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**Notes and  
References**

## **Communication: Logbooks/Chronos, Record Keeping/Statistics, Worker Special Reports, Intercoms, Emergency Alarm Systems, Incident Reporting and Reporting Legal Actions**

### **I. Logbooks**

A. Institutions logbooks are official County documents which may be subpoenaed for court purposes. It is imperative that entries are accurate, professional, objective and suitable. The Institutions have four distinct log books: intake, welfare check, unit logs and security. Log entries are to be made when a staff wants something recorded for present or future reference. It alerts staff to possible dangerous conditions, unstable youth, equipment failures, procedural changes, and other vital information.

B. Typical entries in the Intake log book include:

1. Admissions/releases
2. Notification to parents regarding admission
3. Medical appointments
4. Inter-facility transports
5. Employee sick calls
6. Important Departmental announcements with relevance to the Santa Maria Juvenile Hall (SMJH).
7. Court Transportations
8. Other detailed Transportations

C. Typical entries in the Welfare Check log include:

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**Notes and References**

1. All welfare checks.
  2. Head Counts
  3. Staff conducting the room checks
  4. Suicide status and time of checks
- D. Typical entries in the MCR log book include:
1. Emergency drills/incidents
  2. Emergency radio checks
  3. Personal alarm tests
  4. Unit and Perimeter security checks
- E. Typical entries in the Unit log include:
1. Accidents and injuries
  2. Youth activities and movement
  3. Observations of youth behavior (s)
  4. General behavior pattern of the group:
    - a. When youth on room confinement or status are exercised and counseled.
    - b. When meals are refused
    - c. Other pertinent information
- F. All entries must be legibly written or printed in Intake and MCR log books, and **must** include the following:
1. Date (in left margin)

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2. Time (in left margin)
  3. The employee identification number of the person who makes the entry (in left margin)
  4. Particulars as to time, place, persons involved, outcome, etc.
- G. Institution logbooks are never to be viewed by the youth or other persons not affiliated with the facility.

**II. Institution Record-keeping, Statistics, and Communication/Correspondence**

The following records, statistics, and communication/correspondence systems are maintained to insure efficient operation of the facility, legal and proper care of youth, maintenance of individual detainee records, supply of information to the Juvenile Court and those authorized by the Court or by law, and release of information regarding youth:

- A. Records and Statistics:
1. Juvenile Hall/Programs Report (Monthly/Quarterly)
  2. Board of State and Community Corrections (BSCC) Juvenile Detention Profile Survey (Monthly/Quarterly)
  3. Juvenile Institutions Report (Monthly)
  4. (BSCC) Crowding Assessment Report (Monthly)
  5. Programs Calendar (Monthly)
  6. Bed Days Report (Monthly)
  7. Reimbursement Claim Report—School Nutrition Program (Monthly)

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**Notes and References**

8. Performance Measures (Monthly/Quarterly/Annually)
9. Consolidated Daily Attendance Report
10. Chief Probation Officer of California (CPOC) Juvenile Probation and Camps Funding (JPCF) Allocation Report (due by the 10<sup>th</sup>)
11. 777 WIC Analysis Report (Monthly)
12. Incident Review Report (Monthly)
- B. Institution Logs/Roster
  1. Intake Logs/Rosters
    - a. Intake & Release Office Log
    - b. Daily Admission Roster
    - c. Daily Release/Re-house Roster
    - d. Video Interview Log
    - e. Visitor/Guest Log
    - f. Case files
    - g. Transportation Log
    - h. Live Scan appointment Log
    - i. Non-Secure Detention Log (Shelter care)
    - j. Promise to Appear (PTA) File

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**Notes and References**

- k. Warrant File
- l. Meal diet logs/menus
- 2. Unit Logs/Rosters
  - a. Unit Log
  - b. Welfare Check Log
  - c. Daily Unit Roster
- 3. Master Control Room (MCR) Logs/Rosters
  - a. Security Check Log
  - b. Emergency Drill Log (fire/earthquake/evacuation drills)
  - c. Emergency Power Generator Test Log (monthly)
- 4. Administration Logs/Rosters
  - a. Petty Cash Log
  - b. Fire & Life Safety Building Inspections
  - c. Behavioral Wellness Referral Log
  - d. Treatment Team Minutes
- 5. Other Miscellaneous Logs/Rosters
  - a. O.C. Spray, Radio, Ear Piece and Mic, Personal Alarm Log

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**Notes and References**

- b. Vehicle Maintenance (monthly inspections)
- c. Unannounced Rounds – PREA Compliance
- C. In addition to the above, information is communicated throughout the facility via Worker Special Reports (WSR), e-mail (Outlook), directives, memos, and the Probation Department Intranet/Portal.
- D. Case Confidentiality

Juvenile Probation records, including all petitions filed, reports of the Probation Officer, and all other documents contained in the file that are submitted to the Court may be inspected by the following:

- 1. Court personnel
- 2. The youth who is subject of the proceedings
- 3. The youth’s parents or guardian
- 4. The attorneys for those parties
- 5. Any other person designated by the Welfare and Institutions Code
- 6. Deputy District Attorney conducting a criminal investigation
- 7. Child Welfare Services in conducting dependency proceedings
- 8. School official pursuant to the provisions of Sections 827(b) (1) through 827(e) W&I Code

Probation files on occasion are subject to a Subpoena Duces Tecum, which is a legal order to produce records. When such a subpoena is received, the Supervising Probation Officer (SPO) must be notified immediately. If the Subpoena Duces Tecum is signed by a Judge and the request for records is ordered to be delivered to Court either by mail or in person, the subpoena must be obeyed. If the subpoena has been issued by an attorney, law firm, or process server, the requestor should be notified that the information may not

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**Notes and References**

be released except in compliance with a valid court order. Consultation with a SPO is still required. Additionally, consultation with County Counsel is sought for clarification prior to release of records.

- E. Any Probation, facility, or Court documents released as outlined in section D above shall be documented in detail in the youth's case file via Pro-27, Criminal History Record Information & Protected Health Information Release Sheet.
- F. Probation Records may be purged after the termination of probation/Juvenile Court jurisdiction and for Division of Juvenile Facilities (DJF) cases in a time manner consistent with Departmental policy and statute.
- G. No reports, logs, case files, rosters, etc., are to leave the facility without the permission of a SPO, Manager or designee.

See Attachment A, Pro-27 and Administrative Manual 1103

**III. Reports and Memos**

**A. Worker's Special Reports – Reporting of Incidents**

Worker's Special Reports (WSR) must be filed to report the following:

1. Disciplinary/safety measures involving separation time of a period of more than 60 minutes.
2. Medical separation and/or other medical conditions that limit or otherwise restrict the youth's full participation in normal activities.
3. An updated change of the youth's security status (i.e., S to RCS or MS to S).
4. Accidents and injuries occurring on institution property to youth, other persons, and staff (WSR, Occupational Injury Form, Workers Compensation Benefit forms, and Auto/Other Liability Notice are to be completed as appropriate), as well as other situations or incidents that pose a potential liability to the County. These reports are to be completed by the end of the shift during which the incident occurred.

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**Notes and References**

5. Reports must be filed concerning any unusual or significant matters. When in doubt, staff should confer with a DPO Sr. or above regarding the need for a WSR.
6. WSRs will indicate the “who, what, when, where, how” of a matter, and list any witnesses. When the WSR is written to document an incident, staff present and their location in the unit or yard will be noted.
7. All WSRs are completed in IMPACT.
  - a. These reports are to be reviewed and approved by the DPO Sr. or acting DPO Sr. prior to being reviewed by the SPO, Manager or designee.
  - b. If the reason for the WSR affects the operations of the institution, an entry in the appropriate log book must be made indicating a WSR was prepared and the sanctions it specifies.
  - c. Any WSR that requires an attachment shall be printed and routed for approval (i.e., Detox Log, Due Process, etc.).
8. Youth are not permitted to read WSRs.
9. If a youth is referred for Behavioral Wellness services by a Juvenile Hall staff member, it shall also be documented in a WSR. If a youth received emergency or unscheduled medical treatment outside the facility, a WSR must be completed.
10. Any subsequent notification made will be documented in the WSR, including notification to SPO, Manager, parent/guardian, after-hours calls to the on-call Doctor or SAFTY.
11. WSRs are to be written upon booking a youth after hours of medical and mental health issues; youth is to have an intake clearance by both entities. A medical and mental health referral will be submitted.



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**Notes and References**

- B. Memos
  - 1. For general communications within the County or between specific persons, e-mail is preferred.
  
- C. Youth Requests for Professional Contacts
  - 1. When a youth requests to see a clergy member or other professional, staff will forward the request to the SPO or designee who will contact the requested party.
  - 2. When a youth requests to speak to his/her Deputy Probation Officer (DPO) or attorney, staff will send an e-mail message to the assigned DPO or attorney.
  
- D. Youth Request for "Medical Attention" form
  - 1. The "Medical Attention" form is to be completed and routed to Medical staff whenever a youth is in need of medical attention.
  - 2. The confidential medical box in each unit is checked by medical staff twice daily.
  - 3. Staff will allow a youth to complete a "Confidential" medical form upon request.
  
- E. Youth Request for "Behavioral Wellness (BW) Referral/Contact" form
  - 1. The BW Referral form is to be completed in its entirety and forwarded to BW staff whenever a youth is in need of BW services.
  - 2. The confidential BW box in each unit is checked by BW staff twice daily.
  - 3. Staff will allow the youth to complete the "Confidential" BW form upon request.

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**Notes and  
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**IV. Reporting of Incidents**

- A. All incidents which result in physical harm, serious threat of physical harm, or death to an employee or youth in the Juvenile Hall will be documented in a written report (WSR) and submitted by the end of the shift. Incident Debrief Reports (IDR) will be produced for incidents of varying degree requiring investigation, follow up and review by the Deputy Chief Probation Officer (DCPO).
  - 1. WSRs and IDRs are critical for the accurate collection of information and investigations regarding serious incidents.
  - 2. Documentation through written reports of incidents provides assistance to staff and facility administrators when called to remediate operations or recount past incidents.
  - 3. The Chief Probation Officer (via the chain of command), Department Safety Officer/IIPP Coordinator, Professional Standards Unit Manager and Risk Management must be notified immediately of fatalities, serious occupational illness exposure incidents, and serious injuries to any persons in the facility. This extends to facility operations occurring in a community setting.

**V. Intercom Communication**

- A. The intercom stations are for the use of staff only, and are not to be answered by or operated by any youth. As a matter of security, these devices are checked frequently to ensure that all controls are in proper working order. Checks are documented in the Institutions Security Log book.
- B. Staff will be advised of and instructed as to operating procedures at their work site during their initial 40 hours of orientation.

**VI. Emergency Communication System**

- A. Emergency (Personal) alarm

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**Notes and References**

1. Whenever a situation develops which is of a critical nature and requires immediate backup by extra staff, the emergency or personal alarm is to be activated.
2. All staff required to supervise youth, including school personnel, shall carry a personal alarm.
3. It is the responsibility of the Intake JIO Sr. or DPO Sr. to insure each JIO's personal alarm is tested at the beginning of each shift. School personal alarms are checked by the Intake JIO Sr. each week.

**B. Radios**

The batteries for Institution radios are checked by each staff at the beginning of each shift. Officers shall wear ear pieces and use mic cables at all times with radios. Radios are also assigned to medical and BW staff. Batteries are changed out as needed.

**VII. Weapons**

- A. Firearms are NOT allowed in the facility at any time unless an emergency requiring a specialized law enforcement response to preserve life is necessary.
- B. When entering the secure portion of the facility, law enforcement officers and armed probation officers are to leave firearms, stun guns, batons, and similar weapons in the lock boxes outside the door of the facility or secured in their vehicles.
- C. Officers authorized by the Department or their agency to carry OC may retain their properly secured OC spray canister.

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**VIII. Reporting of Legal Actions**

The facility Probation Manager will notify the Institutions DCPO of any legal action pertaining to the SMJH. The DCPO will submit to the BSCC a letter of notification on each legal action pertaining to conditions of confinement filed against persons or

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**Notes and  
References**

legal entities responsible for the operation of the juvenile facility. The DCPO will maintain a log of legal actions and notifications.

**IX. Work Orders**

- A. Work orders are submitted electronically using the General Services database by the Manager, SPO, Utility Worker or designee.
- B. Binders labeled “Work Orders” are located in each unit.
- C. Prior to submitting a work order, staff are to review the binder to determine if a request has already been submitted.
- D. If a work order has not already been submitted, staff are to contact the facility Utility Worker via email to request that a Work Order be submitted. If the Utility Worker is unavailable, the SPO, Manager or designee will be responsible for submitting the work order.
- E. Print a copy of the request and place it in the unit’s work order binder.
- F. Once the work order is approved, the Utility Worker will include a copy of the approval notice in the binder along with the request.

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# Attachment A

Santa Barbara County

Probation Department

## CRIMINAL HISTORY RECORD INFORMATION & PROTECTED HEALTH INFORMATION RELEASE SHEET (Print or Type Entries)

Probationer's Name: \_\_\_\_\_ AKA: \_\_\_\_\_ AKA: \_\_\_\_\_ AKA: \_\_\_\_\_

Information Released To			Description Of Information Released	How Information Transmitted (Manual Copy, FAX, email, verbal, etc.)	Reason For Release Of Information	Information Released By Print Name & Initial
Date	Name of Agency	Name of Agency Representative				

Note: All releases entered on this form are to be documented as a chrono entry in the case file.  
 Criminal History Information, reference Policy: Administrative Manual Chapter 1103  
 Protected Health Information, reference Policy: Administrative Manual Chapter 1103A