

Initial Orientation for Non-Sworn Staff and Others

908.1 PURPOSE AND SCOPE

The purpose is to establish and implement written policy and procedures for the initial orientation of support staff, contract employees, school and medical staff, program providers and volunteers. This policy applies to all support staff, contract employees, school and medical staff, program providers and volunteers.

908.2 AUTHORITY AND REFERENCES

- Board of State and Community Corrections Title 15 §§ 1320,1321 & 1324

908.3 POLICY

Support staff, contract employees, school, behavioral health, and medical staff, program providers and volunteers shall receive an initial orientation, including safety and security issues, by the duty officer (DO) or designee prior to assuming any responsibilities or assignment in the juvenile facility.

908.4 ORIENTATION

The initial orientation shall include the following Juvenile Facility Services policies and procedures:

- (a) Security;
- (b) Safety Equipment Control;
- (c) Hostages;
- (d) Riot Control;
- (e) Escapes/AWOLS;
- (f) Earthquake;
- (g) Fire;
- (h) Utility Outage;
- (i) Youth Non-Discrimination; and
- (j) Prison Rape Elimination Act (PREA).

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06/30/2014

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Riverside County Probation Department

Policy Manual

Initial Orientation for Non-Sworn Staff and Others

Attachments:

1. [Juvenile Facility Services Non-Sworn Orientation Packet](#)



Juvenile Facilities Services



Non-Sworn Orientation Packet

(Support staff and staff from supporting agencies)

Facilities:

Indio Juvenile Hall (IJH), Riverside Juvenile Hall (RJH), and Southwest Juvenile Hall (SJH) are secure detention facilities for youth ranging in ages from 8-20. **The Alan M. Crogan – Youth Treatment & Education Center (AMC-YTEC)** is a placement facility with youth who participate in school and treatment programs for a period of time before they are eligible for release.

You are required to read, understand, and comply with the following guidelines set forth by all Riverside County Probation Department Juvenile Facilities Services (JFS) for your safety and security.

Youth Status:

Youth housed in juvenile detention facilities fall into four basic categories:

Court: Youth who have been brought into custody by police or deputy probation officers (DPOs) and are going through the court process.

Custody commitment time: Youth who completed court and have been committed to juvenile hall for a specified period of time.

Placement: Youth who completed the court process and have been ordered to placement at a group home or county facility such as AMC-YTEC.

Security: Youth who may be facing serious charges in adult court or pose an escape risk.

Safety and Security: (Reference JFS Policies: Control Centers in Juvenile Facilities; Safety Equipment Control; Telephone Access; Volunteer Program; and Telephone Use By Staff)

As a secure facility, the safety and security of the youth and staff are paramount. It is the responsibility of everyone who enters this facility to do their part in maintaining both safety and security.

Contact with Youth: (Reference JFS Policies: Prison Rape Elimination Act (PREA) of 2003; and Youth Non-Discrimination Policy)

Never leave youth unsupervised or out-of-sight. Strategically position yourself to maintain the best visual and physical supervision.

When the youth are walking from one location to another, stay behind the group.

When an activity that you are not facilitating is in progress, do not interfere. Notify a probation corrections officer (PCO) and they will assist you.

Do not allow youth to crowd around you. Stay within eyesight of a PCO. Do not turn your back on the youth. Always keep the youth in front of you.

Never enter a youth's room or any other location with a youth without a PCO present.

Keep conversations with youth on a professional level. Do not discuss personal information.

Never use profanity when speaking with a youth. The golden rule applies; "Treat others as you would like to be treated."

Do not allow youth to make telephone calls. If they ask you, refer them to the unit supervising probation officer (SPO) or duty officer (DO).

Never bring in any items for the youth unless you have received approval by the DO.

The Federal Prison Rape Elimination Act (PREA) of 2003 establishes a ZERO TOLERANCE policy for any form of sexual abuse/harassment. It outlines the department's approach to prevent, detect, respond to and audit an incident of sexual abuse/harassment of youth. If you witness any form of inappropriate or illegal sexual activity, you must report this information to the DO and write an incident report.

No youth shall be subjected to discrimination or harassment on the basis of actual or perceived race, ethnic group identification, ancestry, national origin, immigration status, color, religion, gender, sexual orientation, gender identity, gender expression, mental or physical disability, or human immunodeficiency virus (HIV) status; including restrictive housing or classification decisions based solely on any of the above mentioned categories.

Critical Incidents: (Reference JFS Policies: Fire; Escapes/AWOLS; Hostages; and Riot Control)

In the event of a fight, a potential riot, a hostage situation, or any other act of misconduct, do not interfere or intervene. Allow the PCOs to handle the situation.

If PCOs are not present, announce [REDACTED] and your location over the Handie-Talkie (HT) radio or push the "red" panic button on the wall at SJH and AMC-YTEC.

If a HT radio is not available, use any phone in the facility and contact the control center staff at your respective facility listed below:

AMC-YTEC (951) 358-4400 micro# 84400

IJH (760) 863-7600 micro# 37601

RJH (951) 358-4200 micro# 84200

SJH (951) 600-6772 micro# 76772

Here is a list of codes that are to be used that pertain to an incident that may occur:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

If you hear any of the above codes called stand clear and allow the PCOs to respond. All youth shall be lying down on the ground during a code call. No movement or activities will occur until the situation has been resolved unless it is necessary to remove youth from the incident. A "Code All Clear" will be called over the PA system when the DO believes the situation has been resolved. When you hear this call, normal operations may resume.

If youth are observed attempting to escape, announce [REDACTED] and your location via the HT radio and notify the DO and responding staff of the youth's direction of travel. Provide a physical description of all involved youth, including the clothing each youth was last seen wearing. Do not attempt to apprehend the youth.

In the event of a hostage situation, immediately contact the DO.

Each juvenile facility advises staff, youth and visitors that hostages shall not be recognized for purposes of bargaining. The purpose of this notification is to discourage attempts at taking hostages. However, everything possible shall be done to resolve a hostage situation without injury to anyone.

Based on the nature of an incident, you may be required to write an incident report.

Property: (Reference JFS Policies: Safety Equipment Control; and Telephone Use By Staff)

No outside material (newspapers, movies, pens, candy, books, food, etc.) shall be permitted in the living units.

You and your property are subject to search anytime you enter the facility. If you bring an illegal item into the facility, you may be arrested. If you have any questions about items you may wish to bring into the facility, contact the DO.

Illegal items include, but are not limited to: controlled substances (i.e., alcohol beverages, narcotics, drugs and marijuana paraphernalia), firearms, weapons, explosives, tear gas or tear gas weapons.

Cell phones, MP3 players, personal computers, and/or anything else of this nature are not permitted in the facility.

Do not bring purses, backpacks, or medication in the living units. You may request a locker if you need to secure personal property.

If personal items are lost or misplaced, this presents a serious security issue as these items may be used as weapons or contraband. It is mandatory that this is reported to the DO immediately.

It is imperative that you maintain the security of institutional keys. While you are in the facility, you must be in possession of your keys at all times. The loss or misplacement of your keys is a severe security risk to the facility. Notify the DO immediately if you lose or misplace your keys.

Keep track of all supplies and tools. Make sure all items are properly accounted for and stored before you leave the area. This includes, but is not limited to: pencils, markers, pens, and calculators. If any of these items are missing, you must notify the DO immediately.

If you discover items not under any staff member's control which should be, for example, a radio or scissors where youth can access them, bring the equipment to the DO immediately.

All equipment shall be used in such a manner as to ensure safety and security.

All equipment provided to you shall be returned prior to leaving the facility.

Access: (Reference JFS Policy: Control Centers in Juvenile Facilities)

Always enter and leave the facility as directed by your site personnel.

Check in with the control center staff/reception and advise them where you will be working. They will assist you with signing in/out.

Be alert for "Do Not Open" or "Notify Before Entering" signs. Some areas are off limits to the youth and opening a door may give them access to an unsecured area.

Youth are not allowed in the kitchen area. They are not to be moved from one location to another without staff escort. Remember this is a locked facility for a reason.

Youth in yellow are security (SEC) status and are considered an escape risk. Security status may also include youth who pose a high potential for serious threats to the safety of others. At RJH they

are never to be outside of a unit without restraints. SEC youth at SJH and IJH are not restrained for movement.

Ensure all doors close and latch after you pass through them. If the door has a lock, make sure you lock the door immediately.

Handie-Talkie (HT) Radios: (Reference JFS Policy: HT Radio Communication System and Emergency Codes)

If issued, ensure that your HT radio and man-down buttons (SJH) are functioning properly by conducting a radio check with the control center staff. Keep it with you at all times and ensure it is turned on, it is on the correct channel, and the battery is charged. Switch batteries immediately once you become aware that your battery is dead. Do not leave your radio unattended or allow the youth access to your radio.

When you use the radio, key it first and then pause before speaking. Use plain language to send your message. Refrain from broadcasting a youth's name whenever possible. Do not allow your radio to be on so loud that you broadcast regular transmissions to the youth. This is a security issue.

Confidentiality: (Reference JFS Policies: Confidential and Release of Information; and Correspondence)

If not applicable to your duties, do not ask the youth about their charges or the specifics of their delinquent history. If youth attempt to discuss their case with you, advise them not to disclose their personal information. Keep information regarding the youth private and confidential. Do not share their information with anyone outside of the facility. There are no confidential conversations with youth. If a youth discloses information that might endanger that youth or someone else, you must share that information with the DO immediately.

If a youth requests that you pass on information to other youth, whether verbal or in writing, do not comply. Advise the unit PCOs and/or the DO. This is a security issue.

If youth make special requests of you such as calling an attorney or mailing a letter, etc., do not comply. Advise the unit PCOs and/or the DO. This is a security issue.

Do not share your own personal information with youth, for example: telephone numbers, address, family information, etc.

When talking with youth, be mindful of any youth who may overhear the conversation. Information is power and can be used against the youth. Protect the youth's interests in how you share information.

Emergency Procedures: (Reference JFS Policies: Earthquake; Utility Outage; and the facility-specific Evacuation Plan)

When in the facility, always remain alert for public address (PA) system or HT radio calls regarding emergency situations.

You **SHALL** follow the juvenile facilities' emergency procedures.

When an earthquake strikes, staff and youth shall "drop, cover and hold on," if inside the facility. You are to remain indoors, and crouch under benches, beds, couches, or tables (away from glass areas). Do not run or panic. If outdoors, you are to remain with the group so that you can be accounted for. If you are not with the group, but still inside the facility grounds, immediately notify the control center

staff of your location via the HT radio or by telephone.

If you are in the living unit when an emergency or drill occurs, follow the direction of the PCOs and the DO.

If you are in the administration area, follow the staff assigned to that area. Stay with the group for accountability and correct support staff count.

If you are near the kitchen, exit through the back doors with the kitchen staff. The food service manager will contact the control center staff with their personnel count via the HT radio.

If you are in doubt, exit the building and immediately make contact with the control center staff, any SPO or the DO so that they will know you are safe and accounted for.

In case of a utility outage, maintain safety and security of the youth in such a manner as to prevent escape, injury or other behavioral problems. Turn off switches and equipment and notify the DO.

Daily Operations: (Reference JFS Policies: Duty Officer; and Security)

The DO is in charge of the entire facility for that particular shift and is responsible for the safety and security of the facility and all personnel and youth within the facility.

If the DO gives you a directive, you must follow it. If you have a question regarding this directive, you can address it through your supervisor or a facility manager after the situation has been resolved.

For safety and security reasons, it is also essential that you follow PCO directives when in a unit. Their objective is to ensure your safety, and the safety and security of the youth.

To address problems or concerns or to obtain approval for special programs, you must contact the DO and/or the unit SPO.

Do not bring guests or visitors into the facility without prior approval from the facility manager(s), the DO and/or the unit SPO.

Immediately report any security problems (faulty locks, missing supplies, missing or found tools, broken furniture, etc.).

Please do not park in visitor parking areas or other designated parking spaces. Park in the area designated as county employee parking.

There is no smoking allowed inside the facility. Cigarettes, matches, or lighters should be left outside the facility or may be placed in a locker.

Questions, comments, and/or concerns should be communicated immediately to the DO.

Meals:

The facility provides meals for PCOs and youth. As a courtesy, the facility also provides meals for support staff and staff from supporting agencies. Refer to your facility's meal schedule for meal service times.

The staff and youth have designated meal times and schedules to maintain. Please do not cut into a unit line. Please obtain your meal after the unit meal times. Your presence during meal times can present a security issue for staff. If you are eating at the facility, trays, utensils, and dishware are not to leave the dining hall unless they are disposable and it is approved by the DO. Any plastic disposable utensils must be kept away from the youth. For safety and security reasons, it is essential that you do not disrupt the units or interact with the youth without staff authorization.

Work Attire: (Reference Riverside County Office of Education Substitute Handbook; Riverside University Health System-Behavioral Health and Riverside University Health System-Correctional Health Services Dress Code; and the Riverside County Probation Department Personal Appearance Policy)

Personal appearance and dress of personnel shall project a positive and professional image to the public and is expected to be compatible with assigned duties and responsibilities. You are expected to dress in a manner that is appropriate and consistent with the job assignment. You should not wear clothing or accessories which create a safety hazard or are excessively revealing or provocative. Attire and grooming should be neat, clean, modest, conservative and free from offending odors.

County identification badges MUST be worn at all times while in the facility.

Do not wear clothing that displays words, pictures, slogans, or designs that are vulgar, profane, or otherwise inappropriate for the workplace. Shorts, spaghetti strap tank tops or sweat suits are not appropriate work attire.

Safety should be considered when selecting shoes for wear. Shoes with leather soles and heels are not recommended due to accident hazards. Flip flops, sandals, clogs, house slippers, and shoes without a flexible sole are not permitted.

Body piercings or body piercing jewelry shall not be visible while on duty. Earrings worn on the lower lobes are permissible if they do not detract from the professional appearance or pose a safety issue. Heavy chains/necklaces or dangling earrings create a safety hazard and should not be worn in juvenile facilities.

While on duty, you are prohibited from exhibiting any tattoo, branding, or any other form of body art which may be seen by another person. Tattoos referenced above shall be completely covered with a skin-toned patch/sleeve, long sleeved shirt, or other material which may be formally approved by the DO. The DO may request non-probation staff to cover any tattoos that are offensive, profane, promote drug/alcohol use, are gang affiliated and/or sexually suggestive.

Any buttons such as political campaign buttons, religious statements and miscellaneous slogans are not permitted. Sunglasses are not to be worn inside the juvenile facilities unless medically recommended.

RCOE Staff-Additional Guidelines:

- a. Review RCOE Substitute Handbook; and
- b. When the school session is completed, PCOs will be available at the designated time to assume supervision and responsibility from school personnel.



RIVERSIDE COUNTY PROBATION DEPARTMENT

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Non-Sworn Orientation Packet Acknowledgement

I have completed an initial orientation covering the subjects listed below and understand the rules, guidelines and expectations provided. I understand that if I require any further clarification, I may contact the duty officer (DO) or any supervising probation officer (SPO) in the facility.

- Facilities
- Youth Status
- Safety and Security
- Contact with Youth
- Prison Rape Elimination Act 2013 (PREA)
- Critical Incidents
- Property
- Access
- Handie-Talkie (HT) Radios
- Confidentiality
- Emergency Procedures
- Daily Operations
- Meals
- Work Attire

☐ RCOE Staff-Additional Guidelines (check if applicable)

Print name

Signature

Date

SPO/DO Signature

(This document will be retained with the control center staff as long as the above individuals has access to the facility.)