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**Notes and
References**

Staff Orientation, Training and Responsibilities

I. Departmental Training

- A. Following completion of the selection and background process, full-time Juvenile Institutions Officers (JIOs) are required to receive State-mandated foundational training.

Prior to assuming any sole responsibility for the supervision of youth, each JIO staff must complete the requirements of the Juvenile Corrections Officer (Core) Course pursuant to Penal Code (PC) Section 6035.

- B. During the first year of employment with the Department in any JIO classification the following training is required:

1. 832 P.C. (powers of arrest training)
2. Standards and Training for Corrections (STC) Core training
3. CPR/First Aid Training
4. Universal Precautions Training
5. O.C. Pepper Spray
6. Sexual Harassment Training
7. Suicide Awareness Prevention
8. Officer Safety for Institutions
9. Prison Rape Elimination Act (PREA) standards
10. California Law Enforcement Telecommunications System (CLETS)
11. Use of Probation Equipment

- C. Pursuant to BSCC regulation, all full-time JIOs receive a minimum of 24 hours of STC certified training annually. Deputy Probation Officer, Senior (Sr. DPO), Supervising Probation Officer (SPO), and Probation Manager receive a minimum of 40 hours of annual STC training.

- D. JIOs receive forty hours of on-the-job training and orientation before assuming duties.

Administration
Manual 1180

Refer to
Attachment B

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- E. All full-time kitchen, support staff, contract employees, school and medical staff, program providers, and volunteers will read through and acknowledge understanding of and compliance with the Staff Orientation/Training Checklist before being considered ready to accept the full responsibilities of their position. A facility SPO or designee will complete the orientation.
- F. Each Probation staff will read through and acknowledge understanding of and compliance with the Staff Training Checklist. A facility SPO or designee will go through each section with the staff and sign off on the checklist.
- G. All Probation Department employees and employees or volunteers of partner agencies who have direct contact with youth are required to successfully complete the STC-certified training class pursuant to the Prison Rape Elimination Act (PREA). Upon completion of the training, all staff are required to sign an acknowledgment of an understanding of PREA and reporting procedures.

Refer to
Attachment A

PREA Standards
115.331 & 115.332

II. Program Staff Orientation

- A. New staff at the Santa Maria Juvenile Hall (SMJH) will receive an orientation in the following areas from a Supervising Probation Officer (SPO) or designee:
 - 1. Chain of command - Administrative structure
 - a. Identity of supervisor
 - b. Identity of individuals who are responsible to them
 - c. Persons to contact for decisions that are beyond their responsibility
 - 2. Position responsibilities, decision-making parameters
 - 3. Staffing patterns
 - 4. Security measures and safety precautions
 - 5. Use of force, OC/PDUs, restraints and de-escalation techniques
 - 6. Emergency procedures, equipment, vehicle use
 - 7. Written documentation, location of forms, completion of forms
 - 8. Communications—methods, use of equipment
 - 9. General facility and program operations
 - 10. General employee information - who to contact for completion of timecards, location of manuals (Juvenile Hall, Civil Service, Safety, Administrative), insurance, Santa Barbara Probation Peace Officer Association (SBPPOA)
 - 11. Employee conduct, dress code, professional ethics

Refer to
Administrative
Manual
Chapters 1102
Employee
Conduct 1104
Dress Code

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12. Ethical Responsibilities
13. On-line HIPAA and Computer Use Policy Training
 - a. Program and facility orientation for all non-sworn employees, non-probation agency personnel, and volunteers is conducted by the SPO or designee

III. Program In-House Staff Training

- A. In addition to the orientation all new staff will receive in-house training in the following:
 1. Individuals, small and large and small group supervision techniques, procedures and guidelines
 2. Policies and procedures related to discipline and rights of youth
 3. Staff teamwork, protocol with staff and youth
 4. Command presence
 5. Program procedures - verbal commands, program terminology, positions for supervision, location of youths, etc.
 6. Vehicle usage - how to search a vehicle, use of radios, routes to take, security precautions, locations of gas stations, use of gas cards, key security, what to do in emergencies
 7. Restraints - securing holds, 1/2 inch between leg and shackles
 8. Fights - procedures to follow, how to safely break them up, use of staff
 9. Youth Supervision - expectations, instructions, count, positioning, teamwork
 10. Work details - tool safety and handling
 11. Medications - delivery, face-to-face policy, documentation
 12. Transportation - court runs, hospital, medical appointments, etc.
 13. First aid/CPR training - basic staff, training, liability for extra-help
 14. Radio procedures – local law enforcement channels, facility-to-facility protocol, call signs, emergency radio protocol
 15. Security - small group, large group, vehicles, and contraband
 16. Contact with public, staff - ethics, professionalism, role model
 17. Emergency evacuation - Fire, flood and earthquake procedures, checklists, chain-of-command, vehicles
 18. Power outage - generators, flashlights
 19. Escape Procedures
 20. Contraband - searches, pat-downs, strip searches
 21. Confidentiality - with youth and staff, duty to warn
 22. Child abuse - reporting crimes

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- 23. PREA – reporting sexual misconduct
- 24. Media contacts (refer inquiries to designated Deputy Chief Probation Officer or department Public Information Officer)
- 25. Liability - risk of lawsuit issues
- 26. Searches, testing, etc. of youth
- 27. Extra-help - restrictions on level of supervision (Title 15)
- 28. Report writing - documentation/WSR recommendations/BW Referrals
- 29. Suicide Prevention - observation, communication, interventions to take, who to inform, documentation
- 30. Basic health, sanitation & safety measures
- 31. Policies and procedures referencing:
 - a. Trauma and trauma-informed approaches
 - b. Culturally responsive approaches
 - c. Gender responsive approaches
 - d. Crisis intervention and mental health referrals
 - e. Transgender and Intersex youth

Title 15 1322 1329 1352.5

B. Policy and Procedures Manual

- 1. Staff will follow written policy and procedures. It is essential for the safe operation of the facility that assigned staff read and understand manual sections. These manuals explain the expectations the Department has for facility operations. They are designed to protect staff and the youth in our custody.
- 2. Familiarity with the manual will provide staff with a better understanding of overall institutional operations; enforcement of written policy and procedures will assist in providing a safe, secure, and consistent environment for staff and youths.
- 3. Failure to adhere to policies and procedures may result in disciplinary action.
- 4. The Juvenile Hall Manual is available in each housing unit, the Supervisor’s office, the front office, Medical/BW office, the administrative office, and on the Department portal.
- 5. Annually, Juvenile Hall staff is required to read and acknowledge understanding of the Use of Force and Use of Restraints chapters in the Juvenile Hall Manual. Additionally, on an annual basis, staff

See Chapter
4103 XIV

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will be periodically assessed on their knowledge of the Juvenile Hall Manual.

6. Manuals are reviewed at least bi-annually for accuracy by facility administrative staff, and documentation of reviews and any revisions is maintained in the front of each manual. Each revision of the manual is numbered and approved by the Deputy Chief Probation Officer for Institutions.

Title 15
1324

IV. Enhanced room check procedures

In order to monitor compliance with minimum standards for juvenile facilities as set forth in Title 15, Section 1328, a periodic review of the welfare check logbooks, as well as the corresponding digital video recordings will be completed in the facility (by who and frequency).

Chapter 4100

V. Welfare Safety Checks

Staff shall conduct See Log Inactive (SLI) safety checks at a minimum of every 15 minutes, but at random and varied intervals, **during hours when youth are asleep or when youth are in their rooms**. All safety checks shall be documented with the actual time the check is completed. A welfare check is a direct visual observation of the youth which includes a visual of the skin, the face, and to ensure that the youth is breathing and or the youth is moving.

Title 15
1328

VI. Use of Hardware and Software

A. Hardware and software used in the department must adhere to department operational standards. Any personal equipment or software shall not be used or installed without Information Technology staff's authorization. Such items include but are not limited to:

1. Screen savers
2. Printers
3. Jump drives/external drives
4. Mouse
5. MP3 players/iPods/Smart Phones

B. Confidential client information is not to be saved on an external device/jump drive without authorization from a SPO or Manager.

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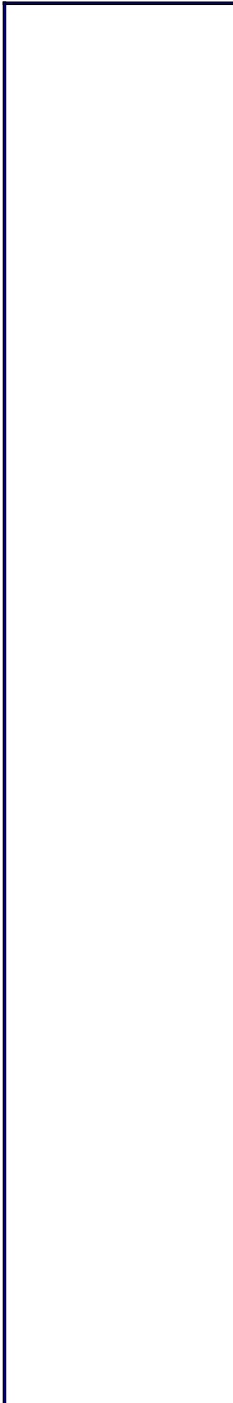
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VII. Employee Responsibilities

- A. **Corporal Punishment:**
Corporal punishment is prohibited and its use could result in immediate suspension from duty and will result in discipline up to and including termination. Physical contact with a youth is prohibited except when use of force is reasonable to control assaultive or violent behavior, contact is necessary to redirect or escort youth or when restraining a youth for safety reasons.

- B. **Maintaining discipline and order:**
It is the responsibility of all JIOs to maintain order and discipline at all times. In doing so, JIOs must conform to established policies and procedures and all incidents of disciplinary action against youth are to be documented in the form of a Workers' Special Report (WSR) and forwarded to the appropriate Senior DPO or Senior JIO on duty.

- C. **As a child care custodian, as defined under Section 11166.5 Penal Code (PC), employees have reporting responsibilities for incidents of suspected child abuse, and alleged sexual misconduct of youth including incidents occurring in the facility. Employees are not to make an independent determination regarding the validity of any child abuse claim or incident. Rather, they are to report the information to senior officers, child welfare and law enforcement authorities, as appropriate, and document their action.**



ATTACHMENT A

Santa Barbara County Probation Institutions Santa Maria Juvenile Hall JIO Staff Orientation/Training Checklist (Title 15 Section 1322)

Employee Name: _____ Job Title: _____

Sr. JIO Institution Training Officer: _____

Title 15 Section 1322(a): Pre-Responsibility Orientation Chain of Command

1. Role and Responsibility of a JIO (SMJH Chapter 4102) Date: _____ Trainer: _____
2. Chain of Command (SMJH Chapter 4100) Date: _____ Trainer: _____
3. Scope of Authority; points of contact beyond scope (SMJH Chapter 4100) Date: _____ Trainer: _____
4. Departmental resources / contacts available to employee explained Date: _____ Trainer: _____

Employee Standards / Ethical Responsibilities (Administration Manual Chapter 1102)

1. Ethics – Act honestly, without prejudice and with integrity; Professionalism and staff relations; view video “What Happened to Felix” Date: _____ Trainer: _____
2. Work cooperatively with fellow employee; expectations Date: _____ Trainer: _____
3. Sexual Harassment/work place harassment/drug free workplace policies Date: _____ Trainer: _____
4. On and off duty behavior; departmental expectations: Date: _____ Trainer: _____
 - Do not consume alcohol while on duty.
 - Do not come to work intoxicated, or under the influence of a controlled substance that could impair your ability to perform your duties.
 - If you are arrested or incur other law enforcement contact, immediately notify the SPO / Manager on site.
 - If a family member is detained in this facility, notify the DPO Sr. / SPO / Manager immediately.
5. Confidentiality protected and maintained (Administrative Manual Chapter 1103) Date: _____ Trainer: _____
 - Criminal Record information and probation case information in general are confidential and may only be released to those agencies that have a need and a right to know. Access to such information is strictly limited to statute, case law, Court directive, and departmental policies. The unauthorized release of such information is strictly prohibited.

- Of staff, in the workplace, in public

6. Meet Supervising Probation Officer.
Debrief on expectations Ethical and Professional Behavior, and career goals Date: _____ Trainer: _____

SMJH Facility Introduction

1. Program Philosophy (SMJH Manual Section 4100) Date: _____ Trainer: _____
2. Program Description – Role of Institution (SMJH Manual Section 4100) Date: _____ Trainer: _____
3. Program Orientation – Review Detainee Orientation Packet Date: _____ Trainer: _____
4. Behavior Management System Date: _____ Trainer: _____

Title 15 Section 1322(b): Pre-Supervision Orientation Individual and Group Supervision

1. Command presence, use of voice commands (SMJH Manual Section 4121, III, D) Date: _____ Trainer: _____
2. School/In-house programs – times, rules, expectations (SMJH Manual Section 4116) Date: _____ Trainer: _____
3. Basic supervision: procedures, posting locations, communication with other staff, suspicious activities (SMJH Manual Section 4112) Date: _____ Trainer: _____
4. Supervision during recreation activities, inside vs. outside activities, equipment, etc. (SMJH Manual Section 4113) Date: _____ Trainer: _____
5. Visitation procedures (SMJH Manual Section 4126) Date: _____ Trainer: _____
6. Welfare Checks within 15-minutes that are at random and varied intervals (SMJH Manual Section 4112 and 4102) Date: _____ Trainer: _____
7. Meal time supervision and shower time supervision (SMJH Manual Section 4132 and 4112, XII) Date: _____ Trainer: _____
8. One-on-one counseling, crisis intervention, behavior modification (SMJH Manual Section 4125) Date: _____ Trainer: _____

Regulations/Policies for Discipline

1. Policies and procedures (SMJH Manual Section 4123) Date: _____ Trainer: _____
2. Sanctions (SMJH Manual Section 4123, I, C) Date: _____ Trainer: _____
3. Due process (SMJH Manual Section 4123, III, A) Date: _____ Trainer: _____
4. Grievance procedures (SMJH Manual Section 4123, IV, E) Date: _____ Trainer: _____

Basic Rights per Title 15 (Sections 1370-1377 and 1352.5)

1. Education program (SMJH Manual Section 4116, I, A) Date: _____ Trainer: _____
2. Programs, Recreation and Exercise (SMJH Manual Section 4113, II) Date: _____ Trainer: _____
3. Religious program (SMJH Manual Section 4127) Date: _____ Trainer: _____
4. Work program (SMJH Manual Section 4117, IV) Date: _____ Trainer: _____
5. Visiting (SMJH Manual Section 4126) Date: _____ Trainer: _____
6. Correspondence (SMJH Manual Section 4128) Date: _____ Trainer: _____
7. Telephone Access (SMJH Manual Section 4129) Date: _____ Trainer: _____
8. Access to Legal Services (SMJH Manual Section 4130) Date: _____ Trainer: _____
9. Social Awareness program (SMJH Manual Section 4116, I, A, 10) Date: _____ Trainer: _____
10. Transgender and intersex youth (SMJH 4114 and 4124, 4111) Date: _____ Trainer: _____

Health, Sanitation and Safety Measures

1. Confidentiality (Title 15, Section 1407) (SMJH Manual Section 4103, VI) Date: _____ Trainer: _____
2. First Aid and Emergency Response (Title 15, Section 1412)
(SMJH Manual Section 4120, III, 8) Date: _____ Trainer: _____
3. Requests for Health Care Services (Title 15, Section 1433)
(SMJH Manual Section 4124, I, C, 1, a) Date: _____ Trainer: _____
4. Medical referral procedures (SMJH Manual Section 4124, I, C, 1, a) Date: _____ Trainer: _____
5. Procedures for administering medications; documentation/security
(SMJH Manual Section 4124, III) Date: _____ Trainer: _____
6. Clothing and Personal Hygiene (Title 15, Sections 1480-1488)
(SMJH Manual Section 4114, IV) Date: _____ Trainer: _____
7. Bedding and Linens (Title 15, Sections 1500-1502)
(SMJH Manual Section 4114, II) Date: _____ Trainer: _____
8. Facility Sanitation and Safety (Title 15, Section 1510 and 1511) Date: _____ Trainer: _____

Suicide Prevention and Response to Suicide Attempts

1. Suicide prevention and suicide attempts (SMJH Manual Section 4109) Date: _____ Trainer: _____
2. Emergency equipment locations (SMJH Manual Section 4119, IV) Date: _____ Trainer: _____
3. Crisis procedures, notifications, documentation Date: _____ Trainer: _____

Use of Force, Mechanical and Physical Restraints

1. Use of Force policy reviewed (SMJH Manual Section 4121) Date: _____ Trainer: _____
2. Use of Restraints policy reviewed (SMJH Manual Section 4122) Date: _____ Trainer: _____
3. Appropriate use of handcuffs and shackles explained (SMJH Manual Section 4122, II, E) Date: _____ Trainer: _____
4. De-escalation techniques, chemical agents Date: _____ Trainer: _____

Emergency Procedures: Facility

1. Emergency, personal and fixed auditory alarms identified and explained (SMJH Manual Section 4119, III) Date: _____ Trainer: _____
2. "911" tool, CPR masks, Automatic External Defibrillation (AED) and first aid kit locations identified and explained Date: _____ Trainer: _____
3. Use of radios, proper radio procedures, use of phone system explained (SMJH Manual Section 4104, IV) Date: _____ Trainer: _____
4. Medical emergency procedures explained Date: _____ Trainer: _____
5. Evacuation/Fire safety plan locations identified and explained (SMJH Manual Section 4120, III) Date: _____ Trainer: _____
6. Disaster, riot, active shooter, and bomb threat procedures explained (SMJH Manual Section 4119, Attachment C and Administrative Manual Section 1201, III, C) Date: _____ Trainer: _____
7. Fire hoses/extinguishers identified; gas/water shut off locations identified Date: _____ Trainer: _____

Emergency Procedures: Supervision

1. Staff response to fights/emergencies while detainees in units/classrooms (SMJH Manual Section 4119, II) Date: _____ Trainer: _____
2. Crisis counseling, intervention, techniques (SMJH Manual Section 4119) Date: _____ Trainer: _____

Routine Security Measures: Facility

1. Safety/security checks explained; what to check, when, documentation (SMJH Manual Section 4104, I, D and 4112, II, G, 8) Date: _____ Trainer: _____
2. Searches: when, what type, reasons, procedures, documentation (SMJH Manual Section 4111) Date: _____ Trainer: _____
3. Keys, doors, alarms (SMJH Manual Section 4112, II, F) Date: _____ Trainer: _____
4. Facility perimeter and grounds security Date: _____ Trainer: _____

Routine Security Measures: Supervision

1. Intake procedures, including pat down searches, use of wand (SMJH Manual Section 4108) Date: _____ Trainer: _____

2. Group control: size, techniques, teamwork (SMJH Manual Section 4112, II, G, 12) Date: _____ Trainer: _____

Mental Health Services

1. Behavioral Wellness referral procedures (SMJH Manual Section 4123, VI) Date: _____ Trainer: _____

2. Behavioral Wellness emergency procedures (SMJH Manual Section 4125, VI, F, and Attachment B) Date: _____ Trainer: _____

3. Available Mental Health services explained: BW, SAFTY Date: _____ Trainer: _____

4. Trauma informed, culturally responsive and gender responsive approaches Date: _____ Trainer: _____

Documentation

1. Worker's Special Reports, IMPACT logs, room check logs Date: _____ Trainer: _____

Fire/Life Safety Training

1. Emergency evacuation: procedure, food, locations, routes, maps (SMJH Manual Section 4119) Date: _____ Trainer: _____

2. Emergency drills: earthquake, fire, fence extraction (SMJH Manual Section 4120, II, A, 5) Date: _____ Trainer: _____

Training

1. HIPAA online training (Administrative Manual Section 1103, a) Date: _____ Trainer: _____

2. Computer Use Policy (Administrative Manual Section 1112.2) Date: _____ Trainer: _____

3. CLETS confidentiality enrollment within 6 months of hire (Administrative Manual Section 1103, I, E) Date: _____ Trainer: _____

Administrative

5. Timecards, Outlook, IMPACT Date: _____ Trainer: _____

6. Probation Department Code of Ethics (SMJH Manual Section 4103, III) Date: _____ Trainer: _____

7. Mandatory Child Abuse Reporting Requirement Date: _____ Trainer: _____

8. Uniform policy: proper attire, equipment, footwear (SMJH Manual Section 4103, VII) Date: _____ Trainer: _____

9. Manuals: SMJH, Title 15, Administrative Date: _____ Trainer: _____

10. Sexual Harassment Policy (Administrative Manual Section 1121) Date: _____ Trainer: _____

11. Media/law enforcement contacts (Administrative Manual Section 1107) Date: _____ Trainer: _____

12. Meeting appointment with Manager review to overall facility goals and expectations Date: _____ Trainer: _____

Employee Signature: _____ Date: _____

Print Name: _____

Sr. JIO Facility Training Officer: _____ Date: _____

Printed Name: _____

Senior DPO: _____ Date: _____

Printed Name: _____

SPO: _____ Date: _____

Print Name: _____

Manager: _____ Date: _____

Print Name: _____

ATTACHMENT B

SANTA MARIA JUVENILE HALL

ORIENTATION CHECKLIST

(Volunteers, Program providers, Contract employees, Teaching, Medical, and Mental Health staff)

Staff Initial

_____ **Attire:**

- Clothes should be clean and appropriate for a professional job site (polo shirts, collared shirts, slacks, long dresses, blouses with sleeves, etc.).
- No attire advertising alcohol or drugs. Worn jeans, T-shirts, short shorts and dresses are not appropriate.
- Closed toe shoes are required.
- Leave jackets or extra sweaters in a secure area.
- No visible tattoos.

_____ **Chain of Command:**

- Juvenile Institution Officers (JIO) and Senior Juvenile Institution Officers (Sr. JIO) provide direct supervision of the youths in the housing units.
- The Senior Deputy Probation Officers (Sr. DPO) provide direct supervision of shift staff and are under the oversight of a Deputy Probation Officer, Supervising (SPO).
- SPOs are under the direction of the Probation Manager, who reports to the Deputy Chief Probation Officer of the Institution Division.
- In the case of an immediate emergency, contact any Juvenile Hall staff in the immediate area for assistance and guidance.

_____ **Safety and Security:**

- Report to staff any talk or writing by a youth about suicide, escape, or threats to other youths or staff.
- Non-probation personnel must assist in maintaining a safe and secure environment.
- By law and policy, no weapons, drugs or alcohol are allowed in the facility.
- Secure personal items in your car or in a secure cabinet or desk.
- Do not give keys to youths for any reason.
- Immediately notify JH staff if you are missing any personal belongings.
- Any personnel appearing to be under the influence of drugs or alcohol will not be allowed in the facility or if already in the facility, will be asked to leave.
- Do not give youths pencils, pens, lighters, matches, rulers, compasses, pens, paper clips or anything that MIGHT be fashioned into a weapon. Check with staff BEFORE you give ANYTHING to a youth.
- In an emergency follow staff directions.
- JIO staff will take control in all emergency situations (Fights, fire, earthquakes, etc.)

Discipline:

- All discipline is handled by the Juvenile Hall Probation staff. (School exceptions)
- If a youth is using profanity, is rude, is making inappropriate remarks or comments that are threatening or youths or staff, or is in any way disrupting your class/program, inform Juvenile Hall staff IMMEDIATELY.

Personal Information:

- Do not give out your phone number or address to any youth.
- Promoting on-going social relationship with a youth outside of the facility is prohibited, unless it is part of your organization's job description.
- Discussion of your job or your education goals/plans is acceptable.
- Keep your private life private.

Interaction with youths:

- Interactions with the youths should always be positive and supportive.
- Maintain a friendly and professional demeanor with the youths.
- Avoid talking about their offense.
- If the youth brings up their offense be non-judgmental/committal.
- Do not criticize staff in front of the youths.
- If you have a question about a staff or a Juvenile Hall procedure, talk with a supervisor about it.
- Do not discuss the proper disposition of a youth's case.
- Keep conversations focused on a positive and problem free future.
- Do not make promises to youths.
- Do not engage in conversations with youth that require specialized training or knowledge or expertise beyond your role or skill level.
- Trauma informed, culturally responsive and gender responsive approaches

Confidentiality:

- All youths in the Juvenile Hall have a right to their privacy.
- Never talk about youths who you have seen in Juvenile Hall with anyone outside of Juvenile Hall.
- Do not discuss youths who you might have had contact with in other programs, classes, or institutions.
- Do not talk about one youth with another youth.
- Do not take letters from youths for mailing.
- Do not take messages from youths and for distribution in or outside of Juvenile Hall.
- If a youth talks about being depressed, angry, or statements regarding escape, or threat to another youth or staff, report statements immediately to JIO staff.

Supervision Responsibilities:

- Juvenile Hall staff is responsible for the supervision of the youths.
- If you witness an act or a behavior that you do not think is in line with the rules, pass your observation on to the staff.
- Staff is responsible for all movement of youths.

- Program and Volunteer staff will never take a youth out of a unit or an area outside of staff supervision.
- Staff will handle any problems, conflicts or disciplinary actions.

Youth's behavior:

- Youths are expected to behave politely and cooperatively.
- Explain clearly the guidelines of your program or class to the youths.
- When appropriate, discuss your program with the staff on duty prior to its presentation. Sometimes certain topics are best not discussed in the Juvenile Hall (sexual behaviors, riots, escapes, fights, gang activity in the press, etc).
- R-rated movies are prohibited in the Juvenile Hall, unless approved by the Director of Juvenile Court Community Schools and the Juvenile Hall Manager because of education/artistic value.

Ethical Standards:

- Personnel are expected to act professionally at all times.
- Personnel are expected to interact positively with other agency and Juvenile Hall staff.
- Any problems are to be referred to the Sr. DPO, SPO or to the Probation Manager.
- Personnel are expected to work honestly and cooperatively with both Probation staff and youths.

Personnel Signature

Juvenile Hall Staff Signature

Date