as mental health therapists, school personnel, healthcare providers and approved clergy.

- Procedures**
1. Procedures in this section shall not apply to visiting by attorneys or legal agents.
 2. All visiting schedules and procedures shall take into consideration the safety and security of the youth, staff and visitors.
 3. The Director of Institutions shall designate the visiting hours. A handout specifying visiting days, times, allowed and prohibited items and general information shall be provided to visitors.
 4. Youth are entitled to two, one hour visits per week from Sunday to Saturday.
 5. The youth's Probation Officer shall approve those persons who may visit. Only persons on the visiting list may visit the youth. Probation Officers may request visiting for a youth with their children as appropriate.
 6. A youth may refuse a visit and shall not be disciplined for it.
 7. Non-contact visits shall be limited to instances when a contact visit would present a risk to safety and security.

8. All visitors requesting to enter the Youth Services Center must provide proper identification, walk through a metal detector and have all belongings searched (refer to section 1360 Searches).
9. Juvenile Hall staff shall:
 - a. supervise visiting, but not monitor conversations unless there is a security concern or need
 - b. end any visit that presents a risk to the safety and security of the youth, staff, other visitors or the institution
 - c. search the youth and visiting area at the conclusion of the visit
10. DPOs may request special visits for individuals other than parents or legal guardians. The visit should support the DPO's overall case plan. Only the Director of Institutions or an ISM may approve the special visit.
11. Court ordered special visits will be accommodated.
12. If a parent/guardian is a registered sex offender, or would pose a safety threat to any youth, visits with that parent/guardian will be conducted when there are no other visitors or other youth in the visiting area.
 - a. DPO to notify Institutions Director of need for a special visit plan need
 - b. Institutions Director to work with Admissions on plan for visiting
 - c. Institutions Director to note in youth's file about need for special visiting plan
 - d. DPO to notify parent of special visiting plan
 - e. Institutions Director to notify Admissions Reception of special visiting plan

Personal Visits:

1. Parents and/or guardians can visit as long as they are listed in the Department's case management system.
2. Relative employees must notify the Deputy Chief of Institutions pursuant to departmental policy B. 22 if they are related to any youth in custody. A Relative Employee may only visit the youth during visiting hours and such visits are considered personal visits. If the relative employee is not a parent or guardian, a visiting request form from the supervising DPO must be submitted and the visits must be approved by the Director of Institutions or an ISM. A relative employee is prohibited from visiting with a relative youth anywhere other than in a visiting room.
3. Any employee wishing to visit a non-relative youth (e.g., God child, neighbor, family friend) in custody must make a request through the assigned DPO and the visits must be approved by the ISM or Director of Institutions. All non-relative employee visits must be made during visiting hours and are considered personal visits. A non-relative employee is prohibited from visiting with a non-relative youth anywhere other than in a visiting room.

Last Visits:

1. When a youth has been committed to DJJ, a long-term placement program or an adult facility, they will be granted one family visit if:

- a. The youth's anticipated length of commitment exceeds 120 days
- b. The commitment or placement is out-of-state
- c. The commitment or placement is more than 100 miles from this County
2. The DPO completes a last family visit form and indicates who will be visiting and that they are cleared. The Juvenile Hall Director approves the family visit
3. The maximum number of visitors allowed is six. The visitors requesting admittance will be screened and must meet the following criteria:
 - a. With the exception of siblings, all visitors must be over the age of 18.
 - b. With the exception of minor siblings, all visitors must present valid photo identification

Professional Visits

1. Attorneys and their agents, as well as a Court Appointed Special Advocate (CASA) may visit at any time with the understanding that due to operational issues, unscheduled visits may be delayed. All other professional visits must take place during professional visiting hours.
2. All county employees with a professional interest in the youth may visit without prior approval during professional visiting hours.
3. All non-county employees and clergy members with a professional interest in the youth must have an approved request on file prior to visiting.
4. All professional visitors must present proper photo identification (ID and/or BAR Card) and sign the Visitor Log Book located at the Reception Desk.
5. There is no time limit on professional visits or the number of professional visits a youth can receive, as long as they don't interfere with safety and security.
6. Youth may be searched after professional visits if a safety or security risk is present.

Attachments: Visitor Handout/Rules

REVIEWED AND APPROVED

Director, Camp Glenwood: 4/4/16

Director, Camp Kemp: 4/4/16

Director, Juvenile Hall: 4/4/16

 Deputy Chief Probation Officer May 18, 2016
 Institutions Division Date

This policy replaces the following policies and procedures:

- Institution Division Policy and Procedure Manual 2009, §1374, Visiting
- Juvenile Hall Policy and Procedure(s) 2006, Subject 5.7.3, Personal Visits
- Juvenile Hall Policy and Procedure(s) 2006, Subject 5.7.4, Professional Visits
- Juvenile Hall Policy and Procedure(s) 2006, Subject 5.7.5, Special Visits
- Juvenile Hall Policy and Procedure 2005, Policy 15.3, Juvenile Visiting



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

**ARTICLE 6
Programs and Activities
§1375**

Topic	Correspondence
Date	May 18, 2016
Policy	Probation staff shall ensure that youth have access to incoming and outgoing mail and that such mail is in accordance with laws and the facility's policies.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 6, Section 1375, Correspondence
Definitions	<u>Privileged mail</u> : Letters and correspondence to and from federal, state, and local courts; attorneys; public officials; or other officials or agencies charged with the administration of justice.
Procedure	<ol style="list-style-type: none">1. All mail shall enter the facility through the postal service. Visitors shall not give mail to youth.2. Staff shall not limit the volume of mail that youth may send or receive.3. Youth may send two letters per week postage free.4. Youth shall have unlimited postage paid for privileged mail and legal correspondence.5. Youth shall only send mail to or receive mail from an adult or juvenile correctional facility if the correspondence is approved by an Institutions Services Manager and the youth's Probation Officer. The approval shall be placed in the youth's file.6. Staff may <u>scan</u> a random sample of correspondence to detect any safety and security concerns, and to remove any contraband, cash, checks, money orders, or other prohibited items. In the case that the mail contains cash in an amount larger than \$10, staff shall follow the procedures in Section 1350, Admittance Procedures regarding cash management through fiscal services. Other items shall be placed in the youth's personal property and logged on the Personal Property Inventory Sheet. Staff shall notify the youth that the items were included with their personal property.7. Staff may <u>read</u> incoming and outgoing mail other than privileged mail when there is reasonable cause to believe that the safety and security of the youth, other youth, staff, visitors, or the public is endangered. These circumstances include, but are not

limited to:

- a. Advocating the direct furtherance of a specific criminal act or acts;
- b. Advocating or encouraging specific acts of violence or physical harm to a person or persons;
- c. Advocating plans for escape;
- d. Mentioning other specific youth in custody;
- e. Promoting gang activities; or
- f. Sending or receiving contraband.

Staff must obtain the approval of an ISM or lead staff person prior to reading mail. Staff shall document in the unit or facility log and through an Incident Report that they are reading a youth's mail and the reasons for the exigent circumstances. Staff shall notify the youth's Probation Officer of these circumstances. Where appropriate, such mail shall be handled as a criminal matter.

8. A staff member who suspects that privileged mail contains contraband shall only open such correspondence in the presence of the youth. Should the mail contain contraband, the staff member shall notify an ISM and the youth's Probation Officer. (See Section 1377, Access to Legal Services.)
9. Materials that are lawful outside of an institutional facility but are not allowed or are considered contraband in the facility shall either be returned to the sender or retained with the youth's property and returned at release. Staff shall consult with an ISM or lead staff person about whether the material should be returned or put with the youth's personal property. Staff shall document any addition to the youth's property on the Property Inventory Sheet. Staff shall note in the log and inform the youth that the property was received and its disposition.
10. In any case, incoming or outgoing mail shall not be held for longer than 24 hours excluding holidays and weekends.
11. When possible, mail arriving after a youth's release shall be forwarded to the youth unopened. In the case that there is no forwarding address for the youth, staff shall return the letter to the sender or notify the youth's Probation Officer.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

Deputy Chief Probation Officer

May 18, 2016

Institutions Division

Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1375, Correspondence
- Juvenile Hall Policy and Procedure Training Manual §5.7.1, Mail, 6/5/06
- Camp Glenwood Policy and Procedure Manual, §18.1, Juvenile Correspondence, n.d.



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

**ARTICLE 6
Programs and Activities
§1376**

Topic	Telephone Access
Date	May 18, 2016
Policy	Probation staff shall allow youth to use the telephone to maintain contact with guardians, legal representatives, and appropriate service providers.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 6, Section 1376
Definitions	<u>Guardian</u> : The parent, guardian, or person standing in loco parentis.
Procedure	<ol style="list-style-type: none">1. The youth shall submit a list of requested telephone contacts. The list shall be reviewed by lead staff and approved by the youth's Probation Officer.2. Telephone use shall not interrupt the youth from receiving mandatory services.3. Staff shall determine how long the youth may talk on the phone, except in the case of calls to legal representatives, which may be of any length.4. Staff shall monitor youth while they are using the telephone except in the case that the youth is talking to a legal representative or clergy.5. Staff may terminate or disallow any phone calls if such calls represent a risk to safety and security.6. Staff shall notify the lead staff person and the youth's Probation Officer if the youth improperly uses the telephone. Staff shall complete an Incident Report in the event of improper use of the telephone. (See §1362, Reporting of Incidents).7. Staff shall allow youth to make emergency calls (as indicated by the youth's Probation Officer) or court-ordered calls indicated in the Court Memorandum.8. Calls to legal representatives, emergency calls, and court-ordered calls shall be noted in the unit or facility log. Staff shall note whether the call was completed or not.9. Staff shall ensure that incoming calls have been placed by individuals on the youth's approved phone list or that they are a legal representative. Staff shall log incoming calls in the unit or facility log book.10. Other sections of the Policy and Procedure Manual that include procedures relating to telephone use include: §1350 Admittance Procedures, §1377 Access to Legal Services

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

Deputy Chief Probation Officer
Institutions Division

May 18, 2016

Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1376, Telephone Access
- Juvenile Hall Policy and Procedure Training Manual §5.7.2, Youth Telephones
- Camp Glenwood Policy and Procedure Manual, §18.2, Telephone Access, n.d.



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

**ARTICLE 6
Programs and Activities
§1377**

Topic	Access to Legal Services
Date	May 18, 2016
Policy	Probation staff shall ensure the rights of youth to have access to the courts and legal services.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 6, Section 1377, Access to Legal Services
Definitions	<u>Privileged mail</u> : Letters and correspondence to and from federal, state, and local courts; attorneys; public officials; CASA representatives; or other officials or agencies charged with the administration of justice.
Procedure	<ol style="list-style-type: none">1. Staff shall afford youth unlimited and confidential access to licensed attorneys and their authorized representatives in person, through the mail, and via phone.2. Staff shall ensure that youth who are submitting mail addressed to legal or public authorities seal the envelope prior to giving it to staff.3. A staff member who suspects that privileged mail contains contraband shall notify an ISM, who shall notify the youth's Probation Officer. Such mail shall only be opened in the presence of the youth.4. Youth shall have unlimited postage paid for privileged mail and legal correspondence, and shall have unlimited free telephone access for legal consultation.5. Staff shall allow youth to make any phone calls ordered by the Juvenile Court. Staff shall ensure that the phone calls are made to the individuals listed in the Court Memorandum.6. Staff shall allow youth to have legal papers and materials in their room, lockers, or drawers unless it presents a safety concern. Should staff have a safety concern related to legal materials, staff shall notify an ISM, who shall contact the youth's Probation Officer.7. Staff shall note legal visits, calls, and mail in the unit or facility log.8. Staff shall allow youth access to legal services while maintaining the safety and

security of the youth, the attorney, staff, and other youth.

9. Staff shall not in any way provide advice to youth that could be perceived as legal advice.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16
Director, Camp Kemp: 5/18/16
Director, Juvenile Hall: 5/18/16

Deputy Chief Probation Officer
Institutions Division

May 18, 2016
Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1377, Access to Legal Services
- Juvenile Hall Policy and Procedure Training Manual §5.7.1, Mail, 6/5/06
- Juvenile Hall Policy and Procedure Training Manual §5.7.2, Youth Telephones, 6/12/06
- Juvenile Hall Policy and Procedure Training Manual §5.7.4, Professional Visits, 6/20/06
- Camp Glenwood Policy and Procedure Manual, §12.1, Legal Rights of Juvenile – Access to Legal Services, n.d.



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

**ARTICLE 6
Programs and Activities
§1378**

Topic	Social Awareness Program
Date	May 18, 2016
Policy	Probation shall provide youth held in facilities with programs designed to promote social awareness and reduce recidivism.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 6, Section 1378, Social Awareness Program
Definitions	None
Procedure	<ol style="list-style-type: none">1. The facility Director shall implement programming designed to promote social awareness and reduce recidivism. Programming shall meet the individual needs of male and female youth, as well as older and younger youth. The type of programming shall take into account the profile of risks and needs of youth in the facility.2. The facility Director shall approve all new social awareness programs. The facility Director shall consider whether the program meets the risk and needs of youth who would be served by the program. All new programs shall have a written plan and/or curriculum prior to implementation. New programming shall be scheduled in a time that does not conflict with mandatory services and youth rights such as sleep, meals, or education.3. All staff involved in the delivery of the social awareness program shall receive appropriate training.4. The facility Director, in collaboration with the Principal of Court Schools of the San Mateo County Office of Education, shall conduct an annual review of social awareness programming. The review shall evaluate whether the programming is current, consistent, and relevant to the population. The facility Director and the Principal of Court Schools shall revise program curricula as indicated by the review.

The facility Director supervises the application of relevant policies and procedures. The facility Director is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

Deputy Chief Probation Officer
Institutions Division

May 18, 2016

Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1378, Social Awareness Program
- Juvenile Hall Policy and Procedure Training Manual §5.1.1, Youth Programs, 6/14/06
- Camp Glenwood Policy and Procedure Manual, §9.14, n.d.



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

**ARTICLE 7
Discipline
§1390**

Topic	Discipline
Date	May 18, 2016
Policy	Staff shall apply appropriate disciplinary actions to promote acceptable behavior among youth
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 7, Section 1390, Discipline
Definitions	None
Procedure	<ol style="list-style-type: none">1. Discipline shall be imposed at the least restrictive level which promotes the desired behavior.2. Discipline shall not include corporal punishment, physical or psychological degradation, or use of restraint.3. Discipline shall not include deprivation of:<ol style="list-style-type: none">a. bed and bedding;b. daily shower, access to drinking fountain, toilet and personal hygiene items, and clean clothing;c. full nutrition;d. contact with parent or attorney;e. exercise;f. medical services and mental health counseling;g. religious services;h. clean and sanitary living conditions;i. the right to send and receive mail; andj. education.4. Discipline shall not include group punishment, where a group of uninvolved youth are denied programming or treatment due to the actions of one or more youth except when the safety and security of the unit and/or facility may be in jeopardy. Necessary measures to maintain the safety and security of the facility and youth shall not be considered group punishment. Denial of special privileges that are not programming or treatment is not considered group punishment.5. The youth rules for Probation institutions are contained in an attachment to this policy.

6. The definitions and penalties for major and minor rule violations are contained in Section 1391 of this manual.
7. Staff shall follow policy §1353 – Orientation and provide all youth with a copy of the Youth Handbook (Juvenile Hall, Camp Glenwood) or Passport (Camp Kemp) upon their admission to the facility. Staff shall review the manual’s facility rules with the youth, regardless if the youth has previously been admitted to the facility.
8. The disciplinary policy shall be reviewed by facility Directors on a yearly basis.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16
 Director, Camp Kemp: 5/18/16
 Director, Juvenile Hall: 5/18/16

 Deputy Chief Probation Officer
 Institutions Division

May 18, 2016
 Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1390, Discipline
- Juvenile Hall Policy and Procedure Training Manual §3.3.5, Discipline, 6/14/06
- Juvenile Hall Policy and Procedure Training Manual §3.4.1, Removal from Program, 6/16/06
- Camp Glenwood Policies and Procedures, §11.1, Discipline, n.d.



San Mateo County Probation Department Facility Rules Youth Services Center • Camp Glenwood • Camp Kemp

Staff must read the Facility Rules aloud and give a written copy of Rules to youth.

Youth in San Mateo County's juvenile justice facilities are required to follow the rules listed below. Ask a staff person for help if you do not understand them or have questions. If you do not follow the rules and reasonable staff directions, you will face consequences and discipline. Reasonable staff directions are those that do not physically or emotionally abuse you.

General

1. You must obey all Federal, State, and local laws and regulations during your stay. You will receive a new charge or charges if you commit a crime.
2. ***Assault on staff or other youth is a crime.*** All staff are Peace Officers while on duty.
3. You must go to school or have education, and must attend all programs.
4. If you have a good attitude and follow the rules, you can earn certain privileges.
5. If you have a problem with someone else, tell a staff person. Do not handle it yourself.
6. You have the right to file a complaint (a "grievance") about any aspect of your care. Staff will show you where to find the grievance forms on your living unit.

Behavior

7. Do not argue or talk back to staff.
8. Do not abuse or try to abuse staff or youth.
 - a. No inappropriate touching or contact, even if you are playing.
 - b. No fighting, hitting, kicking, slapping, or shoving.
 - c. No bullying, threatening, or verbal abuse.
 - d. No hitting others with body fluids (spit, urine).
9. Do not hurt yourself or attempt to hurt yourself. If you feel like hurting yourself or someone else, ask a staff member to talk to a mental health counselor right away.
10. No gang activity such as signs, tagging, writing, or communication. Unless approved by a staff person, do not talk about being in a gang or gang activities.
11. Do not mark, damage, or destroy anything in or part of the buildings. This includes things that belong to the facility, belong to staff or another youth, or belong to you. Do not chip paint, or tear sheets or clothing.
12. No stealing, borrowing, or trading of things.
13. You can only use the telephone if a staff person says you can and watches you.
14. No swearing, inappropriate language, obscene or sexual comments, or hand or face movements/gestures.
15. No talking at meals until everyone is sitting down and food is passed out. Use good table manners. Do not take extra food or stand up without permission from staff.
16. No loud or disruptive behavior. Do not talk or yell between sleeping rooms or in the dorm.
17. Do not touch door bolts, locks, fire extinguishers, or cabinets. This is a security violation, and you may be transferred to a restricted program in Juvenile Hall.
18. Do not gamble, bet, or make wagers with other youth.

Moving

- 19. Before you move from place to place, raise your hand and ask a staff person for approval. You must have approval to stand up, leave a room, enter a different area, or go to the bathroom.
- 20. When moving between areas, stay in line. Do not talk with others.
- 21. When you leave your sleeping area, make sure that your bed is made, trash is picked up, and your books and papers are neatly stacked, in your locker, or in your drawers.
- 22. Do not go into another person’s room or near another person’s sleeping area unless a staff person tells you to.

Safety

- 23. If there is an emergency, stop what you are doing and let a staff person know. Listen carefully for what staff want you to do.

Contraband

- 24. Staff must look over and approve any things or materials you have. Things that are not inspected and approved are considered “contraband.” Having contraband in a facility is a crime.
- 25. You must allow staff to search you, your room/sleeping area, and your things during your stay.
- 26. No illegal drugs or equipment people use when taking drugs. You can only take or have legal drugs if a nurse or staff person gives them to you and watches you take them.
- 27. No smoking materials. No cigarettes, matches, lighters, smoking papers, or other smoking items.
- 28. No tattooing or tattoo equipment.
- 29. No sexual magazines, pictures, or materials.

Additional rules for Juvenile Hall only

- 30. *When moving around in Juvenile Hall, you must have your hands behind your back, your shoulder against the wall, and your eyes straight ahead.*
- 31. *When you are in your sleeping room, close the door so it locks.*
- 32. *If you hear “Code Blue,” “Code Yellow,” or “Code Orange” on a staff radio or intercom, go immediately to your room. If you are not on your living unit, follow staff directions carefully.*

Staff will tell you other rules during your stay.

I understand these rules. I understand that I have the right to file a grievance about my care. I have received a Youth Handbook with orientation materials and a staff member has reviewed it with me.

Name of youth	Signature of youth	Date
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Name of staff	Signature of staff	Date
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FILE IN YOUTH FILE



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

**ARTICLE 7
Discipline
§1391**

Topic	Discipline Process
Date	May 18, 2016
Policy	Staff shall provide a fair and equitable process of discipline for rule violations.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 7, Section 1391, Discipline Process
Definitions	None
Procedure	<ol style="list-style-type: none">1. Any Group Supervisor, teacher, Institutions Services Manager, or Director may impose discipline.2. Staff are prohibited from delegating the responsibility for discipline to any youth, volunteer, or support staff person.3. Whenever discipline is applied, staff shall issue a Disciplinary Due Process Ticket. All tickets shall be reviewed by a lead staff person. If immediate issuance of a Disciplinary Due Process Ticket would present a safety and security issue, then staff shall issue the Ticket as soon as the issue is resolved.4. A youth may appeal discipline through the grievance process.5. Minor rule violations generally include those that do not have an impact on the safety, security, or efficiency or operation of the facility and its personnel, staff, and/or youth. Minor rule violations may result in informal counseling or a “cooling off” time away from other youth for a maximum of 30 minutes, both of which are not considered discipline. Minor rule violations may also result in disciplinary actions such as loss of privileges, loss of behavior points, or a period of less than 24 hours of room restriction in Juvenile Hall.6. Major rule violations generally include those that have an impact on the safety, security, or efficiency or operation of the facility and its personnel, staff, and/or minors. Major rule violations may result in loss of privileges, loss of behavior points, or any length of room restriction in Juvenile Hall.7. In the case of major rule violations that result in a period of segregation for 24 hours

or longer, an Institutions Services Manager not involved in the incident shall hold a hearing during which the youth may present evidence and testimony. The youth shall be provided with written notice of the violation prior to the hearing and shall have the opportunity to have staff assistance. The results of the hearing shall be reviewed by the Director of the facility.

8. Staff shall complete an Incident Report documenting any major rule violation (see Section 1362, Reporting of Incidents).

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

Deputy Chief Probation Officer
Institutions Division

May 18, 2016
Date

This policy replaces:

- Institutions Division Policy and Procedure Manual 2009, §1391, Discipline Process
- Juvenile Hall Policy and Procedure Training Manual §3.3.5, Discipline, 6/14/06
- Juvenile Hall Policy and Procedure Training Manual §3.4.1, Removal from Program, 6/16/06
- Camp Glenwood Policies and Procedures, §11.1, Discipline, n.d.



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

**ARTICLE 10
Clothing and Personal Hygiene
§1480**

Topic	Standard Facility Clothing Issue
Date	May 18, 2016
Policy	Facility staff shall provide for adequate clothing that is clean and appropriate to the weather.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 10, Section 1480
Definitions	None
Procedure	<ol style="list-style-type: none">1. The facility Director and Institutions Services Managers shall ensure that youth who are in a facility are issued institutional clothing and footwear that are clean, reasonably fitted, durable, easily laundered, and in good repair.2. Youth shall be issued socks, appropriate footwear, outer garments, and undergarments that are free of stains. Youth shall be provided with fresh undergarments every day. Should a youth's clothing become dirty or contaminated, staff shall issue the youth clean clothing. Staff shall place contaminated clothing in a clearly-labeled plastic bag and shall notify the ISM-OD.3. Youth shall be supplied with clothing that is appropriate to indoor and outdoor environments.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16
Director, Camp Kemp: 5/18/16
Director, Juvenile Hall: 5/18/16

Deputy Chief Probation Officer
Institutions Division

May 18, 2016
Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1480, Standard Facility Clothing Issue
- Juvenile Hall Policy and Procedure Training Manual, §4.3.4, Laundry



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

**ARTICLE 10
Clothing and Personnel Hygiene
§1481**

Topic	Special Clothing
Date	May 18, 2016
Policy	Probation staff shall provide special clothing or protective equipment or items appropriate to the activities in which the youth participate.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 10, Section 1481, Special Clothing
Definitions	None
Procedure	<ol style="list-style-type: none">1. Staff shall provide special clothing or protective equipment for work assignments or other activities that are potentially injurious. These items include, but are not limited to, latex or work gloves, shoes, boots, knee pads, helmets, sports equipment and protective gear, face masks, and eye shields. Clothing shall be appropriate to the environment of the activity.2. Staff shall not assign youth to potentially injurious activities without proper protective equipment. Staff shall not assign youth to activities that pose a risk to a youth's safety even if protective equipment is worn or utilized.3. Prior to youth participating in an activity, staff shall evaluate what special clothing or safety equipment is required. If necessary clothing or equipment is not available at the facility, staff shall notify an ISM of the need to order such items.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

Deputy Chief Probation Officer
Institutions Division

May 18, 2016
Date



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

**ARTICLE 10
Clothing and Personnel Hygiene
§1482**

Topic	Clothing Exchange
Date	May 18, 2016
Policy	Staff shall allow youth to exchange clothing on a regular basis.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 10, Section 1482, Clothing Exchange
Definitions	None
Procedure	<ol style="list-style-type: none">1. Staff shall provide for youth to exchange outer garments at least once per week. Staff shall provide for youth to exchange undergarments and socks on a daily basis. Staff shall allow youth to exchange clothing more frequently if indicated by activities, illness, excessive soiling, or other reasons. Staff shall allow youth to exchange footwear that is excessively soiled or worn.2. Staff shall transport or supervise the transportation of soiled laundry to the laundry room (Juvenile Hall and Camp Kemp) or laundry area (Camp Glenwood). Housekeeping staff shall arrange for the transportation of some or all youth bedding and clothing at the Camps to and from Juvenile Hall laundry facilities.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

Deputy Chief Probation
Officer Institutions Division

May 18, 2016
Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1482, Clothing Exchange
- Juvenile Hall Policy and Procedure Training Manual §§4.3.4, Laundry



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

**ARTICLE 10
Clothing and Personnel Hygiene
§1483**

Topic	Clothing, Bedding, and Linen Supply
Date	May 18, 2016
Policy	Probation management shall ensure that clothing, bedding, and linen are available to meet the needs of the facility.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 10, Section 1483, Clothing, Bedding, and Linen Supply
Definitions	None
Procedure	<ol style="list-style-type: none">1. Probation staff shall monitor the clothing, bedding, and linen supply, and shall notify an ISM if additional items need to be purchased. Staff shall only purchase items with the approval of an ISM or the facility Director. Probation managers shall ensure that funds are available in the Department's budget for the items, and if not, shall contact the Fiscal Office Specialist or Deputy Director of Administration. Staff shall comply with County purchasing requirements regarding the acquisition of items as outlined in the County Purchasing Manual. Staff shall only use approved County vendors.2. Staff shall transport or supervise the transportation of soiled laundry to the laundry room (Juvenile Hall and Camp Kemp) or laundry area (Camp Glenwood). Housekeeping staff shall arrange for the transportation of some or all youth bedding and clothing at the Camps to and from Juvenile Hall laundry facilities. Housekeeping staff shall launder items or facilitate laundering through a contracting agency. The Deputy Chief Probation Officer of the Administration Division shall ensure that the agency has been selected through an approved Request for Proposals process, unless approval for a sole source contract has been obtained from County Purchasing. The Deputy Chief Probation Officer of the Administration Division shall ensure that a contract has been approved by the County prior to the start of services.3. Soiled clothing, bedding, and linen shall be kept separate from clean items in the exchange and storage of items. Clean clothing, bedding, and linen shall be kept in the storage closets allocated for this purpose.4. Staff shall use latex gloves to place items that are soiled with potentially

infectious materials or contain vermin in a plastic bag that is clearly marked “contaminated” and shall contact an ISM regarding the disposal of such items. The ISM shall ensure that such items are contained in a sealed container. The ISM shall contact Housekeeping staff, who shall work with trash disposal authorities regarding the disposal of biohazard materials and medical waste.

5. Housekeeping staff shall ensure that items are laundered at an appropriately high temperature and with an appropriate amount of laundry soap and bleach, where appropriate, to kill any potentially infectious agents that have not been identified by staff.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

Deputy Chief Probation Officer
Institutions Division

May 18, 2016
Date



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

**ARTICLE 10
Clothing and Personnel Hygiene
§1484**

Topic	Control of Vermin in Youth’s Personal Clothing
Date	May 18, 2016
Policy	Probation staff shall take precautions to control the contamination and/or spread of vermin in youth personal clothing.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 10, Section 1484, Control of Vermin in Minors’ Personal Clothing
Definitions	<u>Vermin</u> : Insects or rodents that may carry disease.
Procedure	<ol style="list-style-type: none">1. Admissions staff shall inspect the clothing of incoming youth for vermin. Should vermin be detected, Admissions staff shall immediately notify the ISM-OD and the Medical Unit. Medical staff shall examine and treat the youth. Staff shall use latex gloves to place items that contain vermin in a sealed plastic bag or container that is clearly marked “contaminated.” Staff shall notify the youth’s parent or guardian to pick up the clothing.2. All staff shall monitor youth clothing and rooms for potential vermin. Staff who detect or suspect vermin in an area shall immediately notify the ISM-OD, the Medical Unit, and Housekeeping staff. Staff shall prevent youth from entering the area of contamination. Medical staff shall examine and treat the youth. Housekeeping staff shall collaborate with the Medical Unit and, as indicated, County Environmental Health on the decontamination of the area and extermination of pests.3. Staff shall use latex gloves to place items that contain vermin in a sealed plastic bag or container that is clearly marked “contaminated.” Housekeeping staff shall work with trash disposal authorities regarding the disposal of vermin-infested items.4. Staff shall ensure that youth bedding is changed at least once per week. Staff shall ensure that youth mattresses are cleaned and disinfected according to the product recommendations.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16
Director, Camp Kemp: 5/18/16
Director, Juvenile Hall: 5/18/16

Deputy Chief Probation Officer
Institutions Division

May 18, 2016
Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1484, Control of Vermin in Minors' Personal Clothing
- Juvenile Hall Policy and Procedure Training Manual §2.5.5, Pest Control



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

**ARTICLE 10
Clothing and Personnel Hygiene
§1485**

Topic	Issue of Personal Care Items
Date	May 18, 2016
Policy	Probation staff shall provide youth with adequate bathing and hair care articles to maintain acceptable standards of personal hygiene.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 10, Section 1485, Issue of Personal Care Items
Definitions	None
Procedure	<ol style="list-style-type: none">1. At admission, staff shall provide youth with a Youth Handbook, which lists the personal hygiene items available to them.2. Youth who are held for over 24 hours shall be provided with a toothbrush, dentifrice, soap, a comb, and access to shaving implements. Youth shall not share personal hygiene items.3. Disposable razors shall be provided for shaving. When disposable razors are used by a youth multiple times, staff shall write the name of the youth on the razor. Youth shall not use electric or double-edged razors. Razors shall be stored and disposed of in an area that cannot be accessed by youth.4. Female youth shall have access to both sanitary napkins and tampons at all times.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16
Director, Camp Kemp: 5/18/16
Director, Juvenile Hall: 5/18/16

Deputy Chief Probation Officer
Institutions Division
May 18, 2016

Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1485, Issue of Personal Care Items
- Juvenile Hall Policy and Procedure Training Manual, §4.3.1, Personal Hygiene Items
- Camp Glenwood Policy and Procedure Manual, §14.2, Personal Hygiene



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

**ARTICLE 10
Clothing and Personnel Hygiene
§1486**

Topic	Personal Hygiene
Date	May 18, 2016
Policy	Probation staff shall allow youth to shower and brush their teeth to maintain acceptable standards of personal hygiene.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 10, Section 1486, Personal Hygiene
Definitions	None
Procedure	<ol style="list-style-type: none">1. Youth shall shower when they are admitted to a facility. If a youth refuses to shower, staff shall complete a Mental Health Memorandum requesting that a mental health staff member talk to the youth.2. Staff shall allow youth to shower at least once per day. If youth are involved in work assignments or exercise, staff shall allow them to shower on a more frequent basis as appropriate. Youth shall obtain permission before showering.3. Staff shall allow youth to brush their teeth after each meal and at bedtime.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

Deputy Chief Probation Officer
Institutions Division

May 18, 2016
Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1486, Personal Hygiene

- Juvenile Hall Policy and Procedure Training Manual, §4.3.2, Youth Showers
- Camp Glenwood Policy and Procedure Manual, §14.2. Personal Hygiene, n.d.



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

**ARTICLE 10
Clothing and Personnel Hygiene
§1487**

Topic	Shaving
Date	May 18, 2016
Policy	Probation staff shall allow youth to shave daily.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 10, Section 1487, Shaving
Definitions	None
Procedure	<ol style="list-style-type: none">1. Staff shall allow both male and female youth with the opportunity to shave daily.2. Youth shall not be permitted to shave their heads or shave in a manner that would be associated with gang activity.3. The right to shave daily may be suspended if a youth's appearance must be maintained for reasons of identification in Court or if the youth is a danger to themselves or others.4. Disposable razors shall be provided for shaving. When disposable razors are used by a youth multiple times, staff shall write the name of the youth on the razor. Youth shall not use electric or double-edged razors. Razors shall be stored and disposed of in an area that cannot be accessed by youth.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

Deputy Chief Probation Officer
Institutions Division

May 18, 2016
Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1487, Shaving
- Juvenile Hall Policy and Procedure Training Manual, §4.3.1, Personal Hygiene Items
- Camp Glenwood Policy and Procedure Manual, §14.2, Personal Hygiene



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

**ARTICLE 10
Clothing and Personnel Hygiene
§1488**

Topic	Hair Care Services
Date	May 18, 2016
Policy	Probation staff shall allow youth monthly access to hair care services.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 10, Section 1488, Hair Care Services
Definitions	None
Procedure	Staff shall not provide youth with a haircut unless the youth's parent or guardian has signed a Haircut Permission Form. If a parent or guardian is not available to sign the form, a youth's Probation Officer may authorize a haircut.

Youth shall have access to hair care services at least once per month.

Youth shall not cut another youth's hair. Parents or guardians are not permitted to cut a youth's hair.

Youth shall not be permitted to shave their heads or cut their hair in a manner that would be associated with gang activity. Staff shall not permit uncommon or rare haircuts.

Staff shall clean and disinfect equipment after each haircut or procedure by a method approved by the State Board of Barbering and Cosmetology (see attachment, http://www.barbercosmo.ca.gov/forms_pubs/pc2001.pdf).

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16
Director, Camp Kemp: 5/18/16
Director, Juvenile Hall: 5/18/16

Deputy Chief Probation
Officer Institutions Division

May 18, 2016
Date

This policy replaces the following policies and procedures:

- Institutions Division Policy and Procedure Manual 2009, §1488, Hair Care Services
- Juvenile Hall Policy and Procedure Training Manual §4.3.3, Hair Care Services
- Juvenile Hall Policy and Procedure Training Manual §14.2, Personal Hygiene

SECTION I

DISINFECTION OF NON-ELECTRICAL AND ELECTRICAL INSTRUMENTS AND EQUIPMENT

Approved Disinfection Techniques

It is a licensee's or potential licensee's responsibility to strictly follow the health and safety regulations adopted by the State Board of Barbering and Cosmetology. Sections 979 and 980 of the Board's Rules and Regulations outline specific procedures to protect the health and safety of consumers of licensed cosmetology establishments and schools. Outlined below are specific steps to help maintain compliance with these regulations.

1. Disinfection of non-electrical instruments

- a. Scrub each implement with a clean brush in a solution of soap and water to remove all organic matter.
- b. Rinse implements thoroughly in clean water.
- c. Pat the implements dry with a clean towel (paper or cloth) to prevent the dilution of the disinfection solution.
- d. Totally immerse in an EPA registered disinfectant with demonstrated bactericidal, viricidal, and fungicidal capabilities according to manufacturer's directions.
- e. Implements must be removed by either gloved hands or clean tongs to prevent contamination of the solution.
- f. Implements should then be rinsed with clean water again and patted dry. At this point in the disinfection process pointed or sharp edged implements should be oiled to prevent rusting and maintain the cutting edge.
- g. Store implements in a clean, covered container until they are used, to prevent contamination.

2. Disinfection of electrical instruments

- a. Removable Parts
 - A. Scrub each removable part with a clean brush in a solution of soap and water to remove all organic matter.
 - B. Rinse removable part thoroughly in clean water.
 - C. Pat the removable part dry with a clean towel (paper or cloth) to prevent dilution of the disinfection solution.

- D. Totally immerse in an EPA registered disinfectant with demonstrated bactericidal, viricidal, and fungicidal capabilities according to manufacturer's directions.
 - E. Removable parts must be removed by either gloved hands or clean tongs to prevent contamination of the solution.
 - F. Removable parts should then be rinsed with clean water again and patted dry.
 - G. At this point in the disinfection process pointed or sharp edged non-removable parts should be oiled to prevent rusting and maintain the cutting edge.
 - H. Store removable parts in a clean, covered container until they are used, to prevent contamination.
- b. All non-removable parts must be disinfected according to manufacturer's directions.
- A. Removal all foreign matter from the clippers, vibrators, or other electrical instruments.
 - B. Commercially prepared disinfectant sprays are available that meet Board requirements for use on non-removable parts which cannot be immersed in a disinfectant container.
- c. The container for disinfecting implements must be clean and large enough to thoroughly immerse (completely cover) all implements placed in the disinfectant solution.
- d. The disinfectant container must be properly labeled as to its contents. The container must be covered to help prevent evaporation as well as product contamination from airborne bacteria
- e. The disinfectant solution must be changed at least weekly or whenever visibly cloudy or dirty. If it becomes contaminated (visibly cloudy or dirty) in less than a week, it must be changed
- f. If the technician is unable to immediately attend to used implements, used implements must be placed into a covered, properly labeled receptacle until such time as disinfection can be accomplished.

NOTE: All disinfectant solutions used must be EPA registered and possess *bactericidal*, *fungicidal*, and *viricidal* capabilities. You will find this information printed on the label if it is an EPA registered disinfectant.

SECTION 2

SANITARY MAINTENANCE AREA PROCEDURES

Purpose: To maintain previously disinfected implements in a sanitary condition while serving the client.

There are two methods which can be used to maintain sanitary conditions in the individual work areas to afford the maximum protection to the client and the technician. There are two acceptable sanitary maintenance areas (S.M.A.'s); one or the other must be used.

NOTE: Due to its porous nature, the orangewood stick cannot be properly disinfected and the technician must cover the end with fresh, clean cotton to avoid contact with the skin.

DRY SANITARY MAINTENANCE AREA

- I. Use a clean paper towel to maintain a sanitary work area
 1. Place previously disinfected implements to be used on this paper towel.
 2. Place the towel and implements on a clean working surface and begin the client service.
 3. Implements to be re-used must be wiped free of lotions, creams, or organic matter prior to returning them to the sanitary maintenance area
 4. At the conclusion of the service the implements must be properly disinfected before re-use, and the paper towel must be disposed of. A sanitary cloth towel may be used in place of paper but should not be confused with the normal table set-up. A separate towel is required

WET SANITARY MAINTENANCE AREA

NOTE: A wet sanitizer may be used for any service. *H* used, it is placed on the individual work station while serving the customer. It should not be confused with the disinfectant container. Use of a wet sanitizer on the work station cannot take the place of approved disinfection techniques outlined on pages 1 and 1.

1. A wet sanitizer is only used after an implement has already been correctly disinfected.
2. Sanitizing solution (sometimes known as holding solutions) placed in a wet sanitizer must completely cover the useable portion of the implements. Fill the container 3/4 of the way leaving only the implements' handle uncovered.
 - a. Holding solutions may be:

- A. An EPA registered disinfectant with bactericidal, fungicidal, and viricidal activity.
 - B. Clean, soapy water.
4. The container must be sanitary and made of plastic *or* glass and be large enough to safely hold all implements to be used for the operation.
 5. Container bottom may contain clean cotton to protect the sharp or pointed tips of the implements to be used.
 6. Implements to be re-used must be wiped free of lotions, creams, or organic matter prior to returning the implement to the wet sanitary maintenance area
 7. The wet sanitizer must be emptied at the completion of each individual client's service. It must be washed with soap and water prior to storage for re-use.
 8. Articles dropped must be picked up with a clean tissue and washed with soap and water, rinsed, disinfected again or, if time does not permit, placed in a properly labeled container for soiled implements.

NOTE: If the hands become soiled they must be re-sanitized by washing with soap and water.



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

**ARTICLE 11
Bedding and Linen
§1501**

Topic	Bedding and Linen Exchange
Date	May 18, 2016
Policy	Probation staff shall allow youth to exchange bedding and linens on a weekly basis.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 11, Section 1501, Bedding and Linen Exchange
Definitions	None
Procedure	<ol style="list-style-type: none">1. Staff shall allow youth to exchange sheets, mattress covers, pillow cases, and towels at least once per week. Staff shall allow youth to exchange bedspreads or blankets at least once per month.2. Staff shall allow youth who soil their bedding because they are ill, because they have incontinence, or for other reasons to exchange their linen more frequently as appropriate. Policies and procedures regarding the handling of linen soiled with body fluids, vermin, or potentially infectious agents are contained in Section 1483, Clothing, Bedding, and Linen Supply.3. In Juvenile Hall, staff may remove the bedding of a youth who presents a danger to themselves pending a mental health consultation. Staff shall follow the directives of mental health staff regarding the provision of bedding to youth with suicide precautions.4. Staff shall never deny bedding to a youth for disciplinary reasons.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16

Director, Camp Kemp: 5/18/16

Director, Juvenile Hall: 5/18/16

Deputy Chief Probation Officer
Institutions Division

May 18, 2016

Date

This policy is a revision of the following policies:

- Institutions Division Policy and Procedure Manual 2009, §1501, Bedding and Linen Exchange
- Juvenile Hall Policy and Procedure Training Manual §4.3.4, Laundry



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

**ARTICLE 12
Facility Sanitation and Safety
§1511**

Topic	Smoke-Free Environment
Date	April 22, 2016
Policy	The use of tobacco products within County facilities or vehicles is prohibited.
Reference	Board of State and Community Corrections, Minimum Standards for Juvenile Facilities (2014), Title 15, Article 12, Section 1511, Smoke-Free Environment. County of San Mateo, Smoking Pollution Control Ordinance.
Definitions	None
Procedure	<ol style="list-style-type: none">1. Staff shall not smoke or use tobacco products in County facilities or vehicles.2. Staff shall only smoke during breaks and in designated areas.3. The County Department of Public Works shall post “no smoking” signs at building entrances.4. Staff shall inform youth of the prohibition of tobacco products during their orientation to the facility.

Institutions Services Managers supervise the application of relevant policies and procedures. Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 4/22/16

Director, Camp Kemp: 4/22/16

Director, Juvenile Hall: 4/22/16

Deputy Chief Probation Officer Institutions Division

April 22, 2016
Date

This policy replaces:

- Institutions Division Policy and Procedure Manual 2009, §1511, Smoke-Free Environment
- Juvenile Hall Policy and Procedure Training Manual §2.3.2, Tobacco-Free Workplace.



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

Prison Rape Elimination Act Policy

Topic	Sexual Abuse Prevention, Detection and Response
Date	May 18, 2016
Policy	The San Mateo County Probation Department has zero tolerance towards all forms of sexual abuse and sexual harassment. The Probation Department (Department) recognizes that prevention of youth sexual assault and abuse is a core component of facility security operations. The purpose of this policy is to outline the Department's approach to prevention, detection, reporting and responding to such conduct. The Department will immediately respond to allegations, fully investigate reported incidents, pursue disciplinary action and refer for investigation and prosecution those who perpetrate such conduct.
Reference	State of Washington Department of Corrections (DOC) Policy (2016), DOC 490.800, Prison Rape Elimination Act (PREA) Prevention and Reporting, Prison Rape Elimination Act 28 C.F. R. Part 115.
Definitions	<p><u>Agency</u>: The San Mateo County Probation Department which has direct responsibility for the operation of all juvenile facilities within the County of San Mateo that confines youth (residents), including the implementation of policy as set by the governing authority.</p> <p><u>Bisexual</u>: A person who is emotionally, romantically, and sexually attracted to both men and women.</p> <p><u>Camp Glenwood</u>: County of San Mateo Juvenile Rehabilitation Facility for boys.</p> <p><u>Camp Kemp</u>: County of San Mateo Juvenile Rehabilitation Facility for girls.</p> <p><u>Contractor/ Contract Worker</u>: A person who provides services on a recurring basis pursuant to a contractual agreement with the agency.</p> <p><u>Employee</u>: A person who works directly for the agency or facility.</p> <p><u>Exigent circumstances</u>: Any set of temporary and unforeseen circumstances that require immediate action in order to combat a threat to the security or institutional order of a facility.</p> <p><u>Facility</u>: A place, institution, building (or part thereof), set of buildings, structure, or area (whether or not enclosing a building or set of buildings) that is used by an agency for the confinement of individuals.</p>

Gay: A person whose emotional, romantic, and sexual attractions are primarily for individuals of the same sex, typically in reference to men.

Gender Non-Conforming: A person whose appearance or manner does not conform to traditional societal gender expectations.

Intersex: A person whose sexual or reproductive anatomy, or chromosomal pattern, does not seem to fit typical definitions of male or female. Intersex medical conditions are sometimes referred to as a disorder of sex development.

Juvenile: Any person under the age of 18, unless under adult court supervision and confined or detained in a prison or jail.

Juvenile Facility: A facility primarily used for the confinement of juveniles pursuant to the juvenile justice system or criminal justice system.

Juvenile Sexual Misconduct: Any behavior or act of a sexual nature, either consensual or nonconsensual between juveniles. Completed, attempted, threatened, or requested sexual acts are included.

Lesbian: A woman whose emotional, romantic, and sexual attractions are primarily for other women.

LGBTQI: Common acronym for Lesbian, Gay, Bisexual, Transgender, Queer (or Questioning), and Intersex. This term is often used to refer to individuals whose sexual orientation is not heterosexual or whose gender identity is non-conforming.

Medical Practitioner: means a health professional who, by virtue of education, credentials, and experience, is permitted by law to evaluate and care for patients with the scope of his or her professional practice. A “qualified medical practitioner” refers to such a professional who has also successfully completed specialized training for treating sexual abuse victims.

Mental Health Practitioner: means a mental health professional who, by virtue of education, credentials, and experience, is permitted by law to evaluate and care for patients within the scope of his or her professional practice. A “qualified mental health practitioner” refers to such a professional who has also successfully completed specialized training for treating sexual abuse victims.

Pat-down search: A running of the hands over the clothed body of a resident by an employee to determine whether the individual possesses contraband.

PREA Coordinator: Deputy Chief of Institutions. The PREA Coordinator is someone in an upper-level position with sufficient time and authority to develop, implement, and oversee agency efforts to comply with the PREA standards in all of its facilities.

Prison Rape Elimination Act (PREA) of 2003 (42 U.S.C. 147): Prison Rape Elimination Act of 2003 supports the elimination, reduction and prevention of nonconsensual sex,

abusive sexual contact and staff sexual misconduct within corrections systems; mandates national data collection efforts; applies to all federal, state and local prisons, jails, police lockups, juvenile facilities, and community setting such as residential facilities.

Queer: Historically used as a derogatory term, *queer* has been widely reclaimed, especially by younger LGBTQI people, as a positive social and political identity. It is sometimes used as an umbrella term for all LGTBQI people.

Questioning: Refers to the active process in which a person explores her/his own sexual orientation, and/or gender identity, and questions the cultural assumptions that they are heterosexual and/or gender conforming.

Resident: An individual who resides at the YSC, Camp Glenwood, or Camp Kemp and is cared for by the San Mateo County Probation Department employees.

Sexual Abuse: includes sexually abusive contact, sexually abusive penetration, indecent exposure, voyeurism, and sexual harassment as defined below:

Sexually Abusive Contact-touching without penetration of the genitalia, anus, groin, breast, inner thigh, or buttocks, either directly or through clothing, of another person.

Sexually Abusive Penetration-contact between the penis and vagina or the penis and anus; contact between the mouth and the penis, vagina, or anus; or penetration of the anal or genital opening of another person by hand, finger or other object.

Indecent Exposure-the display by a staff member of his/her genitalia, buttocks, or breast in the presence of a youth.

Voyeurism-an invasion of a youth's privacy by a staff member unrelated to official duties such as peering at a youth who is showering, or undressing in his/her room, or requiring a youth to expose him/herself for reasons unrelated to official duties.

Sexual Harassment- repeated verbal statements, comments, or behaviors of a sexual nature to a youth by any individual including threats, extortion, bribery, demeaning references to gender, derogatory comments about body or clothing, or profane or obscene language, gestures, or written comments.

Staff: Any employee of Probation, Health, Behavioral Health, and Schools. In addition, contractors, volunteers and any other services provider.

Staff Sexual Misconduct: Any Behavior or act of a sexual nature, either consensual or nonconsensual, directed toward a juvenile by an employee, volunteer, official visitor, or agency representative. Such acts include intentional touching of the genitalia, groin, anus, breast, inner thigh or buttocks with the intent to abuse, arouse, or gratify sexual desire and occurrences of indecent exposure, invasion of privacy, or voyeurism for sexual gratification. Completed, attempted, threatened, or requested sexual acts are included.

Strip search: A search that requires a person to remove or arrange some or all clothing so as to permit a visual inspection of the person's breasts, buttocks, or genitalia.

Transgender: An umbrella term that can be used to describe people whose gender expression is non-conforming and/or whose gender identity is different from their assigned sex at birth. This term can include transsexuals, gender queers, cross-dressers, and other whose gender expression varies from general norms.

Volunteer: An individual who donates time and effort on a recurring basis to enhance the activities and programs of the agency.

Youth Services Center (YSC): County of San Mateo Juvenile Detention Facility

Zero Tolerance Policy: Consensual sex between juveniles is not allowed in any San Mateo County juvenile facility and will be addressed by the facility's disciplinary processes. All allegations of nonconsensual sex, abusive sexual contact, staff sexual misconduct and juvenile sexual misconduct shall be investigated, and if applicable, criminal charges may be filed.

Procedure

I. General Provisions

- A. It is the policy of the San Mateo County Probation Department to ensure that any form of sexual activity between youth or between youth and staff/volunteers/contract workers, regardless of consensual status, is strictly prohibited. Such conduct is subject to administrative disciplinary sanction and may result in criminal prosecution.
- B. Staff sexual misconduct is any behavior or act of a sexual nature directed towards a resident by an employee, volunteer, contract worker or visitor. Romantic relationships between staff and residents are included. Sexual acts consist of:
 - 1. Intentional touching of the genitalia, anus, groin, breast, inner thigh, or buttocks with the intent to arouse or gratify sexual desire.
 - 2. Completed, attempted, threatened, or requested sexual acts.
 - 3. Occurrence of indecent exposure, invasion of privacy, or staff voyeurism for sexual gratification.
- C. Youth detained in a San Mateo County juvenile facility cannot give consent to engage in sexual acts under this policy, regardless of the youth's age.
- D. Retaliation against any youth or employee who reports or assists in the investigation of alleged sexual abuse is strictly prohibited and is grounds for disciplinary action up to and including termination of employment.
- E. Staff sexual harassment is any repeated verbal statement or comment of a sexual nature to a resident by an employee, volunteer, contract worker or official visitor. Behaviors may include:
 - 1. Demeaning reference to gender or derogatory comments about body or clothing.

2. Repeated profanity or obscene gestures.

II. PREA Management Requirements

- A. The Department PREA Coordinator is responsible for oversight of all Prison Rape Elimination Act related activities. The Deputy Chief of Institutions is the designated PREA Coordinator for the Department and will have sufficient time and authority to oversee compliance efforts. Duties include:
 1. Coordinate and develop procedures to identify, monitor, and track sexual misconduct incidents occurring in Department facilities and programs;
 2. Maintain related statistics;
 3. Conduct audits to ensure compliance with Department policy and PREA standards;
 4. Ensure that all probation facilities have a PREA Compliance Manager assigned to oversee site compliance efforts;
 5. Make certain that any private agencies or others who operate facilities, who have new or renewed contracts with the Department, are in compliance with PREA standards.
- B. The Youth Services Center (YSC), Camp Glenwood, and Camp Kemp administrations have identified, and will maintain an Institution Services Manager (ISM), to carry out the facility responsibilities and function as the facility PREA Compliance Manager.
 1. This designee will work with the Department's PREA Coordinator to develop, implement and oversee facility efforts to comply with federal standards as specified in the Prison Rape Elimination Act.
 2. Sufficient time will be allotted to this assignment to make every effort to protect youth against sexual abuse and harassment.

III. Prevention

- A. In conjunction with the Department's zero tolerance mandate, all facility administrations will provide for adequate levels of direct supervision to protect youth against sexual abuse or sexual harassment:
 1. The staffing level will comply or exceed staffing ratios as determined by State of California's Title 15 regulations.
 2. The staffing plan will be strictly complied to except during limited and discrete exigent circumstance and any deviation will be fully documented.
 3. Exigent circumstance is defined as *any set of temporary and unforeseen circumstances that require immediate action in order to combat a threat to the security or institutional order of the juvenile facility.*
 4. Staffing plans and staffing patterns will be evaluated as needed, but no less frequently than once each year, to assess and document whether staffing adjustments are necessary.
- B. As possible, video surveillance systems will enhance, but not replace face-to-face direct supervision and monitoring by probation staff:
 1. Video records may be assessed and reviewed by management (ISMs)/administration to validate compliance with policies and procedure.

2. Any expansion of video surveillance systems and/or modification of existing facilities will take into account PREA concerns, and as possible, make design decisions to further protect residents against sexual abuse.
- C. Lead Staff, Institution Services Managers (ISMs), and facility administrators will conduct and document unannounced rounds to ensure staff is in compliance with policies, procedures and expectations.
 1. Rounds will be conducted at least once during each AM shift, PM shift, and Graveyard shift.
 2. Staff are prohibited from alerting other staff that supervisory rounds are occurring unless related to the legitimate operations of the facility.
- D. Housing units will identify, assess, and take reasonable steps to ensure that residents with special needs (i.e. residents with disabilities and residents who are limited English proficient) are able to access all aspects of the Department's efforts to prevent, detect and respond to sexual abuse and harassment.
- E. Resident searches will be conducted by staff of the same sex, except in exigent circumstances. Cross-gender searches are permissible only in exigent situations that involve the immediate or urgent safety of the youth or the security of the facility, and only with the approval of an ISM. Cross-gender searches shall be conducted in the presence of another staff member. When the youth is of ambiguous gender, staff shall contact an ISM. The ISM shall take into account the wishes of the youth and contact the youth's parent or guardian in determining which staff will conduct the search. In the event of a cross-gender search or the search of a youth with ambiguous gender, all staff involved shall file an Incident Report.
- F. Residents will be allowed to shower, perform bodily functions, and change clothing without staff of the opposite gender viewing their breasts, buttocks, or genitalia, except in exigent circumstances or when incidental to routine room checks.

IV. Hiring Probation Employees, Contract Workers and Volunteers

- A. The Probation Department will not hire, promote, or contract with individuals who may have contact with youth if they have a history of certain sexual misconduct.
- B. After the initial application and interview process, the Probation Department will fingerprint and conduct criminal background record checks on all potential probation employees as part as the hiring process.
 1. This includes making an effort to contact all prior institutional employers for information on substantiated misconduct investigations, or resignations during pending investigations.
 2. A Review of local or state child abuse registry will be conducted as part of the standard background process.
- C. The Probation Department prohibits hiring or promoting anyone who may have contact with residents who has:
 1. Engaged in sexual abuse in confinement settings;

2. Engaged in or attempted to engage in sexual activity in the community facilitated by force, overt or implied threats of force or coercion, or if the victim did not consent or was unable to consent or refuse;
 3. Any incidents of sexual harassment will be closely evaluated and may disqualify candidates from employment/promotion opportunities;
 4. Been convicted of a felony offense in this or any other state/federal jurisdiction, or of any offense in any other state/federal jurisdiction which would have been a felony if committed in this state.
- D. Fingerprinting employment candidates/volunteers will generate automatic notification from Department of Justice should an active employee, volunteer or contract worker be arrested/cited for criminal activity. This notice will allow the Department to keep record checks current and address any criminal contact.
- E. Criminal background checks with fingerprints will be conducted on all juvenile facility volunteers/contract workers who will have contact on a recurring basis with residents.
1. Juvenile facilities will apply the above hiring standards to volunteers (*See Section V. C. above*). Any exceptions to the felony conviction standard must be approved by the Chief Probation Officer. No exceptions to Section *V.C. item 1 or V.C. item 2* will be made.
 2. Guest speakers, and one-time visitors who are under direct and constant supervision by juvenile facility staff do not need to have criminal background checks completed, but must be escorted and under supervision anytime they are in the secure detention facility. Staff must remain in the same room with and within reasonable hearing distance of the guest speaker/visitor.

V. Intake Screening and Housing Assignment

- A. Upon each resident's arrival at the YSC, Camp Glenwood, and Camp Kemp, and periodically throughout a resident's confinement, staff shall obtain and use information about the resident's personal history and behavior to reduce the risk of sexual abuse by or upon a resident.
- B. According to PREA, there must be a classification system for residents to ensure appropriate housing while in custody and to prevent sexual abuse.

A qualified intake officer shall evaluate each resident housed in the juvenile facilities within the County. The evaluation shall assist the intake officers in determining the level of security required, special handling requirements, appropriate program activities, and proper housing assignment to ensure the safety of staff and residents.

The classification policy outlines assessment and appropriate housing for residents who may be a victim or an offender of inmate sexual assault or harassment as outlined by PREA. Residents identified with such history shall be referred to the mental health staff as a high priority for evaluation.

PREA states that residents should only be isolated within the facility as a last resort when less restrictive measures are inadequate to keep them and other residents safe. Even then, the resident shall only be isolated until an alternate safety measure can be arranged. During this period of isolation, residents must

have access to daily large muscle exercise, any legally required educational programming, regular visits from medical or mental health staff, and access to other programs, if possible. Every 30 days, the facility should review if there is need for continued isolation.

Reasons to separate juveniles may include vulnerability to victimization, sexually aggressive behaviors, other specific information about individual residents that may indicate heightened needs for supervision/safety precautions, or to ensure privacy for transgender youth to dress and perform bodily functions without residents of the opposite gender viewing them.

When considering housing for LGBTQI residents, an individual assessment must be made. The resident's classification and housing needs must be reassessed at least twice per year to review any possible threats to the residents' safety. Finally, LGBTQI residents cannot be solely placed into a unit based on their classification unless there is a specific unit for them based on a legal settlement or consent decree.

- C. During the admission process each minor will be classified according to established Classification criteria.
 - 1. The classification process and information that is obtained at intake will be used to establish housing unit assignment and to increase staff awareness of potential safety concerns.
 - 2. The housing assignment shall be made with the intent of separating victims and aggressors by unit and/or room.
 - 3. Under no circumstances shall those identified or confirmed as sexually aggressive be housed in the same room as individuals that have been identified as sexually vulnerable.
- D. Each youth admitted to the YSC shall have a medical screening completed. This may include both a medical history and an evaluation of mental health status.
 - 1. At the initiation of medical services, medical practitioners are required to inform the resident of their duty to report, and the limitation of confidentiality unless precluded by federal, state or local law.
 - 2. Medical and mental health practitioners are mandated to report any knowledge, suspicion or information they receive regarding an incident of sexual abuse or sexual harassment that occurred in the facility. They must also report retaliation and/or any incidents of staff neglect that may have contributed to an incident or retaliation.
 - 3. Medical and mental health practitioners are also required to complete mandatory child abuse reporting as specified by law.
- E. Should the medical or mental health evaluation indicate that the juvenile has been sexually assaulted, is a potential victim or potential victimizer, the health professional will take appropriate steps to ensure that:
 - 1. Proper documentation is completed, including Suspected *Child Abuse Report*, if warranted;
 - 2. The resident receives needed medical treatment and psychological services;
 - 3. If fitting, make a recommendation for any special housing needs;

4. Follow up care or services are provided, as suitable.
- F. Room assignment shall be made to provide an environment for youth that is safe and secure. An admission's staff member will speak with the youth, and review all known information to determine if any special housing considerations are needed. The staff will communicate this information to the housing unit.
- G. Housing unit staff will review all information, and use room assignment criteria to effect the best possible combination of residents assigned to a room. Should a resident at any time display behavior(s) that poses as a threat to harm their roommate, the lead staff will initiate a room change and place the resident on the appropriate special housing program.

VI. Resident Orientation and Education

- A. During the resident's initial orientation, in addition to all other topics covered in the policies and procedures manual, staff are to provide age appropriate information to the orientation regarding sexual misconduct. This information should be provided both verbally and in written format in a language that is clearly understood by the juvenile.
- B. Information provided shall include, but not be limited to:
 1. violation)
 2. Staff Department's zero tolerance stance
 3. Overview of what constitutes sexual abuse and harassment
 4. Prevention and intervention
 5. Reporting incidents of misconduct
 6. Treatment and counseling
 7. Protection against retaliation
- C. Consequence of false allegation (such as verbal or written reprimand, up to a new law will document verification of the resident orientation and education of PREA by completing the Sexual Abuse Resident Orientation Acknowledgement Form:
 1. Staff will maintain the original signed acknowledgment form in the resident file.
 2. Key information will also be available to residents through posters, residents' handbooks or other written formats.
- D. For residents detained prior to the implementation of PREA Education Program, the training materials will be provided, within 60 days of establishment of the program, by the Group Supervisor assigned to each resident in custody. The resident will sign the Sexual Abuse Resident Orientation Acknowledgement Form demonstrating that they have been provided the materials and confirm that they understand the training received.
- E. Staff shall provide residents' education in formats accessible to all residents, including those who are limited English proficient, deaf, visually impaired, or otherwise disabled, as well as to residents who have limited reading skills.
 1. Steps shall include providing interpreters as necessary and appropriate.

2. Resident interpreters will not be used to conduct orientations, assist in investigating misconduct allegations, or communicate other *non-emergency* information to residents who are limited in English.

VII. Staff Training and Education

- A. The Probation Department shall train all employees who may have contact with residents on:
 1. Its zero-tolerance policy for sexual abuse and sexual harassment;
 2. How to fulfill their responsibilities under agency sexual abuse and sexual harassment prevention, detection, reporting, and response;
 3. Resident's right to be free from sexual abuse and sexual harassment;
 4. Resident's/employee's rights to be free from retaliation for reporting sexual abuse and sexual harassment;
 5. The dynamics of sexual abuse and sexual harassment in juvenile facilities;
 6. The common reactions of juvenile victims of sexual abuse and sexual harassment;
 7. How to detect and respond to signs of threatened and actual sexual abuse;
 8. How to avoid inappropriate relationships with residents;
 9. How to communicate effectively and professionally with residents; and
 10. How to comply with relevant laws related to mandatory reporting of sexual abuse to outside authorities.
- B. After the initial four hour PREA Training, refresher training will be provided every two years for juvenile facility employees who have contact with youth.
- C. PREA Training shall be documented and records retained by the Department's training unit.

VIII. Volunteer and Contractor Training

- A. All juvenile facility volunteers and contractors who have contact with residents will receive training on their responsibilities under the agency's sexual abuse and sexual harassment policy.
- B. The level and type of training provided to volunteers and contractors shall be based on the services they provide and level of contact they have with residents, but all volunteers and contractors who have contact with residents shall be notified of the San Mateo County Probation Department's zero-tolerance policy regarding sexual abuse and sexual harassment and informed how to report such incidents.
- C. Should a volunteer and/or contractor be the first to receive a report that a resident has allegedly been sexually abused, they shall be directed to:
 1. Request that the alleged victim not take any actions that could destroy physical evidence.
 2. Immediately notify a probation staff or juvenile facility supervisor.
- D. Documentation of training will be maintained by the PREA Coordinator

IX. Reporting

- A. The Probation Department will provide multiple ways for residents to privately report sexual misconduct, retaliation for reporting misconduct, and staff neglect of responsibilities contributing to misconduct.
 1. Residents who are victims of, or have knowledge of, sexual misconduct should immediately report the incident either verbally or in writing to staff (Group Supervisor, Probation Officer, Lead Staff, ISM, teacher, mental health therapist, psychologist, nurse, chaplain, or any other adult in the building).
 2. Residents may tell a parent/guardian, their attorney/legal representative, or other trusted adult during a visit, phone call or via written correspondence so that the responsible adult may initiate the report on behalf of the youth by contacting a Department employee.
 3. Residents have reasonable and confidential access to their attorney and parent/legal guardians.
 4. Residents may utilize the “locked box” grievance procedure to report sexual misconduct. This allows the resident a method to submit a report without alerting staff, and permits the report to be submitted anonymously.
 - a. Grievance forms, pencils, and lock boxes are readily available in each of the housing units;
 - b. No time limit is imposed on submission of a grievance;
 - c. Youth are not required to attempt to resolve issue with staff;
 - d. Ensures that a grievance is not referred to staff who is the subject of the complaint;
 - e. Designated supervisory staff will process such a grievance as a high priority in accordance with established facility procedures regarding allegation of misconduct, and notify the YSC Director and PREA Coordinator;
 - f. If a resident is at substantial risk of imminent sexual abuse, staff will take immediate action to protect the youth and ensure the report is forwarded to a juvenile facility administrator without delay and;
 - g. Residents may not be disciplined for filing a grievance unless it was filed in “bad faith,” or deliberately false. A report of sexual abuse made in good faith based upon a reasonable belief that the alleged conduct occurred shall not constitute falsely reporting an incident or lying, even if an investigation does not establish evidence sufficient to substantiate the allegation.
- B. Staff should accept reports made verbally, in writing, anonymously, and from third parties.
 1. Promptly document any verbal report.
 2. Citizen Complaint Forms are available at the admissions desk, but are not required to be used. Written complaints will be accepted on other formats as well.
- C. Staff who suspects a resident is being sexually abused or sexually harassed, should contact their supervisor (Lead Staff) or manager (ISM) to submit a verbal and/or written report:

1. The Department will take all reasonable steps to protect all residents and staff who report sexual abuse or sexual harassment, or who cooperate with sexual abuse or sexual harassment investigation, from retaliation by other resident or staff.
2. If an individual who cooperates with an investigation expresses fear of retaliation, measures will be taken to protect the individual against retaliation. Protection measures may include, but are not limited to, housing changes/transfers, removal of alleged staff or resident abusers from contact with victim(s), and emotional support services.
3. Following a report of sexual abuse, ISMs shall monitor the conduct or treatment of residents/staff who reported the sexual abuse, and of residents who were reported to have suffered sexual abuse to see if there are changes that may suggest possible retaliation by residents or staff.
 - a. Monitoring shall be conducted for at least 90 days following a report of sexual abuse, and will continue beyond 90 days if the initial monitoring indicates a continuing need. *Monitoring may terminate if allegation is determined to be unfounded.*
 - b. Monitoring includes:
 - i. Periodic status checks
 - ii. Review of any resident disciplinary reports
 - iii. Housing changes
 - iv. Resident program changes
 - v. Negative staff performance reviews
 - vi. Staff reassignments/changes in duties
 - c. If the supervisor detects changes that may suggest possible retaliation by resident or staff, administration shall be promptly notified and steps taken to remedy any such retaliation.
4. Retaliation against juveniles who refuse to submit to sexual activity, intimidation of a witness or intimidation against reporting a sexual complaint is prohibited and shall be referred for administrative investigation and/or to local law enforcement for criminal prosecution.
5. Employees who fail to report incidents of abusive sexual contact, and/or staff or juvenile sexual misconduct, shall be held accountable and disciplined accordingly if found negligent for not reporting.

X. Official Response Following a Resident Report

- A. In accordance with Department Policy, staff must immediately report knowledge, suspicion, or information regarding sexual misconduct that occurs in the facility, and/or staff neglect or violation of responsibilities that may have contributed to sexual misconduct.
- B. If any nonconsensual sexual activity/contact is reported to an employee, or is observed by an employee, the employee shall:
 1. Immediately separate the alleged victim and the perpetrator;
 2. Notify the juvenile facility ISM;
 3. Preserve and secure any crime scene until released by law enforcement;
 4. Notify medical and mental health staff to provide services to the victim;
 5. If the abuse occurred within a time period that still allows for the collection of physical evidence, staff should request the alleged victim not to take any

- actions that could destroy physical evidence, including washing, brushing teeth, changing clothes, urinating, defecating, drinking or eating;
 - 6. If the abuse occurred within a time period that still allows for the collection of physical evidence, staff should ensure as possible, that the alleged abuser not take any actions that could destroy physical evidence (same actions as described in *Section X-B, item 5*);
 - 7. Collect any physical evidence not contained in the crime scene in coordination with, and at the direction of local law enforcement and;
 - 8. Document the incident on an Incident Report.
- C. Staff must comply with mandatory child abuse reporting laws.
 - D. All investigation shall be kept confidential. Staff are not to discuss information related to sexual abuse investigations apart from mandatory reporting obligation and disclosures to ISMs or others pursuant to Departmental policy and instructions received from persons involved in conducting the criminal or administrative investigation.

XI. Investigation and Evidence Collection

- A. All allegations of sexual abuse or sexual harassment will be administratively and/or criminally investigated:
 - 1. All allegations of sexual abuse or sexual harassment will be reviewed by the YSC Director.
 - 2. In situations that require further actions, (e.g. an internal investigation or referral to a local law enforcement agency) the matter will be addressed in a timely manner.
 - 3. The YSC Director, or designee, will promptly report the allegation of sexual abuse to
 - a. The County Chief Probation Officer, Deputy Chief Probation Officer of Institutions, and assigned Deputy Probation Officer;
 - b. The victim's parents/legal guardian;
 - c. If the juvenile is under the guardianship of the child welfare system, the agency will report the incident to the minor's welfare worker instead of the parent/legal guardian and;
 - d. If the victim is under the juvenile court jurisdiction, the juvenile's attorney/legal representative will be notified within 14 days.
- B. If the allegation does not appear to involve criminal conduct, the Department will complete an objective investigation, following the Department's protocol for conducting administrative investigations. See *Probation Department Administrative Policy on Complaints Regarding Employee Misconduct*.
- C. Administrative investigation will include an effort to determine whether staff actions or failures to act contributed to the abuse.
- D. Allegations which involve criminal conduct will be forwarded to the San Mateo County Sheriff's Office or other appropriate law enforcement agency with legal authority to conduct a criminal investigation.
- E. All such law enforcement referrals will be documented.
- F. The Department will cooperate fully within legal limits, with any law enforcement agency's criminal investigation.

- G. Investigations regarding sexual abuse/misconduct will not be terminated solely based on:
1. The source of the allegation recants the allegation
 2. The alleged victim or juvenile abuser is released from the facility
 3. The alleged staff abuser resigns/departs the facility
- H. If the alleged incident did not occur at a San Mateo County juvenile facility, but while the resident was confined at another facility, the YSC Director (or designee) will contact the administrator of the facility where the abuse occurred within 72 hours of discovery, and notify the appropriate investigating agency of the alleged sexual abuse incident. All such contacts will be documented.
- I. Should another agency contact the San Mateo County Probation Department to notify the Department of an allegation of sexual abuse/misconduct which occurred while the youth was detained in our facility, the standard investigative procedures will be followed (as applicable) to ensure the incident is fully and thoroughly investigated.
- J. Following a resident's allegation that a **staff** has committed sexual abuse against the resident, the Department shall subsequently inform the resident (unless allegation is determined to be unfounded) whenever:
1. The staff is no longer posted within the resident's unit;
 2. The staff is no longer employed at the facility;
 3. The Department learns that the staff has been indicted on a charge related to sexual abuse within the facility;
 4. The Department learns that the staff has been convicted on a charge related to sexual abuse within the facility.
- K. Following a resident's allegation that he or she has been sexually abused by **another resident**, the Department shall subsequently inform the alleged victim whenever:
1. The Department learns that the alleged abuser has been indicted on a charge related to sexual abuse within the facility; or
 2. The Department learns that a charge related to sexual abuse within the facility has been sustained against the alleged abuser.
- L. The above reporting or attempted notification to resident(s) shall be documented. The Department's obligation to report shall terminate if the resident is released from the Department's custody.
- M. Following the completion of an administrative or criminal investigation involving sexual misconduct/abuse, the resident will be informed as to whether the allegation has been determined to be substantiated, unsubstantiated or unfounded. If the Department did not conduct the investigation, the YSC Director (or designee) will request the relevant information from the investigative agency in order to inform the resident of the outcome (substantiated, unsubstantiated or unfounded).
- N. The Probation Department will retain all written sexual abuse/sexual misconduct investigations or documents for as long as the alleged abuser is incarcerated or employed by the agency, plus five years (unless the abuse was

committed by a juvenile resident and applicable law requires a shorter period of retention).

XII. Discipline

- A. Staff shall be subject to disciplinary sanctions up to and including termination for violation of agency sexual abuse or sexual harassment policies.
 - 1. The standard of evidence required in determining whether an allegation of sexual abuse or sexual harassment is substantiated is a *preponderance of the evidence*.
 - 2. Termination shall be the presumptive disciplinary sanction for staff who has engaged in sexual abuse.
 - 3. Disciplinary sanctions for violation of Department policies relating to sexual abuse or sexual harassment (other than actually engaging in sexual abuse) shall be commensurate with the nature and circumstances of the acts committed, staff's disciplinary history, and the sanctions imposed for comparable offenses by other staff with similar histories.
 - 4. All violations of sexual abuse or sexual harassment policies which appear to rise to the level of criminal conduct will be reported to law enforcement agencies.
- B. Residents who engage in sexual abuse are subject to disciplinary sanctions pursuant to Juvenile Court proceedings, criminal proceeding or through the juvenile facility's formal disciplinary process.
 - 1. Any disciplinary sanctions commensurate with the nature and circumstance of the abuse committed, the resident's disciplinary history, and the sanctions imposed for comparable offenses by other residents with similar histories.
 - 2. Resident discipline will comply with applicable policy governing disciplinary sanctions.

XIII. Medical and Mental Health Care

- A. In-Custody sexual abuse victims shall receive, without financial cost, timely, unimpeded access to emergency medical treatment and crisis intervention services as directed by medical and mental health practitioners:
 - 1. A resident who experiences sexual abuse will be allowed access to forensic medical examination where evidentiary or medically appropriate.
 - 2. Such examination shall be performed by Sexual Assault Forensic Examiners (SAFEs) or Sexual Assault Nurse Examiners (SANEs) when possible:
 - a. If SAFEs or SANEs cannot be made available, the examination can be performed by other qualified medical practitioners.
 - b. Efforts to provide SAFEs or SANEs examination shall be documented.
 - 3. Medical treatment includes information about, and access to, emergency contraception and sexually transmitted infections prophylaxis where medically appropriate.
 - 4. If no qualified medical or mental health practitioners are on duty at the time a report of recent abuse is made, staff should take preliminary steps to protect the victim and immediately notify the appropriate medical and mental health practitioners.

- B. Probation staff shall attempt to make available to the victim, a victim advocate, from a rape crisis center or other qualified community based organization:
 - 1. Reasonable communication, in as confidential a manner as possible, between the resident and these organizations will be permitted.
 - 2. Local, state, or national victim advocacy or rape crisis toll-free hotlines and mailing addresses will be made available to residents.
- C. As requested by the victim, the victim advocate shall be permitted to accompany and support the victim through the forensic medical examination process and investigator interviews and can provide emotional support, crisis intervention, information and referrals.
- D. Victims of in-custody sexual abuse will be provided follow-up services, treatment plans, and (when necessary) referrals for continued care following transfer or release as deemed appropriate by medical personnel:
 - 1. These services, at no cost to the victim, will be provided in a manner that is consistent with the level of care the resident would receive in the community.
 - 2. Victims of sexual abuse will not be denied treatment for failure to name the abuser, or cooperate in the investigation arising out of the incident.

XIV. Data Collection and Review

- A. Any Special Incident Reports that allege nonconsensual sex, abusive sexual contact or staff misconduct, shall be collected by the YSC Director, or his/her designee.
- B. The Department will collect accurate data, using a uniform collection tool.
- C. The data collection will contain all the data required to complete the Survey of Sexual Violence conducted by the Department of Justice's Bureau of Juvenile Statistics.
- D. YSC Director (or designee) shall be responsible for compiling records and annually reporting statistical data to the Federal Bureau of Justice as required by PREA of 2003.
- E. Upon request, the Department can provide such data from the previous year to the Department of Justice no later than June 30.
- F. The purpose of the annual data collection is to identify problem areas, and to take corrective action on an ongoing basis.
- G. All data collected will be securely retained for at least ten years, after the date of its initial collection.

XV. Sexual Abuse Incident Review Team

- A. A Sexual Abuse Incident Review will be conducted at the conclusion of every sexual investigation (except those investigations determined to be unfounded).
- B. The Review Team will conduct the review within 30 days of the conclusion of the investigation.
- C. The Review Team will include:
 - 1. The Department PREA Coordinator;

2. The YSC, Camp Glenwood, and Camp Kemp Compliance Managers;
 3. The Department Investigator;
 4. Medical and/or Mental Health Administrator as deemed appropriate;
 5. Other Department administrator or manager as needed based on the individual circumstance of the incident.
- D. The Review Team will consider if:
1. Policy or procedure changes are warranted;
 2. Individual or group dynamics motivated or caused the situation to develop;
 3. After review of the physical layout where the abuse occurred, consider possible modifications to physical barriers which may have enabled the abuse;
 4. Assess the adequacy of staffing levels and;
 5. Assess whether monitoring technology should be deployed or augmented to supplement supervision by staff.
- E. The Review Team will prepare a report for the YSC Director of their findings, with any recommendations:
1. PREA Coordinator will retain a copy of the report
 2. The PREA Coordinator will document recommendations that were implemented, and reason why others recommendations were not followed.

Institutions Services Managers supervise the application of relevant policies and procedures. The Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16
 Director, Camp Kemp: 5/18/16
 Director, Juvenile Hall: 5/18/16

	<u>May 18, 2016</u>
Deputy Chief Probation Officer	Date
Institutions Division	

This policy is a revision of the following policies:

- Youth Services Center, Camp Glenwood, Camp Kemp, Sexual Abuse Prevention, Detection and Response (2014)



**SAN MATEO COUNTY
PROBATION DEPARTMENT
INSTITUTIONS SERVICES MANUAL
Transgender Youth in Juvenile Facilities**

Topic	Transgender Youth in Juvenile Facilities
Date	May 18, 2016
Policy	This Policy establishes operational practices that reinforce the Probation Department's commitment to respect the dignity of all minors including transgender and gender non-conforming youth, creates a safe environment for all youth, and ensures that all youth have equal access to all available services, care and treatment.
Reference	Prison Rape Elimination Act 28 C.F. R. Part 115
Definitions	<p><u>Bisexual</u>- A person who is emotionally, romantically, and sexually attracted to both men and women</p> <p><u>Gay</u>- A person whose emotional, romantic, and sexual attractions are primarily for individuals of the same sex, typically in reference to men</p> <p><u>Gender Non-Conforming</u>- A person whose appearance or manner does not conform to traditional societal gender expectations</p> <p><u>Intersex</u>- A person whose sexual or reproductive anatomy, or chromosomal pattern, does not seem to fit typical definitions of male or female. Intersex medical conditions are sometimes referred to as a disorder of sex development.</p> <p><u>Lesbian</u>- A woman whose emotional, romantic, and sexual attractions are primarily for other women</p> <p><u>LGBTQI</u>- Common acronym for <u>L</u>esbian, <u>G</u>ay, <u>B</u>isexual, <u>T</u>ransgender, <u>Q</u>ueer (or <u>Q</u>uestioning) and <u>I</u>ntersex. This term is often used to refer to individuals whose sexual orientation is not heterosexual or whose gender identity is non-conforming.</p> <p><u>Queer</u>- Historically used as a derogatory term, <i>queer</i> has been widely reclaimed, especially by younger LGBTQI people, as a positive social and political identity. It is sometimes used as an umbrella term for all LGTBQI people.</p> <p><u>Questioning</u>- Refers to the active process in which a person explores her/his own sexual orientation, and/or gender identity, and questions the cultural assumptions that they are heterosexual and/or gender conforming.</p> <p><u>Transgender</u>- An umbrella term that can be used to describe people whose gender expression is non-conforming and/or whose gender identity is different from their</p>

assigned sex at birth. This term can include transsexuals, gender queers, cross-dressers, and other whose gender expression varies from general norms.

Procedures

I. HOUSING

- A. Probation staff shall make an individualized assessment of each transgender minor when considering housing unit placement.
- B. The safety and well-being of the transgender minor should be the primary concern when deciding where to place him/her within the housing facility.
- C. Staff should consider youth's background, age, developmental status, sophistication, social skills, charges, behavioral history and the factors that might influence his/her adjustment and contribute to an overall safe and successful experience for the minor, as well as all other minors in the unit.
- D. Housing decisions for transgender youth shall be based on the youth's individualized needs and should prioritize the youth's emotional and physical safety while taking into account the youth's perception of where he/she will be most secure.
- E. Placement and programming assignment of transgender or intersex residents will be periodically assessed to review any threats to safety, but no less than every six months.
- F. Resident's sexual orientation and/or gender identity is not an indicator of the likelihood of the youth being sexually abusive towards others. Staff shall not consider a resident's LGBTQI status as a reason to isolate or withhold programming options.
- G. All transgender youth will be provided a single room in order to ensure their privacy and safety.
 1. A single room will allow the youth the ability to dress and perform bodily functions without residents of the opposite gender viewing them.
 2. Single accommodations may reduce a transgender youth's vulnerability to violence and harassment, avoid some other difficulties associated with sharing a bedroom/bathroom facility, and decrease the transgender youth's privacy concerns.
- H. All transgender youth will be provided access to private showers.
- I. Privacy accommodations should not prevent transgender minors from full integration into the juvenile facility's daily programming.
- J. Housing determination for transgender or intersex residents shall consider whether the placement would ensure the resident's health and safety, and whether the placement would present management or security problems.

- K. Residents will only be isolated from others as a last resort when less restrictive measures are inadequate to keep them and other residents safe, and then only until alternative means of keeping all residents safe can be arranged.

II. **SEARCHES**

- A. All searches will be conducted in a professional and respectful manner by staff. Searches shall, to the extent possible, be performed in a way that preserves the privacy and dignity of the person being searched.
 - 1. Transgender youth shall not be physically searched in a manner that is humiliating or degrading, or for the purpose of determining the youth's physical anatomy.
 - 2. In situations where the genital status of a resident is unknown, staff will attempt to determine the genital status through conversations with the resident or through a review conducted by medical personnel of medical records.
 - 3. If attempts to determine the resident's genital status are unsuccessful, the juvenile facility administration or their designee may obtain the needed information via a broader medical examination conducted in private by a medical practitioner.
- B. It is the Department's general policy that staff of the same sex as the minor are to conduct searches except under exigent circumstances, or when performed by a medical professional.
 - 1. Should a transgender minor request that either a male or female staff conduct a search (pat and/or strip search), the request shall be forwarded to the ISM to consider alternate arrangements in conducting the search. The request, resolution with rationalization for said decision, and outcome including who ultimately conducted the search, will be documented in the resident's juvenile institution file record and/or incident report as determined by the ISM.

III. **EQUAL ACCESS TO ALL AVAILABLE SERVICES, CARE, AND TREATMENT**

In accordance with State and Federal Law, every youth has the right to live in an environment free of harassment and discrimination. The 14th amendment to the U.S. Constitution provides for equal protection of the law; in essence prohibits prejudice. The amendment also introduced the legal instrument of Due Process; the right of all persons to receive the guarantees and safeguards of the law/judicial process. Treating transgender youth in an unequal manner could be a violation of their Constitutional Rights. For instance, just because a minor is transgender he/she should not be isolated for his/her own protection, nor should verbal, physical, or sexual abuse of a transgender youth be ignored.

- A. The Probation Department has a responsibility to ensure that all minors are treated with respect and that the rights of transgender youth are upheld particularly with respect to their safety, mental health, and privacy. Staff should be professional in conducting their duties, and strive to ensure that all youth have equal access to all services, care, and treatment.
- B. The San Mateo County Probation Department has a zero tolerance for sexual abuse, and sexual harassment.
 - 1. If staff act in a discriminatory manner toward any youth, their actions could subject the County and themselves to claims of discrimination, as well as intentional or negligent infliction of emotional distress. Such conduct is a violation of San Mateo County’s non-discrimination and anti-harassment or intimidation policies based on sex or gender, and the Probation Department’s Administrative Policy Manual.
 - 2. Staff shall report incidents of sexual abuse, sexual harassment or discrimination as outlined in the policy and procedures manual.
 - 3. Staff shall be subject to disciplinary sanctions, up to and including termination, for violations of agency sexual abuse or sexual harassment policies. Termination is the presumptive disciplinary sanction for staff who have engaged in sexual abuse.

Institutions Services Managers supervise the application of relevant policies and procedures. The Institutions Services Managers are accountable to the Director of the facility, who is accountable to the Deputy Chief Probation Officer of the Institutions Division.

REVIEWED AND APPROVED

Director, Camp Glenwood: 5/18/16
 Director, Camp Kemp: 5/18/16
 Director, Juvenile Hall: 5/18/16

 Deputy Chief Probation Officer
 Institutions Division

May 18, 2016
 Date

This policy is a revision of the following policies:

- Youth Services Center, Camp Glenwood, Camp Kemp, Transgender Youth in Juvenile Facilities (2014)