



Policies & Procedures

City of New Orleans

"Transforming lives through, restoration, rehabilitation & re-entry"

Juvenile Justice Intervention Center

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I – INTRODUCTION

Juvenile Justice Intervention Center Prospectus

JJIC New Programmatic Direction

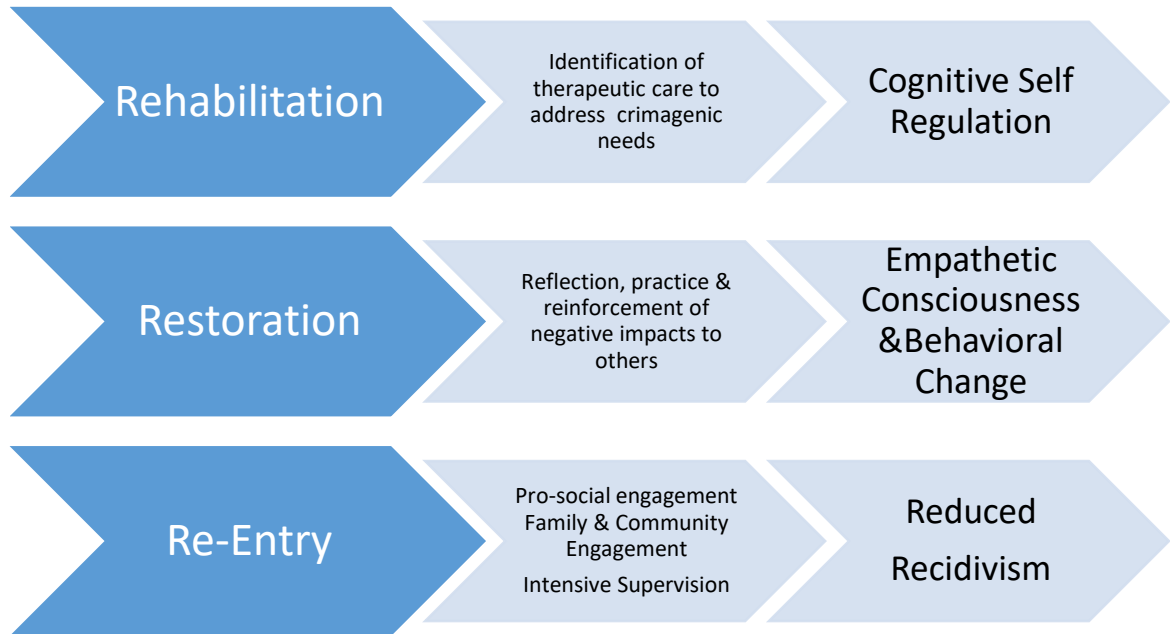
Youth detained at Juvenile Justice Intervention Center present an opportunity for intervention that may stimulate desirable behavioral changes towards self-regulation and participation in the pro-social spectrum. To maximize this opportunity, the organizational systems, structure, and workforce must be aligned with this aspirational outcome. Consistent with best practices and juvenile justice reforms, JJIC has adopted a three-pronged service delivery model underlying its approach to secure care:

Rehabilitation- JJIC is not a long-term treatment facility but, it can begin intervention services by providing skilled care given by licensed mental health staff and social workers. Interventions include evaluating the youth, identifying the specific factors (criminogenic needs) that must be addressed to reduce risks and designing a plan of care that can help youth get back, keep, or improve abilities needed to sustain pro-social behaviors in daily life. We are piloting the integration of a trauma-informed approach in the facility, working with national experts, the first in the state to do so.

Restoration- JJIC integrates opportunities for reflective learning for youth to achieve social discipline through participatory learning and decision-making by using restorative practices. These practices help youth to display empathy; reduce crime violence and bullying; improve human behavior; strengthen civil society; provide effective leadership; restore relationships; and repair harm.

Re-entry- JJIC will assist detained youth with a successful transition back to their community through strategic reintegration services. Case managers will establish the necessary collaboration with the community and its resources to ensure the delivery of needed services and supervision intended to reduce youths' recidivism through targeted education and employment programs; family engagement; mental health and substance use treatment; and housing.

Diagram: Outcome of 3-Prong Therapeutic Milieu



JJIC Alternative to Detention

JJIC has developed its own alternative to detention model as an available judicial option to reduce out-of-home placements (detention). This pre-adjudication program is intended to provide intensive family functional therapies and supports to minimize risky behaviors and stabilize family conditions within the youth's ecosystem while awaiting a disposition. Juvenile Detention Counselor Specialists are staffed as itinerant case managers deployed for intensive supervision through regular home visits and school-check-ins for the first 90-days post release.

Collectively these interventions change the modus operandi of JJIC to a more robust continuum of care that expands beyond detention services and more strategically marshals JJIC's resources towards being a more thoughtful and strategic intervener in the lives of vulnerable at-risk youth.

II – PHILOSOPHICAL ORIENTATION

The New Orleans Juvenile Justice Intervention Center provides secure pre-adjudicatory detention care for youth from Orleans Parish and surrounding parishes and alternatives to secure detention for Orleans Parish youth. Care must be provided in a non-judgmental manner, equal to all, regardless of their charge, gender, race, religion, national origin, sexual orientation, disability, or political views. It is our belief that structure and expectations are not viewed in a punitive nature, provided that structure and expectations are made clear and precise and are enforced in a manner that is both fair but firm and equal to all.

We are committed to:

1. Creating a humane environment that eliminates all barriers created because of race, gender, religion, sexual orientation, age, disability, color, and creed.
2. Providing food for juveniles' basic needs such as shelter, food, clothing, and medical care.
3. Providing for the physical, emotional, mental, religious, educational, and social needs of juveniles during the course of their stay in the detention center.
4. Housing the juveniles in a safe and humane environment maintaining the level of security necessary to prevent escape and to ensure that the juveniles live free of fear of assault or intimidation by staff or other juveniles.
5. Providing community-based services for youth as an alternative to secure confinement in a way which promotes public safety and ensures the youth's appearance at required court hearings.

MISSION

The mission of the New Orleans Juvenile Justice Center is to transform youth lives through restoration, rehabilitation and re-entry.

VISION

The New Orleans Juvenile Justice Center will foster an environment that recognizes innovative thinking, while providing staff and youth with unlimited learning and developmental opportunities. JJIC works toward the rehabilitation of court-involved youth and has a commitment to growth, and continuous improvement through the provision of counseling, education and case management services. These commitments will result in the New Orleans Juvenile Justice Center being recognized nationally as an innovative leader providing quality evidence-based juvenile detention practices.

CORE VALUES

Safety – We commit to ensuring an equitable, physically and emotionally safe environment for youth, staff and the community.

Restorative Justice – We commit to being empathetic in understanding the circumstances which contributed to the youth's delinquent behavior and creating opportunities to repair and rehabilitate youth for re-entry in society as productive citizens.

Commitment – We commit to advancing juvenile justice reforms in line with social imperative to reduce society’s reliance on incarceration of communities of color.

Professionalism – We commit to operating in the spirit of excellence through expertise, quality of work and compassionate caregiving to youth and families.

Innovation – We commit to pushing boundaries, challenging status quo thinking, being solution-oriented and using data-driven decision-making to ensure positive outcomes for youth.

Integrity – We commit to being truthful, dependable, and fair in all actions.

PURPOSE

Our purpose is to provide quality educational, medical, mental health, and evidence-based treatment programming that supports every juvenile’s capacity to learn. These services focus on the best interests of the youth through a professional culture which holds them accountable in a manner conducive to personal growth and development. Specifically, the facility shall do the following:

1. Maintain a safe and secure environment for all youth and staff.
2. Meet the individual needs of the youth we serve.
3. Prevent the abridgment of the juvenile’s legal rights during detainment at the facility.
4. Provide exceptional programming that prepares youths for placement or re-entry into the community.

III – ORGANIZATION & ADMINISTRATION

III.-1: ORGANIZATIONAL STRUCTURE

PURPOSE

To describe the organizational structure of the Department of Human Services.

POLICY

A single Director to whom all employees or units of management within the Department of Human Services is responsible and appointed by the elected Mayor of the City of New Orleans. This Director shall be responsible for implementing the policies and procedures of the JJIC and meet all applicable licensing requirements of the jurisdiction.

DEFINITIONS

Director – The acting authority, appointed by the elected Mayor of the City of New Orleans who shall be responsible for the control, supervision and the proper administrative functioning of the Department of Human Services.

Youth/Detainee- Our primary clients at JJIC are referred to as Youth and or Detainee

Detention Center- although we house youth involved in the justice system, we do not refer to our facility as a jail. It is a detention center.

Units- also referred to as “Pods” the living quarters/units where youth are housed and tend to personal grooming

Campus- Refers to the entire JJIC Complex, interior, and exterior perimeter grounds

PROCEDURES

All departments and sections are under the control and supervision of the Director who is directly responsible to the Mayor of the City of New Orleans.

The **Residential Life Division**, under the direction of the **Superintendent of Residential Life**, shall be responsible for the following:

1. The administration and management of all Detention Units in both facilities that operate twenty-four (24) hours per day, seven (7) days a week.
2. Maintaining the safety and welfare of all youth that are placed in the custody of the detention center.
3. Contract management for public and/or private contractors or those operating under a Memorandum of Agreement that specify their relation to the authority and responsibility to the JJIC, providing recreational, cultural enrichment and spiritual service(s) to the programs within the JJIC and the youth therein, to include but not limited to the Health Authority, the Chaplain program and the school programs.
4. Development and maintenance of a Resident Overview Handbook to be reviewed at least annually. This should include but not be limited to:
 - Introduction to the Detention Center
 - Description of Services and Programs

- Resident Rights
 - Level System
 - Grievance Procedure
 - Rules and Consequences
 - Visitation
 - Telephone Use
 - Mail Procedures
 - Daily Schedule
 - Emergency Procedures
5. All facets of the twenty-four (24) hour, seven (7) days a week security from daily facility oversight and maintenance to administrative policies and compliance with all federal and state statute's and regulatory mandates regarding housing of juveniles within a secure environment.
 6. Participation in fiscal management for residential services.
 7. Ensuring availability of appropriately trained direct care staff and establishing monthly work schedules in compliance with licensing standards and facility needs.
 8. Formulating and reviewing goals for Residential Life component of the JJIC at least annually and translating them into measurable objectives. Progress toward attainment of goals shall be reported to the Director of the Department of Human Services.
 9. Maintaining inventory for living units, juveniles' possessions, and equipment necessary for the direct care staff to carry out their responsibilities.
 10. Management of payroll for the Residential Division.
 11. Supervising Food Services and ensuring the efficient operation of dietary services at the JJIC.
 12. Ensuring that the program meets all applicable licensing requirements of the jurisdiction in which it is located.

The **Supportive Services Division**, under the direction of the **Superintendent of Supportive Services**, shall be responsible for the following:

1. Assessment of youth upon intake into the secure facility and development of a service plan outlining the youth's behavioral goals while securely detained.
2. Oversight of contractually provided medical care services provided to youth while securely detained, including but not limited to:
 - Initial health assessment
 - Medication management
 - Delivery of medical services for acute and/or chronic conditions
 - Laboratory services
 - Medicine administration

- Nursing coverage for 24 hours a day, 7 days a week
 - Preventative health services
 - Health record management
3. Provision of case management services to ensure parental engagement and development of discharge planning.
 4. Provision of restorative services to youth involved in conflicts.
 5. Development and administrative of a comprehensive treatment modality for youth in the facility.
 6. Development and implementation of suicide risk assessment and provision of monitoring and counseling to minimize suicidal risks.
 7. Administration of the housing classification system.
 8. Oversight of contractually provided behavioral health services, to include individual psychotherapy, medication management, treatment groups, and maintenance of a treatment milieu on the residential living units.
 9. Preparation of treatment suggestions, clinical observations for the court as requested.
 10. Facility participation in IEP staffing and other treatment team meetings.
 11. Responsible for arranging service referrals for youth requiring community-based mental health and substance abuse treatment upon discharge.
 12. Assessment of appropriateness for alternative to secure detention program participation.
 13. Supervision of community-based alternative to detention programs.
 14. Ensuring staff are in compliance with state licensing regulations.
 15. Participates in fiscal management for supportive services.
 16. Oversight of case expediting services to ensure that all youth who are securely detained have been afforded their due process rights.

The **Chief Operating Officer** is under the direction of the Director and is responsible for:

1. The **Fiscal Department**, responsible for the budget, contracts, grant administration, purchasing of supplies and equipment, Food Services, and telephone and office services.
2. The **Human Resources Department**, responsible for recruitment screening and offer letters for personnel, administration of personnel evaluation and discipline processes, uniform allowances, and payroll. Ensures compliance with state licensing requirements with respect to criminal and child abuse record checks.

The **Security Division** is under the direction of the **Security Manager** and is responsible for the following:

1. Oversight of all security cameras and administration of the Control room.
2. Development and implementation of security policies to ensure youth and staff are safe in the facility.
3. Scheduling random contraband searches.
4. Oversight of contractually provided security services for the entrance of the facilities.
5. Supervision of courtroom security services provided by JJIC staff.
6. Creation and monitoring of security check lists of procedures, policies and protocols.
7. Participating in fiscal management for security services.

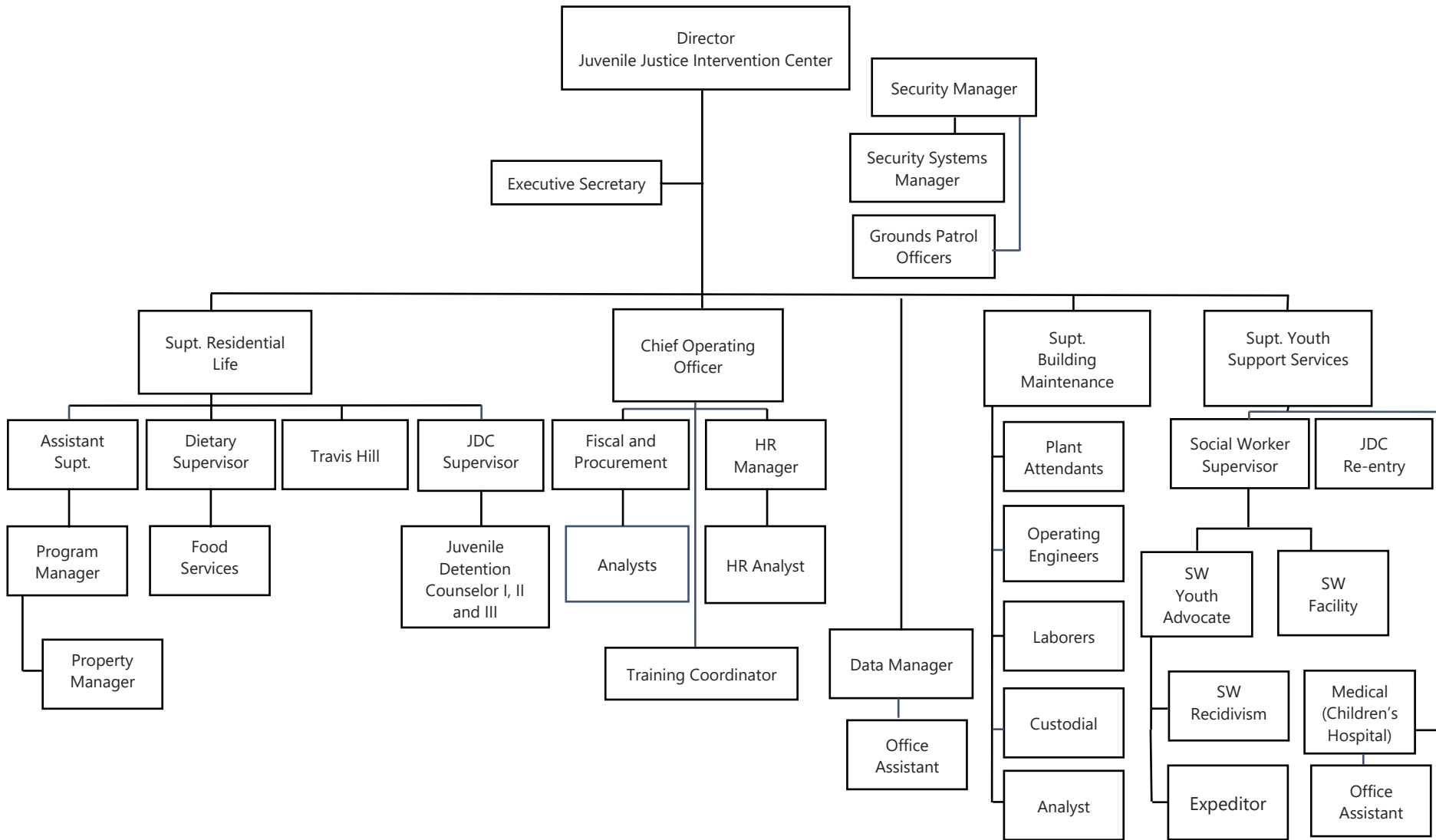
Facilities Services is under the direction of the **Superintendent of Building & Maintenance** and is responsible for:

1. Building maintenance and housekeeping services.
2. Liaison with architects and capital projects staff to communicate facility needs.
3. Development and maintenance of facility equipment replacement plans.
4. Environmental services for all JJIC buildings.
5. Coordination of office moves.
6. Maintenance of facility vehicles.
7. Participation in fiscal management for facility services.

The **Training Coordinator** is under the direction of the Director and is responsible for the development, delivery and the coordination of training for all Department staff. This includes orientation, specialized and on-the-job training for all personnel.

The **Data Manager** is under the direction of the Director and is responsible for the JJIC's automated care management system and maintaining accurate and relevant data capturing demographic information on the youth serviced, services provided, facility incidents and programming offered in the facility and community.

Juvenile Justice Intervention Center Organization Chart



III.-2: POLICY DEVELOPMENT

PURPOSE

The purpose of this policy is to provide guidelines and instructions for the development of internal policies and procedures.

POLICY

The Director/Appointed Authority of JJIC is responsible for developing and maintaining the agency's operation manuals. These manuals include policies, procedures, rules, and regulations of the agency.

PROCEDURES

Staff may request policy and procedure revisions and/ or additions. All recommendations for development or revision of policies will be submitted to the Director through the chain of command.

A draft document is a preliminary working document that does not compel action. This document is published and distributed for the sole purpose of allowing review and receiving comments from designated staff within the Division. Draft documents will be clearly marked with "DRAFT" and the date of the draft on each page.

After the Director has approved the policy and procedure addition or revisions, the policy coordinator will forward a copy of policy and procedure addition or revision to staff designated to receive such notification advising them that a policy and procedure addition or revision has been approved and adopted.

It will be the responsibility of designated staff at each location to print the revised policy and make and distribute copies.

Division heads will be responsible for ensuring that policy and procedure manuals are in areas that are generally accessible to staff. At a minimum, facility heads will ensure that at least one (1) printed copy of the policy and procedure manual is in an area accessible to staff on a 24-hour, 7 day per week basis.

Facility heads will be responsible for notifying all staff of their ability to access the policy and procedures manual.

III.-3: MEDIA ACCESSIBILITY

PURPOSE

To establish procedures for the JJIC's commitment to informing the public and the media of events within the Department's area of responsibility and establishing boundaries for detainee contact with the news media.

POLICY

It is the policy of the JJIC to provide information to the media and public that will foster community involvement and support. Representatives of the media will have limited access to the facility consistent with preserving youths' rights to privacy and maintaining order and security as allowed by Louisiana Detention Standards and Louisiana Children's Code and approved by the Director of the Department of Human Services.

DEFINITIONS

News Media – Any reporter, photographer or representative of newspapers, magazines, publishing houses, television and/or radio stations.

PROCEDURES

Media Access and Inquires

All media inquiries verbal or written of a general nature for detention center access are referred to the Director of the Department of Human's Services Executive Secretary who shall notify the Director via written memorandum for approval and access limitations.

News media will make advance arrangements with the Director of the Department of Human Services for access to areas occupied by youth and/or to interview, tape and/or film youth.

Parents/legal guardians must be notified by the Superintendent of Residential Services and are to give written permission prior to the media conducting an interview with any detainee.

All requests for information specific to any detainee or case before the court will be referred to the Chief Administrative Officer at the Orleans Parish's Juvenile Court who has been designated by the Judge as the contact person for this purpose.

No Department of Human Services employee will discuss or divulge any information about a specific youth or case before the court.

All information contained in the JJIC's electronic records and hardback files are protected and may only be released as outlined in Louisiana statutes.

Superintendents are free to discuss operational policies and procedures and daily routines with any approved visitor. No other JJIC staff members are authorized to speak publicly to the media, post on social media or contact the press regarding operations,

policies and procedures or youth detained at or otherwise served by the JJIC unless given a written directive to do so by the Director of the Department of Human Services.

All members of the media must sign in with the JJIC Lobby Guard prior to entering the secure area of JJIC and sign out upon exiting the facility.

JJIC personnel will escort members of the media while in the facility. All media representatives will be searched of their person with a metal detector and pat searched. All belongings except those items that are deemed necessary for the media visit shall be locked in a locker prior to entry into the secure area.

Interactions between youth and members of the news media may be visually monitored.

Inquiries relating to an emergency situation or an incident will be immediately forwarded to the Mayor's Communications Department.

No employee will initiate contact with the media or furnish any information concerning any emergency or other incident without authorization from the Director of the Department of Human Services or designee.

In reference to all special events or special coverage by the media relative to a specific event or specific newsworthy story, all information shall be released from the Mayor's Communications Department.

RESTRICTIONS

Youth **cannot** be interviewed by members of the media or press without written consent from the youth's legal guardian and legal representation. Youth may refuse to be interviewed even when written consent is given.

- Youths' names are never used.
- Any youth may decline to be interviewed.

Youth will not be photographed, audiotaped, videotaped, and/or filmed by members of the news media when such activity could result in their identification. Members of the news media may interview youth provided that written permission is given by the parent or legal guardian and the Juvenile Court Judge prior to the interview. A JJIC designated employee must be present during the entire interview to ensure that no identifying information pertaining to the detainee is asked/given to the news media representative(s).

III.-4: ACCESS TO LEGAL COUNSEL

PURPOSE

To streamline a system of seeking legal opinion for the Department of Human Services when the Department needs job-related legal direction as it relates to the administration of the daily operations of the facility.

POLICY

It is the policy of Department of Human Services that staff will be provided with appropriate legal direction in the performance of their duties by the City of New Orleans's Law Department.

PROCEDURES

In the event situations or circumstances arise within the facility during its daily operations that require interpretation of the Louisiana Code Annotated or that require other legal opinion, the Director of the Department of Human Services or designee may seek legal direction from the City of New Orleans's Law Department.

III.-5: CHANNELS OF COMMUNICATION

PURPOSE

To describe the procedures used to ensure that adequate communications are maintained between administrative, program, and security staff within the Department of Human Services as well as with any contractor and outside agencies.

POLICY

It is the policy of the Department of Human Services and the JJIC to encourage continuous communication both formal and informal throughout the entire chain of command, particularly by personnel who deal directly with the youth, as well as with interdepartmental administrators, other youth service providers, city and state advisory groups and community advisory committees so as to promote the highest level of communication and exchange of information necessary to link the program and the community.

DEFINITIONS

Communication – The transfer of information from one individual to another either on an individual or a group basis via a chain of command.

PROCEDURES

Internal Communications

All internal and external communications are considered public records when completed created by a City employee in the discharge of duties and or subject to public records requests.

Interoffice correspondences should be typed or handwritten. Posted notes, interoffice memos, email communication, and mailboxes are all forums for internal communication that will be used to highlight current events, job openings and information about your rights as an employee.

JJIC reserves the right to determine what may be posted on bulletin boards and to remove notices that are outdated or inappropriate for our work environment. All call-emails to staff are restricted. Such emails must be approved by the Director. JJIC expects its employees to read Published and posted information and to attend meetings to keep informed about our activities and the opportunities that are available to you.

Inter-Departmental Communications

The Director will hold formal staff meetings at least monthly with all management and supervisory personnel. Staff meetings will cover reports on operations, policy and procedure updates, facility programs, and other necessary topics. The Executive Secretary will maintain a file of all monthly manager meeting minutes kept and ensure the information is forwarded to the Training Coordinator.

All Superintendents and the Chief Administrative Officer will conduct meetings at least weekly with supervisory personnel under their supervision. Shift Supervisors will meet

with their staff weekly. All minutes of meetings will be recorded and maintained electronically.

Weekly meetings and a review of cases of youth held in the JJIC will be attended by the Residential Life, Supportive Services, Medical, and Behavioral Health and Educational staff to develop and maintain sound interagency communication.

The Director or designee shall respond to requests for information consistent with confidentiality statutes.

All Call Communication System

JJIC utilizes an “all call” system that provides a software application to automate the organization’s operational response to critical events in order to keep people safe and operations running. The system, when activated, notifies JJIC staff and business partners (such as Children’s Hospital) of imminent situations which need to be addressed. It operates by sending out mass communication through various methods such as robo-calls, SMS text messages, and email. All individuals are expected to acknowledge and respond to the “all call” communication. Any “all call” message that is sent out must be approved by the Director.

External Communications

JJIC has designated the Communications Manager as the person responsible for speaking with the press and making written and oral statements for publication. Any request for information or interviews by the media should be referred to the Director.

All letters of external communications are considered formal and must be placed on official letterhead according to usage guidelines. As a practice, all formal letters should be proofread and sent out free of errors. Employees may receive reprimands for disseminating external letters of communications that are inaccurate and or containing errors.

External letters of communication must be submitted to Director prior to being sent out to gain approval and/or signature from Director, when necessary. A copy of all communication letters should be “cc” to file and placed on record.

Community Advisory Committees and Board Communications

The Director or designee serving as a representative of the JJIC will serve on any necessary community advisory committee to serve as a link between the program and the community to address emerging changes and needs throughout the community.

III.-6: PUBLIC AND PRIVATE AGENCY CONTRACT PERSONNEL

PURPOSE

To define the role and functions of employees of public or private agencies providing a service to the facility and/or youth served by the Department of Human Services.

POLICY

All public or private agencies providing a service with professional specialists to the department, the facility, and/or the youth must be governed by a contract between the City of New Orleans and the specific provider.

DEFINITIONS

Professional Specialists – Those contract personnel working in the fields of education, theology, performing arts, social work, medicine, dentistry, and psychology, requiring specific preparation to achieve professional status.

PROCEDURES

The role and functions of public or private agencies providing a service to the program(s) or office(s) shall be covered by contract or Memorandum of Agreement/Understanding that specify their relation to the authority and responsibility of the Department of Human Services and the City of New Orleans. All contracts and memoranda shall be subject to the approval of New Orleans City Government and shall be monitored by the respective Superintendent or Senior Level Manager within the Department of Human Services. All contracts and agreements shall be reviewed at least annually and updated as needed.

III.-7: RESEARCH

PURPOSE

The Chief Operating Officer shall provide for review and approval by the Director of the Department of Human Services of any research project prior to implementation. All approved projects shall be done in accordance with applicable laws, rules, and regulations concerning the protection of human subjects.

POLICY

The Chief Operating Officer shall ensure that appropriate and approved agencies shall have access to records for the purpose of research, evaluation, and statistical analysis in accordance with a formal written agreement that authorizes access, specifies use of data, and ensures confidentiality when applicable, as consistent with state and federal laws, court rules, and any necessary administrative or court order.

DEFINITIONS

Research – A systematic search for facts or scientific investigation designed to develop or contribute to knowledge.

PROCEDURES

All research requests will be reviewed for consideration by the Chief Operating Officer of the Department of Human Services. Any requests to conduct research received by any JJIC employee shall be forwarded to the Chief Administrative Officer for consideration. No research activities will be permitted without the express written consent of the Director of the Department of Human Services.

The Chief Operating Officer or designee may monitor any ongoing research projects and may, at their discretion, immediately suspend any project believed or determined to be harmful to youth, staff, or the mission and goals of the Department of Human Services. The Louisiana Department of Child and Family Services and Louisiana Detention Standards prohibit all medical, pharmaceutical, or cosmetic experimental research in the JJIC or other Department of Human Services program participants.

If projects require active participation of youth or personnel outside of their normal activities, the participants must freely volunteer to participate and may withdraw from participation at any time. The youth's legal guardian and legal representation must be made aware of the youth's participation in the research. Written consent from the legal guardian is needed for the youth to participate in any research projects. No adverse consequences will be imposed for declining to participate or for withdrawal from research projects. No youth involved in a research project will be denied services to which he/she would ordinarily have access.

Privacy and confidentiality will be maintained in accordance with state and federal law, Department of Human Services, and all applicable ethical standards. The names of participants or information that would compromise confidentiality or privacy will not be released or included in disseminated results.

III.-8: CITIZEN INVOLVEMENT AND UTILIZATION OF VOLUNTEERS

PURPOSE

The Department of Human Services shall secure citizen involvement to encourage community/citizen participation as well as enhance and expand the services and programs offered to the youths. The use of volunteers increases personal contact with the juveniles, broadens community resources, increases public awareness of juvenile detention, and develops management skills among staff. The Department of Human Services encourages recruitment of volunteers from all cultural, racial, ethnic, religious, and socioeconomic segments of the community.

DEFINITIONS

Volunteer – A person who donates his/her time and talent in various areas without compensation in money, but according to the same standards as permanent staff. A volunteer may also be: a student intern donating their time as part of their college practical experience, a community resource provider, a staff member of a community agency who is being paid by their agency to provide cost-free services to residents in the JJIC, a special program group, or a member of a group or organization that sponsors a special program or event for the JJIC residents or other youth and families served by the Department of Human Services on a yearly or infrequent basis. Volunteers may perform professional services only when they are certified or licensed to do so.

PROCEDURES

General Procedures

The coordination of all citizen and volunteer involvement shall be the primary responsibility of the Superintendent of Residential Services. In the event of a facility emergency, or when the Superintendent of Residential Services deems it appropriate, he/she may curtail, postpone, or terminate the services of a volunteer or volunteer organization when there are substantial reasons for doing so. Volunteers shall be encouraged to provide input and make suggestions for the revision of the rules, policies, and procedures of the Volunteer Service Program.

Recruitment

The Superintendent of Residential Life Services or designee has the responsibility for developing and overseeing the volunteer program and recruitment of volunteers. The JJIC shall develop appropriate methods for the recruitment, retention, and use of volunteers. Volunteers may be recruited through a variety of means, i.e., print media, radio, television, city website, information sheets, and/or brochures. All volunteer opportunities are open to everyone with no discrimination based on race, religion, political affiliation, and/or cultural and genetic information or socioeconomic segment of the community.

Eligibility

Any person of good character who is at least 21 years of age and sufficiently mature to handle the responsibilities involved is eligible to become a volunteer or mentor. Relatives of a youth who is detained at the JJIC may not serve as volunteers or mentors.

Application

All prospective volunteers are requested to complete a JJIC Volunteer Application, which indicates, by way of the applicant's signature, that the applicant agrees to abide by the rules and guidelines set for the by the Department of Human Services. The applicant further understands that a detailed background check and a Louisiana Department of Children and Family Services clearance check will be conducted based on the information provided on the application. The applicant further agrees to be fingerprinted if accepted into the volunteer program in any capacity.

Volunteers working with youth in an ongoing way (more than one occurrence) must complete the orientation and complete the background/DCFS clearance check prior to interacting with youth.

Any special guest speaker or volunteer who has not yet completed the orientation and/or training period will be required to be escorted in the JJIC at all times by a JJIC designee. The special guest speaker or volunteer speaking under these circumstances shall be assigned an escort on the after having first signed in with the Lobby Guard pursuant to Section D of this policy.

Orientation

The JJIC Training Coordinator will schedule training for volunteers as needed. This training covers their roles and responsibilities, limits of their authority, and appropriate detention center policies and procedures. Training will include a mandatory eight (8) hour workshop conducted by the Training Coordinator which covers:

- Tour of the facility
- Juvenile rights and responsibilities
- Prison Rape Elimination Act (PREA)
- General safety and security

Once the training is completed, the Coordinator will document the training received on each individual's Volunteer Training Form, which is filed in the individual's volunteer file. All volunteers are expected to comply with detention center rules and policies and agree to them in writing. The security of the detention center and the safety of the juveniles, the public, and center staff is foremost in the duties of all detention staff and volunteers.

No persons in an intoxicated state or under the influence of a controlled/simulated substance shall be allowed into the facility.

Volunteer Sign-In

All approved volunteers entering the JJIC must first sign in with the Lobby Guard before being allowed into the detention center. Volunteers may enter at the designated entrance unless the facility is in a state of emergency and security of the facility would otherwise be at risk.

Scheduling

The Superintendent of Residential Services will be responsible for keeping the calendar of events for the volunteer programming which will be disseminated throughout the Department of Human Services on a quarterly basis.

Volunteer Code of Conduct

Volunteers are required to do the following:

1. Keep confidential matters of the center and the juveniles detained in the center.
2. Maintain professional boundaries.
3. Complement staff efforts and assist in developing good teamwork.
4. Be truthful and honor the ethics of our profession.
5. Adhere to federal, state, and local laws.
6. Encourage and follow the Department of Human Services' mission, values, policies, rules, and directives.
7. Report illegal and unethical behavior and ensure that a code of silence is never a part of the Department of Human Services' culture.
8. Promote a transparent work environment where reports of illegal and unethical behavior are made without reproach or retaliation.
9. Ensure and promote a safe work environment and be fit for duty.
10. Respect the civil and legal rights of all individuals.
11. Uphold the public trust and never use our positions for personal gain, privilege, or advantage.
12. Interact with stakeholders and business associates respectfully, openly, and honestly.
13. Interact with youth in a manner that enhances youth reformation.
14. Establish and maintain clear professional boundaries with the youths and their families.
15. Treat co-workers professionally and with respect.

Volunteer Files

The JJIC will maintain a volunteer file on each approved volunteer. The file shall contain appropriate documentation, to include:

1. Application form.
2. Criminal background, sex offender, and child abuse registry checks.
3. Reference checks.
4. Record of hours worked.
5. Date started.

6. Dated ended (reason he/she left).

Supervision and Evaluation

Individual volunteers work under the supervision of an assigned Shift Supervisor and Department Social Workers or Recreational Specialist. Student Interns work under the supervision of a Supervisor. Interns work under the direct supervision of a Supervisor or assigned Social Worker (if doing a Social Work Internship). Community Resource Providers perform their services under the direction of Juvenile Detention Counselor on duty. Special Program Groups perform their program under the direction of Juvenile Detention Counselor (JDC) Supervisor and/or the JDC III Programming Lead on duty.

Internship

Interns will read and complete the sign-off on JJIC Policy and Procedures. Interns shall receive job-specific training that includes objectives of the specific role, duties, responsibilities, and explanation of the required time and level of commitment. As determined by their assignment, Interns must meet with the Superintendent of Residential Life or the Superintendent of Supportive Services. Interns must complete a criminal background check.

Rejection or Acceptance of Volunteer

The Superintendent of Residential Life Services shall be responsible for determining which applicants meet the programmatic specifications for volunteering and working within the Department of Human Services.

The Superintendent of Residential Life may curtail, postpone, or discontinue the services of a volunteer or volunteer organization when substantial reasons for doing so exist. Any of the following reasons may warrant this action:

1. Breach of confidentiality.
2. Unlawful conduct or breach of detention center rules and regulations.
3. Inability to cooperate with the staff.
4. Exploitation of a youth.
5. Physical abuse of a youth.
6. Sexual abuse of a youth.
7. Activities that threaten the order or security of the detention center or the safety of the volunteer.
8. Any behavior outside of the detention center that could reflect badly on the detention center, Department of Human Services, and the City of New Orleans.
9. Erratic or unreliable attendance.
10. Unsatisfactory service.

If the decision is made to terminate the volunteer and/or a volunteer group, the Superintendent of Residential Life Services will prepare a signed, written statement of the reasons the program or the participation of the volunteer was discontinued with the understanding that the volunteer or volunteer organization shall not be permitted within the parameters of the secure detention center.

III.-9: PHYSICAL PLANT

PURPOSE

To describe the minimum requirements for environmental conditions, maintenance, routine replacement of equipment, and emergency repairs or replacement of equipment in emergency situations in the JJIC and to describe the living and working conditions within the facility.

POLICY

It is the policy of the JJIC to provide for a clean and sanitary facility that promotes a safe and secure environment for youth and staff. To ensure the health, safety, and security of all detainees, visitors, and personnel, the facility shall comply with all applicable fire, building, health, safety, and zoning codes. Reasonable accommodation is made to ensure that all parts of the facility that are accessible to the public are accessible and usable by all personnel and visitors with disabilities. All interior finishing materials in youth living areas, exit areas, and places of public assembly shall comply with applicable national fire safety codes.

JJIC enforces a zero-tolerance policy for graffiti vandalism. JJIC prohibits the placement of graffiti on public and private property and declares any placement a nuisance. The entire campus, including buildings, walls, windows, and bathrooms should be always free of graffiti.

DEFINITIONS

Foot Candle – A unit for measuring the intensity of illumination defined as the amount of light thrown on a surface one foot away from the light source.

Maintenance – Preventive actions to maintain the condition of the facility and equipment to keep them in good operating condition.

PROCEDURES

Codes and Ordinances

The JJIC shall conform to all applicable fire, building, health codes, and local zoning ordinances certified at the time of construction or building purchase and will continue to conform through any new remodeling or reconstruction. Proper contract documents will be kept on file with the Superintendent of Building & Maintenance.

Facility Size and Location

The JJIC is located within the City of New Orleans, Orleans Parish, Louisiana, the community from which its population is drawn.

The JJIC's physical design facilitates personal contact and interaction between personnel and detainees. The facility is located to facilitate the use of community-based services and continued contact between youth and their families.

The JJIC is comprised of two adjoining buildings. One building has a capacity of 48 beds and a second building has a capacity of 28 beds. The JJIC shall not exceed its rated capacity and there shall be adequate area to meet space requirements for the rated capacity.

Facility Perimeter

The JJIC maintains a secure perimeter controlled by a secure locking system to provide that youth remain within the perimeter and to prevent access by the general public without proper identification.

Graffiti Management

Management recognizes that youth, staff, and visitors do not deserve, or want to see, graffiti in their environment. Motives for graffiti can be malicious or vindictive; sporadic, isolated, or systematic incidents; anger; boredom; resentment; failure; despair; ideological; offensive content or symbols; racial, ethnic, religious slurs; hate; political; hostility; defiance.

Graffiti is a blight that diminishes the facility's physical environment, can pose public safety threats when gang communicate is posted, and creates costs and inconvenience to the building custodians and occupants.

JJIC management will maintain the facility's image by promptly removing graffiti. Prompt graffiti removal maintains the health, safety, and welfare of the community. Management is committed to ensuring an optimal quality of life by providing a safe, attractive, and healthy community in which staff and detainees live, work and play

Maintenance staff shall target removal of graffiti within 24-48 hours. Crews shall paint over graffiti using one of the preapproved colors to ensure accurate match that will not leave visible blotches of mismatched paint.

1. Conduct daily and weekly facility inspections of the housing unit, visually inspect tiers/pods, cells, showers, gyms/recreation areas, dayrooms, closets, the control bubble and any other general areas and ensure immediate corrective action/abatement of graffiti pursuant to this policy.
2. Supt. For Residential Life and Supt. Facilities are the Duty Administrative Officers assigned to overseeing this policy and shall on a weekly rotation conduct inspection of randomly selected areas of the entire facility.
3. JDC Supervisors, JDC's, Maintenance workers, and staff shall on a daily routine conduct inspection, report deficiencies, and act as outlined in this directive to ensure satisfactory levels of sanitation.

Interior Areas

The JJIC shall ensure that the following are provided for all areas available to youth, staff, or visitors:

- Lighting that is appropriate for the function and purpose of the area.

- Ventilation and circulation of air adequate for comfort.
- Toilets and washbasins with hot and cold running water.
- Clean drinking water that is accessible to all persons using the area.
- Temperatures to ensure healthful and comfortable living and working conditions.
- Smoke and fire detection equipment that meets all applicable fire codes.
- Designated and well-marked exits located to permit prompt evacuation in an emergency.

Sleeping Areas

Sleeping rooms are designed for single occupancy and contain the following:

- Thirty-five (35) square feet of unencumbered floor space.
- Lighting of at least twenty-four (24) foot candles at desk level.
- Natural light in the room from a secure window to the outside.
- Clean drinking water.
- A toilet.
- Detention-grade mirrors that shall be located at convenient height for juveniles
- A washbasin with hot and cold running water.
- A bed above the floor level with a clean, covered mattress, a fitted sheet, flat sheet and blankets as needed.
- Access to drinking fountain.
- Heating, ventilation, and acoustical systems to ensure healthful and comfortable living and working conditions for detainees and staff

All furnishings, fixtures, and hardware shall be as suicide resistant as possible.

Male and female juveniles shall not occupy the same sleeping room.

Sanitation Facilities

The following will be available and accessible in each living unit:

- Each sleeping room throughout the detention center is equipped with one toilet and one washbasin with hot and cold running water.
- Showers with hot and cold running water that is thermostatically controlled for safety and comfort.
- Drinking water.
- Mirrors located at convenient heights for detainees.

Dayrooms

There is a dayroom for each living unit located immediately adjacent to the sleeping rooms. Dayrooms provide adequate seating and writing surfaces and provide at a minimum thirty-five (35) square feet of floor space per juvenile assigned for structured activities. The furnishings on each living unit are appropriate to the type of activities that

will be conducted in the dayroom (e.g., watching television, reading, crafts, conversation, table games, and work). Special lighting, when necessary for approved activities or tasks, will be provided.

Each unit has ample and private space for interviews with Social Workers. Interview areas in private interview rooms located in the visitation area are also available.

Shower Areas

The shower areas shall be slip resistant.

The shower areas shall provide privacy for the youth.

All fixtures shall be securely fastened to the wall and be of the proper detention grade to prevent damage or removal of the fixture.

Each shower area has hot and cold running water that is thermostatically controlled to temperatures ranging from 100 degrees Fahrenheit to 120 degrees Fahrenheit to ensure the safety of youth and to promote hygienic practices.

Handicapped Housing

Youth with physical handicaps will be housed in a manner that provides for their safety and security. Rooms are designed for their use and provide for integration with the general population. Programs and services are accessible to detainees with handicaps/disabilities who are housed in the detention center.

Activity Room

Space is provided for coeducational activities.

Gym

There is a minimum of 1,500 square feet of space. There is a combination of fixed and moveable equipment in the gym.

Outdoor Recreational Area

Outdoor exercise areas for general population detainees shall be sufficient to provide at least an hour of exercise daily. There is a minimum of 1,500 square feet of space. A variety of fixed and movable equipment is provided for this area. The JJIC shall also provide a variety of fixed and movable equipment for outdoor and indoor recreation.

School Classrooms

The JJIC shall provide coeducational classroom space in accordance with local or state educational statutes or requirements, to promote a healthy, safe, and secure learning environment. The classrooms conform to local and state educational requirements, and have the following amenities:

1. Adequate space for desks to accommodate three-fourths of the rated capacity.

2. Individual booths are available where easily distracted youth can work alone and remain under the supervision of the teacher.
3. Adequate and secure storage space for classroom supplies.

Visiting Areas

The visiting area will allow for communication, including the opportunity for acceptable levels of physical contact. Storage facilities outside the visiting area will be provided for visitors' personal belongings. Space for confidential consultation with lawyers and clergy is provided in private interview rooms located adjacent to the visitation rooms.

Library

A mobile library cart has a variety of books to meet reading and comprehension levels from 5th grade through 12th grade.

Religious Services

Space is available in a multipurpose room for religious services when needed.

Kitchen

Kitchen floor space is adequate for food preparation for the detention population, type of food prepared, and method of meal service. The food service area has separate areas for food preparation, serving, and cleanup to prevent contamination. Equipment and food storage areas are adequate for the quantities of food prepared and supplies stored. The kitchen area is equipped with built-in freezer and refrigerator storage. Provisions are also made for loading areas and garbage disposal facilities. Toilet and washbasin facilities are available to Food Services personnel in the vicinity of the food preparation area. Food Services personnel also have an office located adjacent to the kitchen area which provides administrative space for menu planning and supervision of staff.

Dining Area

There is at a minimum fifteen (15) square feet of floor space per person for approximately 15 people using the dining area at the same time. There is adequate space for the number of people using the dining area at the same time. Space is provided for group dining except where security or safety considerations justify otherwise. Staff schedules the use of the dining room in shifts for each meal to ensure the safety and security of the detainees and to ensure that populations otherwise segregated within the facility are able to make use of the dining areas.

Laundry Area

Large commercial laundry equipment is provided to ensure proper cleaning of all linens and clothing in the facility. Linen supply rooms are located inside the property room and shall contain clothing items, bedding, and other items for daily operations.

Each laundry washer and dryer shall be of sufficient size to adequately clean the youth clothing and bedding.

Janitorial Storage and Maintenance Areas

Storage space is provided for supplies and equipment sufficient in size to ensure safe and sanitary use. Storage areas for general cleaning supplies are provided for each living unit. These areas are well ventilated and have the following items:

- Broom and mop storage racks
- Sinks and supplies for cleaning of equipment
- Shelves and cabinets for storage
- A sink and/or an eye wash station

Medical Room

There is a central medical room with appropriate examination facilities, secure medication storage area, and office space for medical staff.

Control Center

Adequate space is provided for twenty-four (24) hour electronic control and communication equipment rooms. These control rooms are located inside an area that allows constant visual supervision and facilitates contact and interaction between staff and youth. The JJIC has adequate space to provide for the electronic control and communication equipment. Adequate capacity is provided for the storing of video and audio recording equipment.

Administrative Areas

Space is provided for administrative, custodial, and professional staff that enables supervision, communication, and interaction with the general living areas. These administrative areas are equipped with telephones and include storage room for records, and a public lobby. All parts of the facility that are accessible to the public are usable by disabled staff and visitors.

Adequate space is available for administrative and clerical staff. These administrative areas are equipped with telephones and include conference rooms, staff lounge, toilet facilities, storage rooms for records, and a public lobby.

Mechanical Equipment

Separate and adequate space is provided for all mechanical equipment.

Backup Generator

Ventilation in the event of a power failure and an alternate power source that will maintain essential services in an emergency is available.

Mechanical and Electrical Closets

Space is provided for mechanical and electrical equipment. Any electrical equipment for the building that is necessary to the operations of the JJIC is located inside secure closets

throughout the facility; the keys to said closets are in the possession of the Superintendent of Building & Maintenance and Superintendent of Security.

Building and Equipment Maintenance

The JJIC shall have a written a preventive maintenance plan that includes provisions for the routine repairs of equipment and for emergency repairs or replacement of equipment in emergency situations.

The Superintended of Building & Maintenance or designee shall maintain an electronic tracking database (FMX system) of all requests for maintenance repairs and/or replacement of equipment.

All requests are tracked to ensure they are handled to completion.

When an issue that poses a threat to the safety and security of the facility has not been addressed within forty-eight (48) hours, the Director will be notified.

When repair or maintenance problems exceed the budget or staff resources available, the Director of the Department of Human Services shall be notified through the chain of command so that appropriate measures may be taken and addressed.

III.-10: INFORMATION SYSTEMS

PURPOSE

To explain the facility's information systems.

POLICY

The Department of Human Services shall have access to and use an organized system of information storage, retrieval, and review. The information system is part of an overall research and decision-making capacity relating to both juvenile and operational needs. The effectiveness of the information system as it relates to the overall facility and data management is evaluated on an ongoing basis in writing, at least annually, by the Data Manager and submitted to the Director of the Department of Human Services.

PROCEDURES

Access to the Juvenile Justice Information System (JJIS)

The following personnel within the JJIC shall have access to the JJIS system:

- Data Manager
- JJIC Expeditor
- Superintendent of Residential Life
- Superintendent of Supportive Services
- Senior Social Worker
- Administrative Data Staff

Permission for JJIS access must be received in writing from the Juvenile Court of Orleans Parish. The Data Manager is responsible for maintaining a list of active JJIS users and communicating in writing any necessary changes to the Orleans Parish Juvenile Court Administrator.

JJIS may be used by the JJIC for the following reasons, but not limited to:

- Admissions and release
- Check juvenile case history
- Check for assigned court docket and probation counselor
- Docket detention hearings

Access to the Automated Case Management System (FAMCare)

The following personnel within the JJIC shall have access to the FAMCare system:

- Administrative, Management, Supervisory, Treatment, and Support Staff
- Admissions and Release Staff
- Juvenile Detention Counselors Officers

Varying levels of security shall be designated to the personnel signing into the FAMCare system as determined by the Chief Operating Officer or designee and the Data Manager. Security shall be determined by the position classification within the JJIC.

FAMCare may use by the Detention Services Bureau for the following reasons, but not limited to:

- Intake and mental health assessments
- Case notes
- Serious incident reports
- Pod assignments
- Juvenile's level/points status
- Parent/guardian contact information

Training

Users of FAMCare are trained by the Data Manager during their on-the-job training phase. Additional mandatory training on components of the FAMCare system may be offered throughout the year. Direct care staff are required to remain proficient in the FAMCare system and record all required information on juveniles and/or the facility during their shifts.

Confidentiality

All employees of the Department of Human Services are required to sign a Confidentiality of Computer Information Policy. This confidentiality statement indicates that the employee indicates by his/her signature that they understand and agree to comply with the Confidentiality of Computer Information Policy of Department of Human Services. Further, the employee agrees to hold CONFIDENTIAL all computer information to which he/she may have access and agrees not to divulge such confidential information to unauthorized persons. He/she understands that failure to comply with the policy is a cause for disciplinary action, including dismissal. A copy of the Computer Information Policy is provided to the employee at the time the employee signs the document.

Information Collaborative

The Department of Human Services collaborates with the Juvenile Court of Orleans Parish and service agencies in information gathering, exchange, and standardization. All requests for collaboration, information gathering, exchange, or release are directed to the Data Manager. The Superintendent of Security will consult with the Director and Superintendent of Residential Life before final installation or upgrades to video monitoring systems to ensure the ability to protect youth from assaults and sexual abuse.

III.-11 MONITORING AND ASSESSMENT

PURPOSE

To ensure a system to monitor policy and procedure, space requirements, operations, and programs through a series of inspections and reviews that are in place throughout the Department of Human Services.

POLICY

Policy and procedure, progress, program effectiveness, space requirements, and operations are monitored regularly, reviewed annually, and reported to the Director of the Department of Human Services in a format determined by the Chief Operating Officer. All facility policy and procedure shall be developed with employee participation and reviewed at least annually by the appropriate staff members. Facility policy and procedure shall not be final until signed by the Director of the Department of Human Services.

PROCEDURES

Monitoring

The Director of the Department of Human Services and Chief Operating Officer, at least annually, shall monitor the progress made toward achieving identified program goals and objectives. The results are documented and exist apart from any external or continuous audit conducted by others.

Quarterly Reports

The Superintendents of Residential Life, Supportive Services, Security, and Building & Maintenance, as well as the Data Manager, Training Coordinator, and Chief Operating Officer shall provide quarterly written reports concerning their respective areas to the Director of the Department of Human Services for use in the annual report. The report consists of, but is not limited to:

1. Goals and objectives
2. Programs
3. Juvenile population data
4. Major developments in the Department of Human Services
5. Challenges encountered with plans for solving them
6. Space requirements review
7. General operations
8. Corrective actions

Evaluation of Department of Human Services Performance

Written goals and objectives are developed which become the basis for evaluation of overall JJIC performance. Such goals and objectives are consistent with the broad goals incorporated into the philosophy statement but are more specific, so they are

quantifiable and measurable. Data will be collected on a consistent basis to assist in measuring goal attainment.

Programs will be analyzed and evaluated to make sure they are attaining the desired goal. Objective and subjective information may be used in this process.

All staff and management shall make it regular practice to identify the collective service needs of the youth population at least annually through goal identification and ongoing strategic planning.

Assessment for special programming and the need thereof is provided to meet the needs of detainees with specific types of problems.

Information Collection

Much of the information within the Department of Human Services is obtained on an ongoing basis. Other information may be collected on a one-time or limited basis, to respond to a specific need.

For assistance in decision-making and/or research within the JJIC, daily reports are received concerning daily population changes, room assignment information, residents scheduled for Court, and copies of Incident or Disciplinary Reports. Monthly statistical reports are received from detention programs for inclusion into the annual reports.

Detention Center Log Sheets are also used for monitoring activities, security concerns, and maintenance needs.

The daily population reports provide the basis for statistical analysis to present data for the purpose of justification of increased staffing patterns, budgetary planning, and other departmental forecasting.

Daily population reports and room assignment sheets are used to monitor the population movement in and out of the JJIC, as well as the room assignment of youth while in the facility.

Visitation records and telephone logs are used to assist in the management and provision of services to detainees in the JJIC.

All equipment is maintained in good working order. When a JJIC employee has problems with equipment or has a maintenance request, a Request for Maintenance Services is entered into FMX and routed to the Maintenance Department. The assigned JJIC personnel will enter the request into the Maintenance Tracking System and assign the request a tracking number and forward to maintenance staff for the work order to be completed. The Superintendent of Facilities will track the FMX requests monthly to determine if requests are being completed in a timely manner.

All Superintendents will annually review any equipment needs and include equipment needed in the annual budget requests.

Policy Development

Policy development shall primarily be the duty of the Senior Management Team although any employee is permitted to suggest and author a policy proposal using the Department of Human Services Policy and Procedure Manual Change Request Form. All proposals shall be submitted to the Executive Secretary of the Director of the Department of Human Services for initial review and formatting. Upon the initial approval from the Director, all proposals shall be submitted to the appropriate Supervisors for review.

During the review process, employees and supervisors shall be solicited for suggestions and possible changes for the proposal. All proposed policy revisions shall be reviewed, the necessary changes made, approved, if appropriate, and signed. No facility policy shall be final or official until signed by the Director of the Department of Human Services.

Policy Review

Policies and procedures shall be reviewed on an annual basis. The Chief Operating Officer will identify policies and procedures to be reviewed, specify the review period, and notify appropriate staff.

Upon the approval of any new publication of policy and procedure within the Department of Human Services, each employee shall be required to review all modifications and additions to the policy and procedure manual, be given an opportunity to ask any and all questions in reference to the policy and procedure in question and receive any necessary training. Employees must sign an Acknowledgement of Personnel Policies and Procedures, indicating they are in receipt of said additions and/or modifications.

Acknowledgement of Personnel Policies

Each employee of the Department of Human Services will sign an Acknowledgement of Personnel Policies and Procedures, indicating an ability to access the personnel policies and regulations and his or her responsibility for being aware of the contents.

III.-12: AMERICANS WITH DISABILITIES ACT (ADA)/LIMITED ENGLISH PROFICIENCY (LEP)

PURPOSE

To ensure that provisions have been made to allow for programmatic and facilities access by youth with disabilities and limited English proficiency.

POLICY

The Department of Human Services Director shall be cognizant of the major provisions of the Americans with Disabilities Act and program accordingly so as to provide education, equipment, facilities, and the support necessary for the detainees with disabilities to perform self-care and personal hygiene in a reasonably private environment.

DEFINITIONS

ADA – Americans with Disabilities Act.

LEP – Limited English Proficiency.

PROCEDURES

The providers of medical services employed under contract to the JJIC will direct the JJIC personnel in the manner of care necessary for all detainees admitted into the facility who have disabilities as to their service delivery.

Any youth with a disability will not be discriminated against in any form and shall be afforded the same care and custody as all other detainees in the way of programmatic service delivery.

Residents with Disabilities and Limited English Proficiency

Any detainee who is deaf, is blind, or has a mental or speech disability will have an opportunity to benefit from the Department of Human Services' efforts to prevent, detect, and respond to sexual abuse or sexual harassment. Written materials will be provided in a format to ensure effective communication. The JJIC will utilize the language line and interpreters to interpret and translate for those who do not speak or understand English. JJIC staff will not utilize youth to act as an interpreter or reader for other youth unable to understand English.

IV – PERSONNEL RULES AND REGULATIONS

IV.-1: EQUAL EMPLOYMENT OPPORTUNITY

PURPOSE

To provide guidelines and standards for all Department of Human Services employees regarding equal opportunity employment.

POLICY

Equal employment opportunity shall be ensured in the Department of Human Services and affirmative action provided in its administration.

DEFINITIONS

Undue Hardship – Significant difficulty or expense.

Direct Threat – A significant risk of substantial harm to the health or safety of any person, including the applicant or employee with a disability that cannot be eliminated by reasonable accommodation.

Qualified Individual with a Disability – An employee or applicant with a disability who possess the requisite skill, experience, education and other job-related requirements for the employment position, with or without reasonable accommodation, can perform the essential functions of such position.

PROCEDURES

General

Discrimination against any person in recruitment, examination, appointment, training, promotion, retention, discipline, or any other aspect of personnel administration because of race, color, sex, national origin, age, religion, disability, veteran's status, sexual orientation, socioeconomic status, genetic information, or political affiliation is prohibited.

All reasonable accommodations will be made to the known physical and/or mental impairments of a qualified individual with a disability, either an applicant or an employee. All requests for reasonable accommodations shall be made to the Human Resources Department. The accommodation need not be granted if it imposes an undue hardship or a direct threat to the JJIC.

All employees shall be compensated in line with the provisions of the Civil Service Pay Plan as amended.

Sexual and other types of EEOC-based harassment on the job are prohibited and can result in disciplinary action including termination of any employee if found responsible for such acts. Any sexual or other EEOC-based harassment complaint by an employee may be reported to his/her respective department's Human Resources Manager and/or appointing authority. Reporting a sexual or other EEOC-based harassment complaint to the Human Resources Manager and/or the appointing authority will result in an

investigation. If the accused harasser is the Human Resources Manager or the appointing authority for the JJIC, the complaint shall be submitted to the City of New Orleans's Assistant CAO of the personnel division.

Management Responsibility

Department of Human Services management is responsible for taking prompt and effective action against acts of prohibited harassment, regardless of the manner in which the JJIC becomes aware of the conduct.

It is a violation of this policy for a member of management who knows or reasonably should have known of the inappropriate conduct which constitutes prohibited harassment to fail to take prompt and effective corrective action provided that the member of management does have supervisory authority over the employee whose conduct is at issue.

In addition to taking prompt and effective corrective action, supervisory and management staff should report all instances of alleged harassment to Human Resources.

Cooperation

All employees, officers, supervisors, managers, and appointed positions within the Department of Human Services shall cooperate with any investigation, grievance process, or resolution, whether formal or informal. Failure to cooperate and attempts to undermine or discourage use of or participate in an investigation or grievance process will be subject to discipline, up to and including termination. To enable the Department of Human Services to achieve the goals of this policy, Human Resources shall have access to all relevant and necessary information, as determined by them.

Non-Retaliation

This policy prohibits retaliation against employees who bring discrimination charges or assist in the investigation of charges. Any employee bringing forward an EEOC complaint, or assisting in the investigation of such a complaint, will not be adversely affected in his/her terms and conditions of employment, nor discriminated against or discharged because of the complaint. Anyone who is found to have engaged in retaliatory action will be subject to discipline, up to and including termination.

IV.-2: PERSONNEL SELECTION, RETENTION, AND PROMOTION

PURPOSE

To promote proper screening, selection, retention, and promotion of applicants to work with the juvenile population within the Department of Human Services within the parameters of the City of New Orleans Civil Service Commission.

POLICY

The Administration shall provide equal employment opportunities to the widest possible range of candidates and shall select from that group the best qualified persons to meet program needs. Selection, retention, and promotion shall be based upon merit, applicable status, and the Rules of the Civil Service Commission. The JJIC will comply with PREA guidelines on hiring and promotions to ensure all applicants and contractors have a criminal background check and check of the child abuse registry. Consultants, volunteers, and contract personnel who work with juveniles shall agree to comply with written policies, especially regarding confidentiality of information.

PROCEDURES

Eligibility for Employment

All eligibility of qualified applicants for any posted position within the Department of Human Services shall be determined by City of New Orleans Civil Service Department. Qualified applicants will be placed on a Civil Service register for the appropriate position for which one is qualified.

Selection

Qualified applicants will be sent to the relevant Superintendent and/or Senior Level Manager for further processing and determination of possible employment.

All personnel selection, retention, and promotions will follow the Rules of the Civil Service Commission. The City of New Orleans Human Services Department Personnel Manual will be available in the Department's Administrative Offices for personnel's review. Based on available departmental appropriations, applicants are selected, retained, and promoted based on merit and specified qualifications.

The Department of Human Services will not hire or promote anyone who has contact with youth or enlist the services of a contractor who will have contact with youth (a) who has engaged in sexual activity facilitated by force or coercion in a prison, jail, juvenile facility, or other confinement facility, or (b) who has been convicted or civilly or administratively adjudicated to have engaged in the above activity in the community or where the victim did not consent.

The Department of Human Services shall consider any incidents of sexual harassment or sexual abuse in determining whether to hire an employee or contractor.

The Human Resources Department will make its best effort to contact all prior institutional employers for information on substantiated allegations of sexual abuse or any resignations during a pending investigation of an allegation of sexual abuse.

The Human Resources Department and/or the JJIC staff conducting the hiring interview will directly ask the potential employee about any misconduct related to an allegation of sexual abuse. Material omissions or providing false information shall be grounds for termination.

The Human Resources Department shall conduct a new criminal background check and child abuse registry check every five (5) years for each current employee or contractor.

IV.-3: COMPENSATION AND BENEFITS

PURPOSE

To clarify of rates of compensation and benefits for all full-time and part-time employees of the Department of Human Services.

POLICY

The Administration shall provide clear details to all staff members regarding compensation, scheduling, benefits, and other expectations prior to a candidate for employment joining the JJIC staff.

All compensation and benefits will follow the New Orleans Civil Service Commission Rules and Pay Plan. Each classification is assigned to a pay level within the City's Pay Plan (Rule IV, Rules of the Civil Service Commission). These decisions shall be based on a variety of internal and external considerations, such as rates paid to similar classifications in similar agencies in the private and public sectors. Employee benefits, work schedules, overtime, and leave of absence guidelines conform to all federal, state, and local wage laws.

IV.-4: PERSONNEL RULES OF CONDUCT

PURPOSE

To ensure the highest possible degree of efficiency, effectiveness, and courtesy in all contacts with the general public and with one another.

POLICY

The New Orleans JJIC requires the highest possible level of conduct from all staff.

All employees of the Department of Human Services shall adhere to the rules and regulations set forth in this *Code of Ethics*. The regulations are intended to supplement other instructions, rules, regulations, and orders that are part of the JJIC's Policy and Procedure Manual system.

It is the responsibility of each employee to be knowledgeable about, and comply with, all standards, practices, procedures, and applicable public laws with respect to the administration and management of the Department of Human Services, consistent with each individual's employment responsibilities and duties. Any employee who has questions about any law, policy, or procedure should contact their supervisor to obtain clarification.

Violations of this *Code of Ethics* may subject offending employees to disciplinary action, including termination. The action taken will depend on the seriousness of the offense, the employee's past record, and the consequences of the violation.

Employees may be disciplined for their conduct, on or off duty, when such conduct adversely affects the efficiency or good order of the JJIC or when the employee's conduct, on or off duty, could reasonably cause the public to lose confidence in the JJIC or the Department of Human Services or when the employee's conduct affects the employee's ability to adequately perform or discharge their professional duties.

PROCEDURES

The following rules and regulations shall apply to all Department of Human Services personnel.

Demonstrate the Highest Standards of Personal Conduct

1. Public perception often implies that anyone has the ability to work with youth in a locked setting. For this reason, staff members must continually demonstrate pride in the juvenile detention center and self-respect reflective of the highest level of personal conduct. This conduct specifically refers to personal integrity, honesty, and truthfulness in dealing with both the youth and the public, and the courage of one's convictions.
2. The New Orleans JJIC is charged with a public responsibility for the secure care of juvenile offenders. Cognizant of this public trust, staff members understand that any individual or collective compromise of their integrity or self-respect

can damage the ability of the Department of Human Services to accomplish its mission. The best insurance against a loss of public confidence is adherence to the highest standards of personal conduct.

3. Solicitation of funds within the JJIC for any purpose and circulation of petitions for any cause are hereby prohibited.
4. To avoid any suspicion of exploitation, no personnel shall become involved socially with probations, detainees, or other clients.
5. The JJIC expects its staff to uphold the highest standards of public service, to report illegal or unethical behavior, and to ensure that a code of silence is never a part of the Department of Human Services' culture.
6. "Tale bearers" and troublemakers will not be tolerated. No one shall ever let their personal dislike for a fellow staff member prevent communicating with that person on any matter pertaining to the welfare of youth. The youth are always the ones who suffer from such pettiness.
7. All adult visitors to the Court and detainees shall be addressed as Mr., Miss, Mrs., Ms., Sir, or Madam. Courtesy toward the public and detainees results in greater cooperation and courtesy in return and adds to public support of the Court and its goals. Offensive or abusive conduct toward the public or other Court personnel is cause for termination.

Demonstrate Professional Conduct

1. Progress as a profession depends not only on public trust, but also on professional competency. Therefore, staff members strive for excellence in job performance which advances the cause of the juvenile detention center and profession by gaining increased public respect to further the best interests of youth. Staff members support and encourage programs that develop knowledge, skills, and abilities directly relevant to juvenile detention services. Staff members should be provided with regular and periodic feedback regarding their job performance and career goals.
2. Staff members understand that an important component of juvenile detention services is the relationship between staff and detained youth. Staff members should emphasize training and skill acquisition in interpersonal communication.
3. Staff members will refrain from performing their duties in a meddlesome or overbearing manner. Neither should they permit personal feelings, prejudices, animosities, or friendships to influence their decisions.
4. Staff members are expected to implement juvenile detention center programs without fear or favor, without malice or preferential treatment.
5. Staff members must consistently refrain from violent or hostile responses toward juveniles and from employing unnecessary force.
6. All JJIC personnel shall always endeavor to be as helpful as possible to persons calling or coming into their area.

7. All desks and offices shall always be kept neat and orderly. Coffee cups, coffee pots, soft drink bottles, etc., shall not be in sight around desks and offices after use. Orderliness and neatness are representative of efficiency.
8. All JJIC personnel shall conduct themselves on duty and off duty in a manner becoming to a JJIC staff member. During off duty hours, JJIC staff members shall not frequent bars, clubs or questionable establishments while in uniform.
9. Except as authorized by the Chief Operating Officer, no property belonging to the JJIC shall be removed from the building. This includes but is not limited to computers, typewriters, and especially Family Case History Files.
10. No Department of Human Services vehicles shall ever be used without proper authorization and without the vehicle first being signed out. Upon returning a vehicle, the user shall record the mileage and return the keys to the proper place. It shall be the responsibility of any staff member checking out an agency vehicle to report in writing any damage done to the vehicle when it is checked out to him. It shall further be the responsibility of every person checking out an agency vehicle to report any damage he observes that has not previously been reported. In the event the person fails to report previous damage, he, as the last user of the vehicle, may be required to pay for repairs.
11. JJIC personnel shall always be courteous and pleasant to the public and to each other. **Courtesy is contagious.**

Maintain Professional Boundaries

1. Staff members understand that in the relationship between staff and detained youth, dependence and vulnerability are frequently present. Youth often use this relationship as a method of acquiring adult approval and a means to bolster their self-esteem.
2. Staff members will not take unfair advantage of any professional relationship or exploit youths to further their personal, religious, political, financial, or business interests. Staff members should take steps to protect the juveniles and are responsible for setting clear, appropriate and culturally sensitive boundaries.

Safeguard the Confidentiality of Detained Youth

Staff members must adhere to federal and state statutes regarding issues of confidentiality for juvenile offenders. Staff members are expected to refrain from identifying youth and discussing critical problems and incidents in situations outside of the official work setting.

Advocate for the Legal and Ethical Rights of Youth

1. Staff members should work to define and articulate policy and procedure which specifies the legal and human rights of detained youth. Staff members educate youth and others about policies and practices, which both ensure these rights.
2. Staff members must refuse to remain silent when these rights are violated, and they speak on behalf of the affected youth.

3. Staff members shall subscribe to the ideal that youth have the right to be detained in a psychologically and physically safe and secure environment.
4. Staff members are expected to encourage and support program development, which generates a therapeutic social climate within the detention center.

Eliminate all Forms of Unethical and Illegal Behavior

1. As a component of the juvenile justice system, staff members are committed to legal and ethical standards of behavior. Therefore, staff members will confront and report illegal and unethical behaviors which occur in the juvenile detention center. Sensitive to the correlations between effective detention programs and harmonious working relationships between staff, staff members are committed to ethical standards over and above issues of friendships, efficiency, and loyalty to this agency.
2. Staff members will not tolerate and will actively work to remove from the profession those who condone or engage in discrimination, theft, or any form of child abuse, i.e. physical, mental, or sexual abuse.

Maintain an Optimal Level of Physical Conditioning and Mental Alertness

1. Staff members realize that working in a juvenile detention center is a highly stressful profession. A part of this stress derives from the potential for physical interventions.
2. Staff members maintain an optimum level of physical conditioning to respond to physical situations in the most efficient manner.
3. Staff members realize that both staff and residents are less likely to be injured when staff are physically capable of controlling the situation.
4. The stress associated with juvenile detention also affects the mental attitude of staff. Staff members support and encourage training and continuing education in stress management and other mental health concepts provided directly to detention staff.
5. Staff members endorse and encourage the development of support groups within and between co-workers to provide an appropriate means to vent frustrations, discuss problem situations, share ideas that work, and rejuvenate.

PRINCIPLES OF CONDUCT

1. Employees of the Department of Human Services shall adhere to the rules and regulations set forth in this *Principles of Conduct*. The regulations are intended to supplement other instructions, rules, regulations, and orders that are part of the Department's Policy and Procedure Manual system.
2. It is the responsibility of each employee to be knowledgeable about, and comply with, all standards, practices, procedures, and applicable public laws with respect to the administration and management the Department of Human Services, consistent with each individual's employment responsibilities and

duties. Any employee who has questions about any law, policy, or procedure should contact their supervisor to obtain clarification.

3. Violations of this *Principles of Conduct* may subject offending employees to disciplinary action, including termination. The action taken will depend on the seriousness of the offense, employee's past record, and consequences of the violation.
4. Employees may be disciplined for their conduct, on or off duty, when such conduct adversely affects the efficiency or good order of the JJIC, when the employee's conduct, on or off duty, could reasonably cause the public to lose confidence in the JJIC, or when the employee's conduct affects the employee's ability to adequately perform or discharge their professional duties.
5. The Department of Human Services expects each and every employee to adhere to and demonstrate these values and standards expressed in the following Principles of Conduct:
 - a. Be truthful and honor the ethics of our profession.
 - b. Adhere to federal, state, and local laws.
 - c. Follow the Department of Human Services' mission, values, policies, rules, and directives.
 - d. Report illegal and unethical behavior and ensure that a code of silence is never a part of the Department of Human Services culture.
 - e. Do no harm to the youth detained here, which means no physical abuse, emotional abuse, or neglect.
 - f. Promote a transparent work environment where reports of illegal and unethical behavior are made without reproach or retaliation.
 - g. Ensure and promote a safe work environment and be fit for duty.
 - h. Respect the civil and legal rights of all individuals.
 - i. Uphold the public trust and never use our positions for personal gain, privilege, or advantage.
 - j. Interact with stakeholders and business associates respectfully, openly, and honestly.
 - k. Interact with youth in a manner that enhances youth reformation.
 - l. Establish and maintain clear professional boundaries with the youths and their families.
 - m. Treat coworkers professionally and with respect.
6. An employee who violates any of the Principles of Conduct shall be subject to disciplinary action up to and including termination of employment.

IV.-5: PERSONNEL EVALUATION GUIDELINES

PURPOSE

These guidelines are meant to help employees use the City of New Orleans's Government's Performance Appraisal system. This system is designed to be a management tool for the purpose of communicating with employees. The overall goal of our system is to increase the productivity of each City employee by giving specific feedback on job performance. In order to reach this goal, managers should use the Performance Appraisal as a communication tool and must strive to be fair, consistent, and objective in their assessment. During the evaluation cycle, the manager should plan carefully and then evaluate consistently, considering the entire time frame covered by the evaluation.

PROCEDURES

The Performance Evaluation System is a tool used to measure individual performance and to develop employees into high-performing individuals. This Performance Evaluation System is effective January 1, 2017 and applies to all classified employees. The performance evaluation year shall be January 1 through December 31 of each year.

The Evaluation Process

The Performance Evaluation System shall consist of at least the following components:

1. A standard planning and evaluation form approved by the Personnel Director.
2. A performance plan that lists the performance goals, work tasks, and competencies on which the employee's overall performance will be evaluated.
3. The goals, work tasks, and competencies which must be within the control of the employee or the team of employees.
4. A planning session at which the Evaluating Supervisor and the employee discuss the performance plan.
5. The standard planning and evaluation form will have three (3) possible evaluation categories, "Does Not Meet Expectations," "Meets Expectations," and "Exceeds Expectations."

The Director of the Department of Human Services shall designate an Evaluating Supervisor who shall be responsible for administering the performance evaluation system for each employee.

The Director of the Department of Human Services shall designate a Second Level Evaluator for each employee who must approve the performance plan and the performance evaluation prepared by the Evaluating Supervisor after they are discussed with and given to the employee for signature.

An Evaluating Supervisor or Second Level Evaluator who fails to administer the performance evaluation system in accordance with Civil Service Commission rules shall not be eligible for a merit increase for that year.

Each employee shall be evaluated on the employee's overall performance based on goals, work tasks, and competencies determined by the Evaluating Supervisor to be requirements of the employee's job.

Each supervisory employee shall be evaluated on the supervisory employee's administration of the performance evaluation system as required by these Rules. All supervisory employees shall have "successful administration of the performance evaluation system" as one of the performance goals.

Frequency of Performance evaluations

Newly hired employees will receive a performance evaluation after ninety (90) days but may receive interim feedback prior to (30,60-days) the 90-day evaluation. Thereafter, all employees will receive a performance evaluation annually or before specified employment period ends (i.e., in the case of temporary/seasonal employees). After the first six months (180 days) of employment, salary increases may be acquired based on exemplary employee performance standards and availability of funds. All performance evaluations will, to the practicable extent, be tied to measures of CSB performance standards. Direct Supervisors are responsible for executing all performance evaluations.

To ensure basic job competencies are met, written and/or oral examinations will be used to examine employees' knowledge based on common procedures, product information, and job responsibilities. These examinations will be administered by the Department's Administration and can be used in qualifying for pay and promotion adjustments.

At any time, any supervisor can drill an employee on information pertinent to job duties or the organization's policies and procedures. Employees unable to respond with accuracy and with certainty can be subject Corrective actions and or placed on a performance improvement plan (PIP).

The Evaluation Cycle

The normal cycle is one year. The evaluation year normally ends December 31 for most employees. Special cycles include the following:

NEW EMPLOYEE: Evaluated during the sixth month of employment.

PROBATION: Evaluated after a minimum of three months to a maximum of six months.

The Planning Cycle

In the planning stage, each manager should make sure every employee should have a copy of his/her job description. With their supervisor, employees should jointly review and discuss Major Job Tasks and Performance Expectations identifying and explaining to employees the key areas in which results are expected, the standards used to measure results, and the objectives agreed to meet in each job task. When duties change, be sure to update each employee's functional job description and provide a copy.

Planning sessions for the upcoming year shall be conducted during the annual planning period from September 1 to December 31 of the previous year. During this period, an Evaluating Supervisor shall prepare a performance plan for the upcoming year in cooperation with the employee, or the team of employees if the work is performed in teams. The performance plan shall list goals, related work tasks, and competencies on which the employee's overall performance should be evaluated.

The plan may also provide for professional development for each employee, appropriate performance measures, and work strategies or assignments for which results can be measured through objective performance data. The goals, work tasks, and competencies shall be recorded on the planning and evaluation form. Failing to establish a performance plan will result in the employee receiving a "Not Evaluated" designation.

Additional planning sessions should be conducted during the first three (3) calendar months following either the appointment of a new employee or the permanent movement of an employee into a position with significantly different duties. An Evaluating Supervisor should establish a three-month assessment plan for a new employee soon after his or her appointment.

A new employee or employee in a new position within the Department with less than one year of continuous service in the position as of December 31 of the performance year shall be evaluated based on his or her progress toward predefined criteria established via a three (3) month, six (6) month, and nine (9) month assessment. However, this employee shall receive an overall designation of "Not Evaluated" for that specific performance year.

During the planning session, the Evaluating Supervisor shall present the performance planning and evaluation form to the employee and discuss the performance goals, work tasks, and competencies on which the employee will be evaluated and the performance that will be expected during the coming performance year.

The Evaluating Supervisor and the employee shall sign and date the performance planning and evaluation form to document the planning session. The employee shall be given access to a copy of the form. Should the employee decline to acknowledge the performance planning and evaluation form, the Evaluating Supervisor shall note this on the form and record the date that the planning session occurred. An employee cannot prevent the planning session from becoming official by refusing to acknowledge the form.

If an employee disagrees with the work tasks, goals, and behavior standards as stated on the performance planning and evaluation form, the employee may use the Director of the Department of Human Services grievance process to challenge the form during the annual planning period of September 1 to December 31.

The Evaluating Supervisor shall obtain the Second Level Evaluator's approval of the performance plan after presenting it to the employee for his or her acknowledgment. Before obtaining the Second Level Evaluator's signature approval of the performance plan,

the Evaluating Supervisor will have conducted a performance planning session with the employee. Failing to establish a performance plan for one's employee(s) will result in the supervisor(s) receiving an overall "Does Not Meet Expectations" designation.

A performance planning session may be conducted when:

1. The employee is assigned a new Evaluating Supervisor.
2. Performance expectations change.
3. The Evaluating Supervisor deems a performance planning session appropriate.

Year-end Evaluation

A time should be established for the evaluation interview which is a two-way conversation and should be undisturbed by phone and visitors.

The Supervisor will rate the employees on each task and spell out specifically the standards used to determine the rating. The overall rating is computed, and an explanation offered of how the rating was determined.

Areas that need to be improved or goals/projects that need attention are identified and recorded with time frames and specific behaviors identified. Professional development goals should be noted, and the employee must sign the Performance Evaluation Form.

At the end of the performance period, the Evaluating Supervisor shall assign one of the three evaluation categories listed below to the employee's overall performance based upon the established performance plan, goals, work tasks, and competencies.

1. Exceeds Expectations: Employee's performance consistently exceeded the performance criteria.
2. Meets Expectations: Employee's performance met the performance criteria.
3. Does Not Meet Expectations: Employee's performance did not meet the performance criteria.

An Evaluating Supervisor shall assign the overall evaluation category based on seven predefined criteria of performance:

1. Performance goal
2. Work task/behavior expectations
3. Competencies
4. Quality and completeness of work
5. Supervision and guidance requirements
6. Person-role fit
7. Overall placement

Before the evaluation interview it is necessary to determine if tasks and standards need to be updated and any records on the employee should be reviewed for the entire evaluation period. The Supervisor should complete the evaluation form except for the overall rating, the Remedial Activities Section, and Development Activities.

It is important to anticipate if there may be a disagreement between the employee and supervisor in terms of the rating to be given. It is the goal of the Department of Human Services to encourage consensus between employee and supervisor prior to the evaluation interview.

To render an official evaluation, the Evaluating Supervisor shall:

1. Complete a performance evaluation form after January 1 of the following year.
2. Provide documentation to support the overall evaluation.
3. Provide the employee access to a copy of the evaluation form with the employee's official overall evaluation noted along with the supporting documentation.
4. Discuss the evaluation with the employee and present the evaluation form to the employee to be acknowledged and dated.
5. Obtain the Second Level Evaluator's approval of the evaluation form after the discussion with the employee.

When an employee is not available for a performance evaluation session, the provisions of this Rule shall be satisfied when notification to the employee is made by mail. If the employee is notified by mail, the notification shall be deemed timely if it was mailed to the employee's most recent address on or before April 1, as evidenced by official proof of mailing.

An evaluation of "Does Not Meet Expectations" is not a disciplinary action. Regular employees shall have a right to request a review and the performance improvement plan shall be held in abeyance pending the outcome of the review.

Any employee whose official overall evaluation is "Does Not Meet Expectations" shall be ineligible for: a merit increase, a promotion, or permanent status. If the designation "Does Not Meet Expectations" does not become final, the appointing authority shall establish a Performance Improvement Plan within thirty (30) calendar days of submission. The Evaluating Supervisor must establish a Performance Improvement Plan for the employee and shall monitor the employee's work performance for a period of ninety (90) calendar days. At the conclusion of the 90-calendar day period, the Evaluating Supervisor must state in writing to the employee and the Personnel Director whether or not the employee's work performance has improved. If, upon review, the work performance has not improved, the appointing authority shall discipline the employee in accordance with the provisions of Civil Service Commission Rule IX.

IV.-6: OVERTIME AND HOLIDAYS

PURPOSE

To provide guidelines and standards for Department of Human Services personnel consistent with those of New Orleans City Government as provided for and governed by the Federal Fair Labor Standards Act.

POLICY

Pursuant to City of New Orleans Civil Service Commission policies, Hours of Work/Overtime and Holidays respectively, JJIC personnel shall be governed by these policies consistent with the Federal Fair Labor Standards Act.

PROCEDURES

General Procedures

Each direct service employee in the JJIC areas will be required to be available for two (2) shifts. At times, due to a shortage of personnel or an emergency, personnel may be required to work a double shift or on a regularly scheduled off day. This will be compensated with overtime pay. If the staff member does not work more than forty (40) hours, he/she will receive *straight time* for the work. For every hour worked over forty (40), the staff member will be paid at time and a half.

When possible, seniority will be taken into consideration when deciding who will have to work a double shift or who will be called in to work. However, rotation will be the first consideration. The Juvenile Detention Counselor Supervisor with the concurrence of the Superintendent of Residential Life will establish a rotation schedule based on the current employee roster per shift.

No Department of Human Services employee shall be gainfully employed elsewhere without written approval from the appointing authority and the Chief Administrative Office (CAO). Employees are required to complete and submit an Outside Employment Authorization Form to Human Resources. A staff member's primary job responsibility is to the JJIC. Secondary employment and/or school enrollment will not be considered in the decision regarding who will work additional shifts and who will be called in to work an unscheduled shift.

Holidays

The following shall be compensated holidays for the Department of Human Services personnel consistent with City of New Orleans CAO. Holidays are designated by the CAO and announced each January. A calendar is distributed to each staff member at their time of hire listing the designated holidays for that year.

New Year's Day
Martin Luther King, Jr. Day
Good Friday
Mardi Gras Day
Memorial Day
Independence Day
Labor Day
Veteran's Day (observed)
Thanksgiving Day
Christmas Eve
Christmas Day

When a holiday that is observed by the City of New Orleans falls on Saturday, the City will observe that holiday on the preceding Friday. When a holiday that is observed by the City of New Orleans falls on Sunday, the City will observe that holiday on the following Monday. Except, however, on some such days it may be necessary for offices to remain open. In that event, the department heads shall designate the necessary personnel in their respective departments who are to work and receive days off on another date.

Note: Any employee on leave without pay the day before or after a holiday shall not be compensated for the holiday(s).

IV.-7: SICK LEAVE AND TARDINESS

PURPOSE

To establish a procedure for the Department of Human Services personnel governing the use of sick leave and policy as it relates to tardiness.

POLICY

Sick leave is accrued for use in cases of personal illness, medical appointments and in the unfortunate event of a death of an immediate family member. Eligible employees earn .5 of a leave day each bi-weekly pay period (3.5 hours for a 7-hour work day/4.0 hours for an 8-hour work day). Part-time employees accumulate sick leave at the same rate as eligible full-time employees, but in proportion to the time worked. It is the responsibility of each employee to be available a maximum number of workdays to efficiently perform the work for which he/she is employed. This requires minimizing the number of days an employee is not at work because of personal illness or injury. Although accumulation of sick leave is allowed, these days can **only** be used within the limits set forth by this policy and the City of New Orleans Civil Service Commission.

DEFINITIONS

Tardiness – Reporting for work up to thirty (30) minutes late after the beginning of employee’s assigned shift, training, or meeting.

Unauthorized Absences – Being absent without permission to not work all or part of a regularly scheduled workday.

Abandoning Post/Job – Leaving one’s assigned post of work without authorization by the Superintendent, Assistant Superintendent, or Shift Supervisor.

Earned Leave – Leave that an employee is legally entitled to whether it is recorded or not on the employee’s record.

PROCEDURES

Eligibility

All classified/unclassified full-time and part-time employees are eligible to earn, and can use, sick leave. Employees holding transient or emergency appointments are not entitled to earn sick leave.

Leave service credit, for the purpose of calculating leave accrual, includes all continuous or creditable work time spent as a full-time or part-time employee.

Leave service credit is also allowed for continuous permanent full-time service with the City of New Orleans. The leave accrual schedule in effect at the time of hire for new employees is used to figure future accrual. At the time of separation from service, employees shall have the option to convert unused sick leave, accumulated under the provisions of these rules, to cash, or to substitute unused sick leave for retirement credits, subject to the provisions of applicable sections of this Rule as well as the laws and regulations of the employee’s retirement system.

Attendance

Attendance is a very important record of an employee's job performance. Each employee is responsible for being available for a maximum number of workdays to perform efficiently and effectively the work for which he/she is employed.

It is the responsibility of the staff member asking for paid leave to initiate the request, utilizing the procedures listed below. All requests for sick leave, regardless of the nature of the illness, paid or unpaid, must be approved their Superintendent, Chief Operating Officer, Director of the Department of Human Services, or designee utilizing the procedure below. Failure to follow this procedure will result in an unapproved and unexcused absence and will be subject to progressive disciplinary action.

Absences

Pay for accrued leave time will be approved only for excused absences. Management has the right to require valid documentation for any absence from work including those involving sick leave in order to determine whether it will be excused or unexcused. Additionally, all employees who are absent for more than three (3) consecutive days due to illness shall be required to present valid documentation. Failure to bring documentation when it is required will result in the absence being unexcused, and unexcused absences will result in progressive disciplinary action. When documentation is requested, it must be submitted to the Human Resources Department upon return to work. When deemed necessary by management, further documentation may be required before the absence is excused.

More than three (3) occurrences of sick leave not covered under the Family and Medical Leave Act (FMLA) within a calendar quarter is considered excessive usage of sick leave. After three (3) days of sick leave, personnel will be required to attend an Attendance Conference with the Director of Human Resources and Chief Operating Officer for counseling regarding attendance. That staff member will be required to provide verifiable medical documentation for all future occurrences of sick leave for a period of six (6) months. Any occurrence of sick leave during the six (6) month period will result in an extension of the documentation requirement period and may result in further disciplinary action. Any sick leave that occurs when no sick leave time is available will result in progressive disciplinary action, unless such absences fall under the guidelines of the FMLA

Use of Sick Leave

Sick leave is to be used only after it is **earned**. Sick leave days are not to be credited or used in advance of earning.

For routine medical, dental, and optical diagnosis and/or treatment when non-work hour appointments are not possible and when **prior approval** has been given by the Chief Operating Officer or designee. Sick leave for routine medical, dental, and optical diagnosis may only be used for the actual time required for the appointment and reasonable travel time to and from the practitioner's office and the workplace.

Generally, an employee will become eligible for sick leave under the following circumstances:

- When an employee is incapacitated by personal sickness or injury to the extent that he/she cannot reasonably carry out his/her job responsibilities.
- After an employee has been exposed to a contagious disease, when certified by a qualified medical doctor that the employee may jeopardize the health of others.
- For the purposes of maternity leave.

Excessive Tardiness

Excessive tardiness is defined as three (3) or more occurrences in a calendar quarter. Excessive tardiness will result in progressive disciplinary action. Each successive tardiness occurring within the same quarter where discipline was received for excessive tardiness will result in further disciplinary action. All tardiness, whether excused or unexcused, will be applied to an accumulated number of tardies for each quarter. All tardy incidents will result in the employee receiving leave without pay for the hours not worked.

Employee's Responsibilities

A staff member who is absent shall call and report his/her absence to the Shift Supervisor on duty two (2) hours prior to his/her regularly scheduled reporting time for each day of absence. When calling, the employee must advise where he/she is and where he/she may be reached by telephone. A staff member will also be required to call and report his/her tardiness to the Shift Supervisor on duty in if he/she is going to be late reporting for his/her shift. Failure to properly report any incident of absence or tardiness (except in the case of an emergency) will result in an unexcused absence and is subject to disciplinary action. In the case of an emergency, notification must be made as soon as possible.

Within twenty-four (24) hours or one (1) day upon returning from each absence, a Request for Sick Leave Form must be completed and returned to the appropriate Superintendent, Chief Operating Officer, or designee. The filling out of this report advises management of the absence but in no way approves or disapproves the absence. It is the discretion of the Chief Operating Officer or designee to authorize payment for sick leave. Failure to submit a Request for Sick Leave Form will result in an unexcused absence and the subsequent loss of pay for day(s) of the absence, as well as progressive disciplinary action. Should a request for paid sick leave be unapproved, or there is insufficient leave balance, the period of absence will be unpaid.

If an employee is tardy, a Tardiness Report Form must be completed and returned to the Shift Supervisor upon arrival. The filling out of this report advises management of the tardiness but in no way approves or disapproves the absence.

Required medical documentation to support a request for leave approval due to illness will include a statement from a doctor noting that the employee was unable to work

due to illness for each day of absence. The original statement from the medical provider must include the signature of the attending physician. Within forty-eight (48) hours of an employee's return to work, all required medical documentation may be placed in a sealed envelope by the employee and delivered to the Department of Human Resources.

Reporting to Work Expectations

1. It is the responsibility of each employee to abide by their work schedule, unless given prior permission to do otherwise by their Superintendent, the Chief Operating Officer, or the Director of the Department of Human Services.
2. Employees shall report for work at their scheduled time, work the entire shift, and shall not leave until the end of the shift. Employees leaving the work site during the work shift must receive permission from their Superintendent, the Chief Operating Officer, or the Director of the Department of Human Services.
3. All Non-Exempt employees are to clock in and out using the time clock. It is the employee's responsibility to make sure that they are clocking in and out in order to receive accurate time and pay. If an employee repeatedly fails to clock out, disciplinary actions may follow.
4. In order to allow for an effective transfer of information necessary to ensure program continuity, staff members are expected to be at their assigned posts at least fifteen minutes prior to the start of their scheduled shift.
5. The Superintendent of Residential Life, Juvenile Detention Counselor Supervisor or the Shift Supervisor have the authority, when necessary, to call an employee to return to duty at any time, regardless of the hours assigned to that employee.
6. When directed to report to work, the employee shall report to work. *Failure to report to work when directed to do so will be considered as being absent without leave and shall result in disciplinary action.*
7. Employees shall not be tardy or absent or depart from work early without the permission of their Superintendent, Chief Operating Officer, or the Director of the Department of Human Services. In addition to any disciplinary sanctions that may be incurred for excessive tardiness, and/or unexcused or unauthorized absences, employees may not be paid for such absences from work.
8. All employees shall be punctual in reporting for duty and/or other assignments.
9. Being at his/her assigned post means being physically present on the living unit he/she is assigned to work and/or being in the designated location for training or meeting if scheduled. Simply being on JJIC property does not constitute being at one's assigned post

10. When reporting for duty, staff shall be capable of performing all of the essential functions required of their work assignment.

Abuse of Time

No employee shall abuse their sick or vacation time. This shall result in disciplinary action up to and including termination of employment.

Tardy

1. The Shift Supervisor on duty must be notified if the employee is going to be absent for a portion of a shift (tardy). The reason for the absence must be given at the time the employee notifies the Shift Supervisor. The employee shall give an estimated time of arrival to work.
2. Upon arrival at work the employee is to fill out a Tardiness Report Form and submit it to their Superintendent.
3. Any employee who is tardy more than two (2) times in any thirty (30) day period is subject to progressive discipline up to and including termination of employment.

Calling In Sick

Each employee shall notify the Shift Supervisor on duty no later than two (2) hours prior to his/her scheduled work shift if she/he expects to be absent from duty due to illness or other reason. Failure to do so is considered an unauthorized absence for that shift, which shall result in progressive discipline up to and including termination.

Abandoning Post

1. Employees shall not leave their assigned post until authorized by the Superintendent, an Assistant Superintendent, or the Shift Supervisor on duty and properly relieved by another staff member or relieved by the Shift Supervisor.
2. An employee who leaves his/her post without being properly relieved is considered to have abandoned their post (the relief staff member must be physically present at the assigned post before the staff member can leave his/her assigned post). This shall result in disciplinary action up to and including termination of employment.
3. If an employee fails to report to work for three (3) consecutively scheduled working days, he/she shall be considered to have abandoned his/her job and shall be terminated.

Declared Emergencies

All essential employees must report during a declared emergency made by the Mayor or Director of the Department of Human Services. The employees shall remain at work during the entire length of the emergency until released by the Superintendent or an Assistant Superintendent.

Any employee who fails to report during a declared emergency or leaves during a declared emergency without being released by the Director of the Department, the Superintendent, or an Assistant Superintendent will be considered to have abandoned his/her job. This will result in termination of employment.

Progressive Disciplinary Action

Progressive disciplinary action for unexcused absences and/or excessive/habitual tardiness will follow the formula listed below:

- | | |
|--|---|
| 1. One (1) unexcused absence and/or excessive tardiness incident | Oral reprimand |
| 2. Two (2) unexcused absences and/or excessive tardiness incidents | Written reprimand |
| 3. Three (3) unexcused absences and/or excessive tardiness incidents | One (1) day suspension |
| 4. Four (4) unexcused absences and/or excessive tardiness incidents | Five (5) day suspension without pay and three (3) months' probation |
| 5. Five (5) unexcused absences and/or excessive tardiness incidents | Dismissal |

IV.-8: ON-THE-JOB INJURIES AND CONTAGIOUS EXPOSURE

PURPOSE

To establish a procedure for the Department of Human Services personnel to follow in the event they are to incur an on-the-job injury and/or are exposed to a contagious disease. The policy and procedure will work in conjunction with the City of New Orleans Civil Service Commission policy in reference to their procedures on these subject matters.

POLICY

All JJIC personnel shall observe all safety procedures pertaining to their respective job duties. Staff members who may suffer an injury or illness including exposure to infectious diseases (i.e., HIV infection) that arises out of and in the course of performing their assigned duties, may qualify for medical expense benefits and injury leave (salary continuation) benefits.

DEFINITIONS

Infectious – Capable of being transmitted from person to person.

PROCEDURES

When a staff member is injured or exposed to an infectious disease in the course of his or her assigned duties, he or she shall report the injury to his or her immediate supervisor as soon as possible after the occurrence. If the immediate supervisor is not available, report the injury to the next available supervisor/manager in the Department. Injuries not reported before the end of the staff member's shift will not be considered an On-The-Job Injury in the absence of overwhelming evidence to the contrary.

The injured employee is required to complete a drug screening, incident reports, and contact the Nurse Line (1-844-264-5044)

If a staff member is exposed to blood or to body fluids containing visible blood, or an area of broken skin is exposed to blood, you must:

- Follow cleaning and disinfecting procedures.
- Report the incident/injury to your supervisor as soon as possible.
- Immediately report to the JJIC Medical Unit for instruction and evaluation.

Injury or exposure reports must be completed for any injury or exposure, regardless of how minor it may seem at the time. The Supervisor shall promptly prepare as completely and accurately as possible an Injury/Accident Investigation Report.

IV.-9: DRUG-FREE WORKPLACE POLICY

PURPOSE

The Department of Human Services is committed to protecting the safety, health, and well-being of all employees and other individuals in our workplace. We recognized that alcohol abuse and drug use pose a significant threat to our goals. We have established a drug-free workplace program that balances our respect for individuals with the need to maintain an alcohol and drug-free environment.

This policy recognizes that employee involvement with alcohol and other drugs can be very disruptive, adversely affect the quality of work and performance of employees, pose serious health risks to users and others, and have a negative impact on productivity and morale.

This organization has no intention of interfering with the private lives of its employee unless involvement with alcohol and other drugs off the job affects job performance or public safety.

As a condition of employment, this organization requires that employees adhere to a strict policy regarding the use and possession of drugs and alcohol.

This organization encourages employees to voluntarily seek help with drug and alcohol problems.

POLICY

The Department of Human Services shall comply with the Federal Drug-Free Workplace Act of 1988 and all other pertinent laws, rules and regulations. Employees shall not report for duty under the influence of alcohol or use alcohol while in working status. Employee shall not use illegal drugs at any time.

DEFINITIONS

Applicant – Any individual who applies for employment with the Department.

Appointing Authority – The person or groups of persons authorized by law or delegated authority to make appointments to fill positions. The term also includes any person properly designated by the appointing authority to perform any duty of the appointing authority.

Convicted/Conviction – Final conviction in a court of competent jurisdiction or the acceptance of a plea of guilty, including any conviction based on a plea of nolo contendere.

Criminal Offense – Any violation of the laws of the State of Louisiana, any other state, or the United States pertaining to the manufacture, distribution, sale or possession of illegal drugs.

Illegal Drug – Any drug that is not dispensed according to a legal prescription in the original container, other than medications purchased over the counter that are still in

their original form and container. Inappropriate use of another individual's valid prescription constitutes illegal drug use for the purposes of this policy.

PROCEDURES

General Provisions

The unlawful manufacturing, distributing, dispensing, selling, possession, or use of a controlled substance, marijuana, or a dangerous drug will be prohibited in all Department workplaces. Any employee violating this policy will be subject to disciplinary action, up to and including termination from employment.

Taking disciplinary action does not prevent the Department from referring the violation of law to the local District Attorney for prosecution.

Applicant Disqualification

Conviction – Any applicant who has been convicted for the first time of a drug-related criminal offense would be ineligible for employment.

Notification

Each employee will be given written notification of the City's CAO's Substance Abuse Policy 89 (R).

The original, signed copy of the Department of Human Services Substance Abuse Policy Acknowledgment Form, will be maintained in the employee's official personnel file.

Employees Arrested for or Convicted of Drug-Related Criminal Offenses

Employees will notify their supervisor and Human Resources/personnel representative of any arrest(s) and/or conviction(s), including traffic violation(s), no later than the next business day following the arrest or conviction.

Appropriate action will be taken based on an analysis of available facts, on a case-by-case basis, and may include, but not be limited to, suspension with or without pay, job reassignment, or termination of employment.

Failure to provide notification of an arrest/conviction may result in disciplinary action up to and including termination of employment.

If an employee works in a job/program area funded by Federal grants or contracts, the Department must notify the Federal grantor of any drug-related convictions within ten (10) calendar days of becoming aware of the conviction.

Suspension

Upon receipt of documentation indicating that an employee has been convicted for drug-related criminal offense, the Chief Operating Officer or designee will notify the employee in writing that the employee is being placed on immediate suspension pending an Administrative Hearing.

Prior to return to duty, an employee who is suspended for a first offense shall successfully complete a drug treatment and education program at his/her own expense. Certification of satisfactory completion of the drug treatment and education program must be provided before returning to work.

Termination

Employees convicted of a drug-related criminal offense may be terminated, if the nature of the offense warrants such action.

Employees convicted for a second or subsequent time of a drug-related criminal offense must be terminated.

Employees suspended under the provisions of this policy that do not successfully complete a drug treatment and education program will be terminated.

Prior to a termination a pre-termination hearing will be held for all permanent employees.

Notice of Suspension, Pre-Termination Hearing, or Termination

The notice of suspension or termination will be the final determination of adverse action and will include:

- The effective date of the action;
- The specific conviction(s), date(s), and court(s) in which convicted or, if appropriate, a statement that the employee failed to satisfactorily complete a drug treatment and education program;
- If for a suspension, the requirements for completion of a drug treatment and education program as specified by this policy; and;
- A statement advising that the employee may appeal the determination to the City of New Orleans Civil Service Commission by filing an appeal within thirty (30) calendar days from the date of the written notice of the final action. Any written filing will be considered timely if postmarked within the time allowed for an appeal but will not be considered filed until actually received and time stamped by the Civil Service Commission.

Employee Admission of Personal Use of Illegal Drug(s)

An employee who notifies the respective Department Supervisor or designee of personal use of illegal drugs will be entitled to maintain his/her employment provided:

- The employee provides written notification, prior to an arrest for an applicable criminal offense, to the Chief Operating Officer or designee;
- The employee is receiving or agrees to receive treatment, at the employee's expense, in a drug treatment and education program;
- The employee follows the treatment plan as specified; and

- The employee provides evidence satisfactory to the Chief Operating Officer or designee that the employee exhibited satisfactory attendance and progress in the treatment plan.

The employee will not be separated solely on the basis of the reported drug usage as long as he/she complies with the provision of this policy.

The Chief Operating Officer or designee may restructure the employee's work activities, if practicable, to protect persons or property.

No statement made by an employee in accordance with the provisions of this policy will be admissible in any civil, administrative, or criminal proceeding as evidence against the employee.

If the employee fails to satisfactorily complete a drug treatment and education program, the Department may take disciplinary action, up to and including termination.

The rights granted by this policy will be available to the employee only once during a five (5) year period and will not apply to an employee who has refused to be tested or who has tested positive for a controlled substance, marijuana, or a dangerous drug. Further, should an employee make an admission of illegal drug use when notified or ordered to report or submit to drug testing, the rights granted by this policy will not be extended.

Employee Use of Alcohol While Working/Reporting Arrest and Convictions

Employees are prohibited from using alcohol while in work status or from reporting for duty under the influence of alcohol.

Employees will notify their supervisor and Human Resources/personnel representative of any arrest(s) and/or conviction(s), including traffic violation(s), no later than the next business day following an alcohol-related arrest or conviction.

Appropriate action will be taken based on an analysis of available facts, on a case-by-case basis, and may include, but not be limited to, suspension with or without pay, job reassignment, or separation from employment.

Failure to provide such notification may result in disciplinary action up to and including separation from employment.

Employees may be subject to disciplinary actions related to alcohol arrest and convictions.

Drug Testing

To ensure the accuracy and fairness of our testing program, all testing will be conducted according to CAO Substance Abuse Policy 89 I and Civil Service Rule V, Section 9.

All drug-testing information will be maintained in separate medical records.

Each employee, as a condition of employment, may be required to participate in pre-employment, random, post-accident, or reasonable suspicion testing upon selection or request of management.

An employee will be subject to the same consequences of a positive test if he/she refuses the screening or the test, adulterates or dilutes the specimen, substitutes the specimen with that from another person or sends an imposter, will not sign the required forms, or refuses to cooperate in the testing process in such a way that prevents completion of the test.

For further information and clarification on the City's policies on substance abuse, see CAO Memorandum No. 89 (R): City's Substance Abuse Policy, and Rules of Civil Service: Rule V, Section 9.

IV.-10: RULES OF CONDUCT AND DISCIPLINE

POLICY

The Department of Human Services requires all employees to familiarize themselves with all rules and regulations pertaining to their positions and duties and requires that employees abide by these rules and regulations. This section outlines the rules of conduct and performance standards that are applicable both on and off the job to all employees. The following list has been established to serve as an example of behavior that could warrant a range of disciplinary sanctions.

PROCEDURES

Administrative Responsibility

1. It shall be the responsibility of the administrative leadership and supervisors to actively support, enforce, and adhere to the requirements of the Policy and Procedures Manual system.
2. These provisions will be supported and enforced utilizing a system of disciplinary sanctions.
3. Training and testing will be used to increase, ensure, and document staff understanding of these requirements.

Employee Responsibility

1. Employees are responsible for reading the information contained in this Policy and Procedures Manual to ensure knowledge and understanding of the rules, regulations and standards of conduct to which each is required to adhere and by which each is required to function.
2. It is the responsibility of each employee to be knowledgeable about, and comply with, all standards, practices, procedures, and applicable public law with respect to the administration and management of the Department of Human Services, consistent with each individual's employment responsibilities and duties.
3. Employees have an obligation to maintain a professional decorum in the workplace, even in light of differences with colleagues or managers. Getting angry, engaging in name calling, using foul or abusive language or belittling or demeaning others can all be considered insolent behaviors. Employees engaging in these acts are subject to reprimand, termination, and in extreme cases, litigation. Employees who feel unable or unwilling to alter their behaviors should consult with their human resources representative to discuss options for self-improvement.
4. Any employee who has questions about any law, policy, or procedure should contact their supervisor to obtain clarification. Employees of the Department of Human Services shall adhere to the rules and regulations set forth in this *Employee Rules of Conduct & Discipline*.

5. The regulations are intended to supplement other instructions, rules, regulations, memorandums and written orders that are part of the Department of Human Services Policy and Procedure Manual.
6. An employee will be terminated if it is found that he/she has participated, conspired to commit, served as an accessory or accomplice in the commission of, or failed to report any act which violates these rules, regulations, policies, and procedures of the JJIC, Department of Human Services, or City of New Orleans, or the laws of the State of Louisiana or the United States.
7. Employees shall report in writing to the supervisor incidents or occurrences involving a violation of the rules, regulations, and requirements set forth in this code.

Violation of This Chapter

Disciplinary or other corrective actions, including dismissal, shall be taken in accordance with the policies and procedures and as outlined in the City of New Orleans Civil Service rules, the Departmental Policy Handbook, and the Chief Administrative Office Policy Memorandums. When any disciplinary letters are written, all policies used from the city government should be noted.

Employee Rules of Conduct

1. No employee shall act or behave privately or officially in a manner that undermines the efficiency of the Department of Human Services, causes the public to lose confidence in the JJIC, or brings discredit upon them, the Department of Human Services, or the City of New Orleans.
2. No employee shall undermine the Superintendent's or an Assistant Superintendent's ability to conduct a safe and secure facility or disrupt the general good order of the JJIC, whether by verbal comments or physical acts, whether on or off duty, on City property or off City property.
3. Employees shall comply with all the Department of Human Services and the City of New Orleans workplace rules, memorandums, and written directives or verbal directives. Employees in doubt as to the nature or detail of their assignment shall seek this information from their supervisors by going through the chain of command.
4. Personal items shall not be taken into the JJIC except those items that are necessary for the performance of an employee's duties or expressly allowed by a Superintendent:
 - a. Personal cell phones, smartphones, or any other personal communication device.
 - b. iPod Touch, iPod Nano, MP3 player, iPod Shuffle, smartphone, or other portable music device.
 - c. PSP or other such gaming device.

- d. iPad or any other tablet device.
- e. Laptop computer, netbook, or other personal computing device.

A staff member may be granted an exception upon authorization from the Superintendent or designee.

5. Recording devices of any type including tape recorders, digital voice recorders and cameras shall not be taken into the JJIC. Lawyers, Psychiatrists, Psychologists, the media, and other persons may be granted an exception upon authorization from the Superintendent of Residential Life.
6. No recordings of general conversations, phone conversations, meetings, disciplinary hearings, pre-termination hearings, or termination hearings shall be made either by audio or video device, to include cell phone/smartphone, laptop computer, netbook, ultrathin laptop computer, iPad or similar tablet device, or PSP or other such gaming device of any JJIC activity or conversation whether on or off grounds, and whether on or off duty with youth or any employee without the prior approval of the Superintendent of Residential Life or Supportive Services or designee. Meetings, investigations, and pre-termination hearings may be recorded based on the nature of the discipline or the incident.
7. All employees shall remain on their assigned unit and on duty until properly relieved or until dismissed by a Shift Supervisor or Superintendent of Residential Services. The employee shall not leave his/her post uncovered/abandoned.
8. The use of force is employed only in situations that present a clear and present danger to youth, themselves, or other employee(s) or are directly related to the immediate safety and security of the detention center, and in compliance with JJIC rules and policies and the training received on de-escalation and physical restraint. Employees who use inappropriate or excessive force will be terminated and may have legal consequences.
9. Employees shall not take unfair advantage of any professional relationship or exploit youths to further their personal, religious, political, financial, or business interest. Employees who are found to have taken unfair advantage of any professional relationship or have exploited youths to further their personal, religious, political, financial, or business interest will be terminated and may have legal consequences.
10. Failing to report on-the-job injury.
11. Employees shall not physically or sexually abuse any youth in the care and custody of the JJIC.
12. No employee shall willfully or negligently treat a youth in a cruel or inhuman manner, nor allow another employee to willfully or negligently treat a youth in a cruel or inhuman manner.

13. Employees shall not use profane or abusive language in dealing with a youth or toward another employee.
14. Employees shall not engage in any form of horseplay with a youth (i.e., tap out, slap boxing, wrestling, etc.).
15. Employees will not use threats or intimidation toward youth or any other person on JJIC property or off grounds whether on or off duty.
16. No employee shall engage in any act or conduct which violates federal, state, or local laws or ordinances.
17. Participation in unlawful conduct or knowingly permitting any unlawful conduct on JJIC property or in any city building or other real property owned, rented, under the control of, or licensed by the City of New Orleans, whether in whole or in part, is prohibited.
18. Employees shall not appropriate for any unlawful use or conduct any city property, technology, evidence, or found or recovered property.
19. Employees shall not obstruct any investigations-whether internal or external.
20. Temperament control is an important indicator of self-restraint, self-regulation and emotional composure for professionals charged with the duty of custodial care and safety of a vulnerable youth population. Core to our values for professionalism, insolent and uncivil behaviors by employees of JJIC are deemed a security threat to the physical and emotional safety environment of the detained population and its workforce.
Insolence is derisive, contemptuous, or abusive language or conduct, perhaps expressed in a confrontational attitude, directed by an employee toward the employer; lacking usual or proper respect for rank or position; presumptuously disrespectful or familiar towards equals or superiors.
21. In their official capacity, employees may not use profane, obscene, or abusive language when communicating with detainees, fellow employees, or others. Employees shall conduct themselves in a manner that will not be demeaning to detainees, fellow employees, or others.
This includes engaging in rude, disrespectful speech or behaviors and physical intimidation, such as making insulting and demeaning statements; using angry, hostile tones; berating staff and colleagues in front of others; and shouting, throwing things or slamming doors when displeased. Disciplinary action up to termination will be will justified if the employment relationship has been irreparably destroyed as judged by: 1) whether the employee and superior are capable of continuing a working relationship; 2) the incident undermined the supervisor's credibility and ability to supervise effectively in the workplace; or 3) the employer suffered a material financial loss, a loss of reputation or serious prejudice to its business interests as a result of the incident.
Disruptive insolent behavior can take on many forms: outright refusal to carry out work, manifest non-performance, inappropriate comments, persistent complaints, and non-verbal communication expressions of dissatisfaction (i.e., eye rolling, sighing, etc.).

22. Employees shall refrain from Gross and Habitual Neglect of Duty "Neglect" means "to be remiss in attending to or to fail to do." Negligence characterized by the want of even slight care, acting, or omitting to act in a situation where there is a duty to act, not inadvertently but willfully and intentionally, with a conscious indifference to consequences insofar as other persons may be affected. Habitual neglect implies repeated failure to perform one's duties for a period of time.
23. Insubordination which refers to an employee's intentional refusal to obey an employer's lawful and reasonable orders. This can manifest as a single event worthy of discipline or termination or as a series of lesser events that work to undermine a supervisor's authority over time. This behavior will not be tolerated.
24. Gossiping generally refers to the actions of an individual who habitually reveals personal or sensational information about others, whether factual or not. Repeating and embellishing overheard conversations meant to be private, and creating or repeating rumors about individuals or the Department meant to be stirring or shocking that can cause reputational harm to an individual(s) or the institution. This behavior will not be tolerated
25. Bullying is unacceptable in the workplace and can include uncivil behaviors, bullies often use less visible means of harming other employees, such as social isolation, condescending or contemptuous communications, and manipulation. Bullying is often directed at specific individuals, characterized by persistent abusive and intimidating behavior or unfair actions (assigning too much work, constantly changing deadlines, poor performance ratings, etc.), causing the recipient to feel threatened, abused, humiliated or vulnerable. Bullying is about having power over someone else—often a direct report, but also anyone who may seem weaker to the bully.

IV.-11: EMPLOYEE DRESS CODE

PURPOSE

To establish guidelines regarding the uniforms, dress codes, and personal appearance of the employees at the Department of Human Services JJIC.

POLICY

The professionalism of an organization and its staff is judged in part by the appearance of their professional dress. In the eyes of citizens, an individual's ability to perform in a professional manner is reflected in how the professional dress is worn. A neat, well-groomed appearance contributes to building public confidence and individual pride essential to an effective organization. New Orleans JJIC staff is responsible for presenting a professional appearance.

All detention personnel are issued uniforms which they are expected to wear when on the job. All employees shall maintain and wear their facility issued apparel in a proper and professional manner. Civilian clothing is not to be worn on the floor by detention personnel during duty hours. Non-uniformed staff shall wear businesslike attire while on duty. All uniformed employees are to follow the guidelines set forth in this policy.

It is the policy of the Juvenile Justice Intervention Center that all staff maintains a high standard of personal appearance while performing their duties. Uniformed personnel will wear only those uniforms, accessories, and equipment as authorized in this policy and in the manner described. Non-uniformed personnel will select and wear clothing as directed in this policy. The style and specifications of the uniform, accessories, and equipment will be designated by the Director of the Department via written approved uniform bulletin/memo and vendor.

DEFINITIONS

Employee – A person employed by the JJIC.

Identification (ID) Badge – Badge issued by Department of Human Services to all employees to be used as employee identification.

Uniform – Clothing items required by the Department of Human Services to be worn while on duty in the JJIC. Normally includes Juvenile Detention Counselors, Social Workers, Office Assistants, and Maintenance and Food Services staff.

PROCEDURES

General Appearance of Uniform and Clothing

1. Officers shall wear clean and neat uniforms or civilian clothing for non-uniformed personnel.
2. All gear will be kept black.
3. Handcuffs and metal attachments on the leather gear will be kept clean, free from rust, and in serviceable condition.

4. If a uniform or civilian clothing becomes soiled or disarranged while on duty, staff is expected to resolve the issues as circumstances permit.

Uniform Requirements

1. When the uniform is worn on duty, it must be worn completely. The mixing of civilian clothes and uniform clothes are prohibited.
2. Logo, insignia or decorations, unless authorized by the Director of the Department of Human Services, will not be worn on any part of the uniform.
3. Uniforms will not be worn off duty except for job-related functions:
 - a. When traveling to and from work.
 - b. When performing an approved JDC-type function for a non-department organization.
 - c. When otherwise authorized by the Director.
4. The wearing of the uniform hat is optional.
5. Uniformed JDCs, when on duty, will have in their possession the following items:
 - a. On duty portable radio.
 - b. Handcuffs and handcuff key (as necessary).
 - c. Key to the unit.
 - d. Administrative materials necessary to perform assigned duties.
6. The Director of the Department of Human Services will determine the appropriate uniform or dress for uniformed and non-uniformed personnel. The Director of the Department of Human Services may modify the uniform of the day to address exceptional weather or operational conditions. In the absence of the Director, the senior administrator on duty may do so.
7. For special events or under unusual circumstances, the Director of the Department of Human Services may designate a specific uniform for personnel assigned to the event or incident such as a (ERT) team also known as an Emergency Response Team.
8. Non-uniformed Administrators will wear a conservative style of clothing.

Male personnel will select from the following options: Business suit, sport jacket, dress slacks and shirt with necktie; and on Fridays dress down, or during winter uniform period, dress slacks and shirt with a necktie and sweater.

Female Administrators will wear similarly appropriate conservative clothing.
9. The Director of the Department of Human Services may authorize JDCs to wear alternate clothing appropriate to their current assignments.

Authorized Uniforms, Accessories and Equipment

1. The Director of the Department of Human Services will authorize and approve the uniform worn by uniformed personnel while on duty.
2. All staff shall wear their uniforms in the prescribed manner when on duty or otherwise representing their Department and the JJIC facility.
3. Uniform Shirts: All staff are provided with uniform shirts which denotes their work responsibilities at the JJIC facility:
 - a. Juvenile Detention Counselors – Navy blue polo
 - b. Juvenile Detention Counselor Supervisors – Powder blue polo
 - c. Facility Social Workers – Royal blue polo
 - d. Control Room Staff – Black polo
 - e. Maintenance – Striped blue polo
 - f. Dietary – White chef jacket
 - g. Ground Patrol – White button down

Shirts will be buttoned except the top button on the short sleeve shirt or the top button on the long sleeve shirts when worn.

4. Supervisory personnel may wear a powder blue polo shirt of the same style in lieu of the navy-blue shirt. The appropriate rank insignia shall be worn: JDC I, JDC II, JDC III, and Supervisor. All shirts must be neatly tucked inside of trousers at all times.
5. Trousers: Uniform trousers will not be bloused in boots or high-topped shoes.
6. Headgear: All hats will be navy blue worn with JJIC logo.
 - a. Summer hats: The summer hat will be a blue baseball cap with the JJIC logo patch pressed on it.
 - b. Winter hats: The winter hats known as “beanies” are authorized for wearing with the winter uniform. Navy blue beanie caps and/or earmuffs may be worn if a JDC is exposed to the weather for an extensive period of time.
7. Heavy Sweaters: The style of sweater must be the military style. It must be dark blue and be worn with the long sleeve shirt or with a turtleneck.
8. Footwear: Uniformed JDCs will wear black tactical boots, no athletic shoes. Boots will not be pointed or have stacked heels. All footwear will be kept in good repair and will be shined or blackened appropriately. Socks worn with footwear that are exposed above the top of the shoe or boot shall be black or dark blue in color. During inclement weather, JDCs may wear black rubber overshoes to protect their regular footwear
9. Gloves: Black gloves may be worn during periods of cold weather outside only.
10. The JJIC logo patch will be worn above the left breast on all uniform shirts and outer garments, excluding raincoats.

11. Name tags will be worn immediately above the right breast of the uniform shirt and outer garment.
12. Rank Insignia: On short and long sleeve shirts, supervisor's rank insignia or JDC's rank will be centered on the right side of the shirt one (1) inch under the name tag.
13. Black belt: a 1½-inch black leather or woven nylon belt shall be worn at all times with the uniform. Belts must be sturdy enough to hold other auxiliary equipment, e.g., handcuffs, radio clip.
14. Jewelry: JDCs may wear items of jewelry on their person provided the items are discreet and do not expose the JDC to undue risk or hazard. Body piercing jewelry such as tongue, nose, and any other visible piercing, with the exception of earrings, is not acceptable. Jewelry shall be chosen in a way that contributes to a safe environment.

Female JDCs may wear earrings provided the earrings are limited to 3 mm in size and are located in the lower lobe of the ear. Only one earring per ear may be worn. The earring must be single color metallic.

JDCs will not wear any visible necklaces or bracelets. JDCs may wear no more than one ring per hand while in uniform and rings must meet the conditions of #1 above.

15. Hair: Hair must be clean and neat. It shall be cut, styled, and worn in a conservative manner. Extreme hairstyles inappropriate for wear with a JDC uniform are not permitted. Extreme color, punk, or spiked hair is not permitted. The bulk or length of the hair shall not interfere with the normal wearing of any uniform

The hair of male officers shall not be worn longer than the top of the shirt collar at the back of the neck when the JDC is standing in a normal posture or shall be pinned up.

The hair of female JDCs shall not be worn longer than four (4) inches below the bottom of the shirt collar or should be pinned up. Extreme color, punk, or spiked hair is not permitted.

Wigs or hairpieces are permitted if they conform to the above standards for natural hair.

Sideburns shall be neatly trimmed and rectangular in shape, not extending below the earlobes. Appropriate undergarments that provide adequate and discreet support are expected.

Officers shall be clean-shaven. No facial hair is allowed except for mustaches. Mustaches will not extend above, beyond, or below the normal hairline of the officer's upper lip and will be maintained in a neat and clean manner.

16. Seasonal Uniforms

- a. Summer Uniform: The summer uniform will be worn from April 1 to October 30. The summer uniform shall consist of the authorized trousers,

footwear, uniform accessories, and short sleeve polo shirt with baseball hat. Should climate conditions dictate, JDCs may wear a uniform jacket only with the short sleeve shirt.

- b. Winter Uniform: The winter uniform is worn from approximately November 1 to March 31. The winter uniform shall consist of the authorized trousers, footwear, uniform accessories, long sleeve shirts or optional turtleneck or sweater, and winter hat. JDCs may wear any of the authorized jackets.
- c. Unseasonal Weather: There may be periods of time outside of April and October when the temperatures fluctuate greatly, or the weather is unseasonably cool or warm. At these times, JDCs may determine the appropriate uniform, and the same rules apply as stated in #2 above.

JDCs will strive to maintain high standards of personal appearance and hygiene. All clothing and equipment will be clean and in good repair.

The JDC's supervisor may challenge the quality, condition, or appropriateness of any uniform worn and may direct the JDC to bring his uniform into compliance with this policy. Failure to do so shall result in dismissal from duty until the correction is made.

Inactive or terminated staff must return all JJIC uniforms to JJIC. If uniforms are not returned, the cost of the uniforms will be deducted from the employee's last paycheck.

Unacceptable Attire for Administrative Staff

- Clothing with holes, tears, or stains.
- Ripped jeans (of any color), cutoffs, sweatpants (except for Defensive Tactics or PT), overalls, form-fitting pants and shorts (other than dress shorts).
- Sweatshirts, fishnet shirts, T-shirts, tank tops without a jacket, halter tops, tube tops, non-shouldered tops and spaghetti strap tops, low-cut necklines and bare midriffs, skirts and dresses above the knee, any attire that is altered in any way to expose personal body parts, and any clothing with a decal other than the JJIC logo.
- Sneakers (in an office setting), sandals, thongs, flip-flops, and shoes of questionable safety. Exceptions to footwear may be made through a written request to the supervisor and approved by the administrator.
- Any other casual attire that is deemed not appropriate by a supervisor for a respective work area.

Supervisory Responsibilities

Employees who are uncertain or have questions about the specific personal appearance standards in the workplace should consult their supervisor. The immediate supervisor is responsible for ensuring that appropriate dress and grooming is maintained. When necessary, the supervisor and employee may resolve any disputes over appropriateness of attire using the chain of command.

If an employee reports to duty in attire that does not comply with the established policy, the supervisor shall request that the employee go home and change, utilizing leave. For subsequent offenses, the supervisor may initiate appropriate disciplinary procedures

consistent with Personnel Rules. Exceptions to this policy including fieldwork and special events may be requested through the respective Division head.

IV.-12: HARASSMENT ON THE JOB

PURPOSE

To ensure compliance with federal and state laws pertaining to harassment based on sex, race, color, religion, national origin, age, gender, disability, or other status protected by law, to provide examples of behaviors that may reasonably be considered to be harassment; and to establish procedures for employees to follow in making complaints about harassing behavior.

POLICY

The Department of Human Services with City of New Orleans Government prohibits any form of discrimination, including harassment based on sex, race, color, religion, national origin, age, gender, disability, or other status protected by law. Both the Department of Human Services and New Orleans City Government are committed to maintaining a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere, which promotes equal opportunity and prohibits discriminatory practices, including harassment. Harassment, whether at the work site or in other work settings, whether verbal, physical, or environmental is unacceptable and will not be tolerated.

DEFINITIONS

Appropriate Management Representative or Management Representative – For purposes of this policy, the term includes any City of New Orleans elected official or designee. The term can also include Superintendents, lead officers, Shift Supervisors, supervisors, managers, administrators, and division directors (or comparable classifications within an elected official's organization).

Employee – For the purposes of this policy, any employee of the Department of Human Services.

Hostile Work Environment – An unreasonable interference with an individual's job performance due to unlawful harassment.

Human Resources Administrator – For purposes of this policy, this term means the Director of Human Resources for the Department of Human Services.

Management – For purposes of this policy, the term includes any person within supervisory authority over other employee(s) and specifically includes Superintendents, lead officers, Shift Supervisors, supervisors, managers, administrators, division directors (or the comparable classification within an elected official's organization), and elected officials.

Mediation – An informal problem-solving process in which a certified mediator helps disputing parties reach a mutually satisfactory agreement.

New Orleans City Government – For purposes of this policy, the term includes City of New Orleans elected officials whose employees are in the classified or unclassified positions in the Civil Service System.

Unlawful Harassment or Sexual Harassment – Unwelcome, unlawful conduct pertaining to an individual's race, color, religion, gender, national origin, age, disability, pregnancy,

childbirth, or related medical conditions that unreasonably interferes with an individual's job performance or creates an intimidating, hostile, or offensive working environment. For the purposes of this policy, the term "unlawful harassment" includes, but is not limited to:

- Offensive remarks, slurs, jokes, or humor with sexual overtones;
- Offensive pictures, drawings, photographs, written materials, letters, phone calls, texts, or any related materials of a sexual nature;
- Foul or obscene language;
- Unwanted flirtations;
- Offensive e-mail or voice mail, or the use of the internet in a manner inconsistent with the provisions of this policy including, but not limited to, downloading and viewing sexually explicit web sites;
- Offensive sexual remarks, sexual gestures, sexual advances, or requests for sexual favors, regardless of the gender of the individual(s) involved;
- Demands for sexual favors in exchange for favorable treatment or continued employment;
- Offensive or unwelcome verbal or physical conduct/contact (including unnecessary touching or brushing against another's body);
- Leering, whistling, pinching, or other inappropriate touching;
- Attempted or actual kissing or fondling;
- Implied or overt sexual threats;
- Sexual assault, coerced sexual acts, or rape;
- Harassment, graphic or verbal commentary related to an individual's sexual orientation, body, sexual prowess, or sexual deficiencies.

As it pertains to sexual harassment, submission to or rejection of unwelcome, unlawful conduct by an individual is used as the basis for employment decisions affecting such individual, including, but not limited to, threatening a reprisal or retaliating against an employee for refusing to respond to a sexual advance or a request for a sexual favor or for reporting a violation of this policy.

PROCEDURES

General Procedures – Harassment (Unlawful or Sexual)

- Unlawful or sexual harassment by any Department of Human Services employee or other individual doing business with or on behalf of the Department (vendors, contractors, consultants, etc.) is a violation of this policy and is not tolerated.
- Violations of this policy subjects an employee to disciplinary action up to and including termination from employment.
- Supervisors, managers, administrators, and employees will not knowingly permit unlawful harassment in any work unit.
- No supervisor, manager or higher authority will suggest to any employee or applicant that his/her initial or continued employment or potential advancement will be affected by his/her participation in or refusal to participate in any form of a personal relationship.

- Supervisors, managers, and higher authority will not threaten a reprisal or retaliate against an employee in any form or manner for reporting a violation of this policy.

Behavior included in this policy as examples of unlawful harassment or that of a similar nature is unacceptable whether it occurs in the workplace itself or in other work-related settings such as business trips, training seminars, and/or other County-related events.

- Unlawful harassment can involve conduct from male to female, female to male, female to female, or male to male. Sexual harassment can occur from supervisor to subordinate, subordinate to supervisor, co-worker to co-worker, non-Employee to Employee and vice versa.
- Questions as to what constitutes harassing behavior or what conduct is prohibited by this policy will be directed to, member of Management, or the Director of Human Resources of the Department of Human Services.

Consenting Romantic and/or Consenting Sexual Relationships

Coworkers – Consenting romantic and/or consenting sexual relationships between employees or between a supervisor or management representative and his/her subordinate may lead to unforeseen complications. Each employee should be aware of the possible risks of even a consensual romantic and/or sexual relationship.

Supervisor/Management Representative/Subordinate – Consenting romantic and/or consenting sexual relationships between a supervisor or management representative and his/her subordinate are strictly prohibited.

Sexual Favoritism – Employment decisions based on sexual favoritism are strictly prohibited.

Race, Color, Religion, National Origin, Age, Gender, or Disability Harassment

These types of harassment are defined as behaviors reasonably perceived as denigrating or showing hostility toward an individual because of the individual's race, color, religion, national origin, age, gender, disability, or other status protected by law.

Example of such harassment could include, but are not limited to:

- Oral or written epithets, slurs, negative stereotyping, or intimidating acts based on an individual's protected status;
- Gestures or conduct rooted in prejudice or other considerations that signal contempt toward others based on the individual's protected status;
- Circulating or posting of written or graphic materials that show hostility toward an individual because of his or her protected status.

Investigation of Race, Color, Religion, National Origin, Age, Gender, or Disability Harassment

The Chief Administrative Office (CAO) will continue to have primary responsibility for investigation and resolution of such complaints.

Harassment Complaint Procedures

Notification of Complaint – An employee of the Department of Human Services has available four (4) basic avenues for making a harassment complaint. They are:

1. Notification of the offender
2. Notification of the appropriate management representative within the work unit
3. Notification of the City of New Orleans CAO
4. Notification of the Human Resources Department

Employees are encouraged to utilize any or all of these internal methods of notification.

Notification of Offender – Any employee who believes that he or she is being harassed in violation of this policy is encouraged to clearly and promptly notify the offender that his/her conduct is unwelcome.

Notification of Appropriate Management Representative within the Work Unit – If the employee is uncomfortable with speaking with the offender, or if the confrontation does not end the harassment, he/she should notify one (or more) of the following:

- Immediate Supervisor
- Superintendent of Residential Life
- Superintendent of Supportive Services
- Security Manager
- Superintendent of Building & Maintenance
- Chief Operating Officer
- Human Resources Manager
- Director of the Department of Human Services
- Elected official (or designee)

Notification of the City of New Orleans Chief Administrative Office – At any point, an individual may report the conduct directly to the Chief Administrative Office at (504) 658-8600.

EMPLOYEES MAY USE ANY OF THE NOTIFICATION OPTIONS LISTED ABOVE. AN EMPLOYEE MAY UTILIZE ANY OTHER METHOD OF NOTIFICATION MECHANISM AVAILABLE UNDER STATE OR FEDERAL LAW.

Management Representative's Responsibility

A management representative who receives an oral or written harassment complaint, upon receipt of the complaint, has three (3) responsibilities:

1. If a management representative receives a harassment complaint, he or she must immediately (before the close of business) notify the Manager of Human Resources.

2. A management representative must obtain or prepare a written description of the conduct. The appropriate management representative should make an effort to have the complaint signed by the complainant; however, a signature is not required. In the event the complainant should not wish to sign the complaint, the refusal to sign should be documented.
3. A management representative must file a copy of the written description of the complaint with the CAO Human Relations Division. The management representative should make every effort to submit such report within two (2) workdays of the initial complaint.

Other Management Responsibilities

All members of management have the dual responsibility of maintaining a workplace free of harassment and preventing harassment in the workplace.

Where a management representative **observes, hears, or knows of conduct** that could be reasonably perceived as a violation of this policy, it is his or her responsibility to report that conduct to the appointing authority who has jurisdiction of the employees involved in the conduct. Additionally, where management should have reasonably known about such conduct in violation of this policy or upon reasonable inquiry could have been made aware of the conduct and failed to make such an inquiry, they will be deemed in violation of this policy and will be disciplined.

Violation of any provision of this policy will subject a management representative or other employee to disciplinary action up to and including termination.

NOTE: Nothing in this policy is intended to interfere with the normal and customary chain of command required within an office.

Chief Administrative Office Responsibility Upon Receipt of Harassment Complaint – If at any time an individual makes a harassment complaint to the CAO, the Director or designee will obtain a written statement. Upon receipt of a harassment complaint, the CAO will promptly notify the appropriate management representative within the work unit.

Time for Employee Reporting Complaint of Harassment

Prompt reporting of complaints is strongly encouraged as it allows for rapid response and resolution of objectionable behavior or conditions of the complaining and individual and any other affected employees.

Confidentiality

To the extent possible and consistent with ascertaining the facts, complaints will be processed confidentially, but all complaints will be investigated in the manner described in these policies.

Protection against Retaliation

Retaliation against any employee making a harassment complaint or assisting in an investigation is strictly forbidden. Retaliation is a serious violation of this policy and should be reported immediately in accordance with the Harassment Complaint Procedures as described above. Any person found to have retaliated against an individual will be subject to discipline.

IV.-13: NESTING

PURPOSE

To ensure the safety and security of the detainees and the facility.

POLICY

All personnel on duty in the JJIC are required to remain **alert** and **awake** at all times to ensure the safety and security of the detainees and the facility.

DEFINITIONS

Nesting/Pallet Making – The use of pillows, blankets, towels, or other items to form a more comfortable environment while on duty.

PROCEDURES

- Nesting and/or pallet making will not be tolerated.
- Failure to remain alert is a security risk for the JJIC and will not be allowed.
- Failure to remain alert, to sleep on duty, or to be involved in nesting/pallet making is cause for disciplinary action up to and including termination.
- Clothes must be worn properly at all times and may not be used as a blanket or pillow.

IV.-14: EMPLOYEE SEARCHES

PURPOSE

To ensure that searches are conducted properly.

POLICY

To ensure the proper order, security, and safety of all detainees and staff at the facility, it is Department of Human Services policy to define and permit reasonable searches of employees to halt the flow of contraband into the juvenile detention center under the jurisdiction of the City of New Orleans.

DEFINITIONS

Contraband – Any item(s) introduced or found in the facility, including any improperly possessed drugs (whether illegal or legal) and weapons that are expressly prohibited by those legally charged with the responsibility for the administration and/or operation of the facility.

Any item not issued by the JJIC, or authorized by the administration, an unauthorized amount of a permitted item, or any permitted item converted to something other than its original purpose.

Search – A thorough physical examination of a specific person, property (including all baggage, bags, or any other property in possession at entry), or area.

Pat-Down Search – A detailed non-intimate search that consists of a head-to-toe search of a fully clothed person, which shall include the removal of shoes and socks conducted by a member of the same sex, for discovering contraband.

Frisk – A search using a handheld metal detector.

Vehicle Search – A search of an employee's vehicle for the purpose of discovering contraband.

Property Searches – Searches of personal property brought onto facility grounds including, but not limited to, vehicles, lunchboxes, purses, coats, jackets, and briefcases.

Probable Cause – Probable cause is articulable knowledge supported by reasonable suspicion that contraband is being concealed. Probable cause exists when facts and circumstances within the staff member's knowledge and about which he has reasonable trustworthy information are sufficient to support a reasonable belief that an offense has been committed and that contraband may be found at the place or on the person to be searched.

Reasonable Suspicion – Reasonable suspicion is suspicion supported by facts, information, and/or circumstances, which leads an employee of ordinary caution to believe that a person is concealing contraband in or on his body. Factors to consider in determining reasonable suspicion include:

- Nature of the tip or information.
- Reliability of the information.
- Degree of corroboration of the tip or other information.
- Other facts contributing to suspicion or lack thereof.

PROCEDURES

General

Prior to accepting employment, employees will be advised that they may be subjected to searches. They will also be advised of possible disciplinary and/or criminal consequences, which may result from any attempt to bring contraband into or out of a secure facility or failure to cooperate during a search.

Property Search

Property searches can be conducted at any time. Such searches are generally conducted at the entrance to JJIC, though they may be conducted anywhere on the property.

Pat-Down Search

1. Pat-down searches of staff may be conducted randomly and may accompany a property search.
2. The person being searched will be required to empty his/her pockets, purse, or any other items where contraband may be concealed.
3. The person being searched will be required to remove any wig or hairpiece he/she may be wearing. This portion of the search must be conducted in a private place, out of the view of others.
4. The person being searched will also be required to remove all outerwear (coats, jackets, hats, caps, gloves, shoes, socks, etc.) in order that these items may be searched. The person will not be required to remove articles of clothing that are the person's basic dress.
5. The person conducting the search shall use his/her hands to touch the person being searched, through his/her clothes, in such a manner to determine if something is being concealed. If the person conducting the search discovers an unusual lump or bulge, etc., he/she will order the person being searched to disclose the source of the unusual lump. Failure to comply with this order constitutes reasonable suspicion to conduct a general search.

General Search

1. General searches may be conducted at any time with the approval of the Director, Superintendent of Security, or designee.
2. A general search is a search whereby a person is required to remove his/her clothing down to his/her underwear in order that his/her clothes be inspected for contraband and be observed.
3. This search will be conducted in a private place, by two employees of the same sex as the person being searched and out of the view of persons other than those conducting the search.
4. A general search will be conducted, although a staff member may claim he/she is not wearing underwear.

Searches by Narcotic Drug-Sniffing Dogs

1. Narcotics dogs may be used during a search at any time. Only those narcotics dogs certified by a nationally recognized certifying agency may be used to conduct searches of property for the presence of drugs. Nationally recognized organizations include the National Police Canine Association, United States Police Canine Association, and National Narcotics Dog Detector Association. The Superintendent or an Assistant Superintendent requesting narcotics dog services shall ensure that at the time of the request the dog(s) have current certifications.
2. When contraband is discovered, the Security Manager or designee shall call law enforcement for the arrest of the employee. The employee will be terminated.

Vehicle Search

Vehicle searches may be conducted at any time anywhere on city property in the presence of the employee.

IV.-15: INTERNAL INVESTIGATION PROTOCOL

PURPOSE

The purpose of this policy is to provide guidance for all JJIC operations for conducting internal investigations of alleged unlawful discrimination, harassment and other violations of Department policies, rules, and standards of conduct.

POLICY

JJIC is committed to ensuring that all Department-initiated investigations are conducted in a fair, impartial, thorough, thoughtful manner and in compliance with all applicable laws within the United States.

An investigation is administrative in nature. It is a fact-finding exercise, not a punitive undertaking. The investigation function is part of JJIC's internal justice system, which is based on the Organization's internal regulations and rules, not on national laws.

The decision whether to take disciplinary action is made by the Director pursuant to Regulations and Rules. The separation of functions between investigation and disciplinary action provides necessary checks and balances for the proper administration of justice.

The approach to an internal investigation is to:

- Respond promptly to allegations of non-compliance or discovery of potential non-compliance
- Seek clarification through confidential enquiries to determine if the discovery or allegation is credible. Note: many minor issues can be resolved through grievance/dispute resolution processes
- Provide all persons involved in the internal investigation with the opportunity to present their case and be heard
- Base any actions on evidence (not suspicion or speculation)
- Maintain accurate documentation of every step of the process.
- JJIC personnel shall not release publicly the details or the fact itself of an investigation
- Breach of confidentiality in relation to investigative activities may amount to misconduct
- Investigative activities must preserve confidentiality, respect the individual rights and obligations of JJIC personnel and be conducted with strict regard for fairness, impartiality and the presumption of innocence
- Officials must obtain prior approval to communicate with former detainees, their family members, or associates. All communications must occur from a Department standpoint
- Employees are expected to participate in an investigation when called to do so
- Employees who obstruct an investigation may be subject to disciplinary action

V – FISCAL MANAGEMENT

V.-1: BUDGETING

POLICY

The Department of Human Services shall have a budget, a fiscal review, and monitoring processes in keeping with the City of New Orleans Statutory and Charter mandates. Fiscal policy shall be directly related to and coordinated with the goals and objectives of program planning as established by the Department of Human Services and will act as a guideline to improve program efficiency and measure goal achievement. Timely procurement is an important function of the department.

DEFINITIONS

Annual Budget – Statement of estimated revenues and expenditures for a one-year period.

CNO Budget Office – The unit of New Orleans that has oversight of all departmental budgets.

Fiscal Agent – Staff person responsible for JJIC fiscal management.

Management Services – The unit which handles financial and personnel-related work for the Department.

PROCEDURES

Annual Budget

1. The City of New Orleans operates on a calendar year basis (January 1 through December 31).
2. The Director of Human Services and other appropriate personnel in the JJIC shall review the various programs of the Department to determine program needs in relation to required funding. The Fiscal Agent, after receiving relative input and direction from the Director of Human Services, shall prepare a detailed budget in accordance with directions received from the City of New Orleans Budget Office.
3. Upon approval from the Director or designee, the proposed departmental budget is forwarded to the City of New Orleans Budget Office.
4. The detailed budget is reviewed with representatives of the City of New Orleans Budget Office, the Chief Administrative Office, and the Department of Finance during hearings which provide opportunity for department personnel to present additional data or more extensive explanation and justification for budget requests.
5. The department's budget is then presented, along with all other City of New Orleans department budgets, to the New Orleans City Council for final approval. The City Council must approve the City's budget by December 1.

Fiscal Monitoring

Detailed records are maintained for all budgeted income and expense accounts. The Fiscal Agent monitors the Department of Human Services' budget and prepares reports, as required, showing the following information by program:

1. Approved annual budget.
2. Monthly pro-rata budget.
3. Current month's expenses.
4. Total year-to-date expenses.
5. Other information such as year-to-date percentage spent and any other information requested.

Required reports are submitted to the Director or designee, Superintendent of Residential Life, Superintendent of Supportive Services, Superintendent of Building & Maintenance, Security Manager, Chief Operating Officer, and other Management Services personnel as designated by the Director for review in determining if any actions or budget adjustments are necessary.

V.-2: PURCHASING AND INVENTORY CONTROL

POLICY

The Department of Human Services will enact and maintain fiscally responsible procedures regarding the purchase of supplies, equipment and services, and internal procedures for maintaining inventory and personal property.

DEFINITIONS

Purchase Order – Document prepared by the Department of Finance for the requesting department for purchase of supplies, equipment or services.

Emergency Purchase Order – Merchandise or services that, if not immediately purchased, would cause a department considerable hardship in performing necessary services and responsibilities.

Personal Property – Items removed from the possession of youth at time of admittance to the JJIC.

PROCEDURES

Purchase Order Authorizations

1. The Director or designee, Superintendent of Residential Life, Superintendent of Supportive Services, Superintendent of Building & Maintenance, Security Manager, Chief Operating Officer, and other Management Services personnel will submit requests for the procurement of needed supplies, equipment, or services to and prepare a requisition for approval to purchase. The requisition to purchase will be approved by the Director or designee in accordance with policies and procedures established by the City of New Orleans Department of Finance.
2. All purchases must have a purchase authorization number or Purchase Order (PO) number before any order is placed with a vendor.
3. It is the policy of the City of New Orleans to competitively bid all purchases when such practice is in the best interest of the City.

Normal Purchase Requests

For all normal, non-emergency purchases, the Director or designee, Superintendent of Residential Life, Superintendent of Supportive Services, Superintendent of Building & Maintenance, Security Manager, Chief Operating Officer, and other Management Services personnel will submit a request to the Fiscal Office for purchase. The request describes the item(s), the quantity desired, unit(s), total costs, and suggested vendor(s). If the total cost of the items requested is less than one thousand dollars (\$1,000.00), a single recommended vendor can be submitted. If the total cost of the items requested is one thousand dollars or more (\$1,000.00+), the request will be forwarded to the City's purchasing department to host a bid event for the lowest bidder. If the total cost of non-professional service items is more than twenty thousand dollars (\$20,000), then a formal bid is required along with a written contract. If the total cost of professional

services is more than fifteen thousand dollars (\$15,000), then an online RPF is needed as well as written contract.

Emergency Purchases

In situations where there is an immediate need for supplies, equipment, or services, such that following the City's normal procurement process would cause considerable hardship in the normal operation of the JJIC and its programs, an Emergency Purchase can be requested.

The Superintendent of Residential Life, Superintendent of Supportive Services, Superintendent of Building & Maintenance, Superintendent of Security, Chief Operating Officer and other Management Services personnel will submit a detailed request to the Director or designee outlining the problem along with any recommendation for resolution of problem. The request will include written estimates of costs from recommended vendors. The Director or designee will submit a request to the City's Chief Administrative Office for authorization to proceed. Upon receipt of authorization, the recommended vendor will be notified to proceed with necessary services. Concurrently, Management Services personnel will begin the process of securing a purchase order for the required goods or services.

Inventory Control

1. The Superintendent of Residential Life shall maintain an inventory of materials, equipment, and supplies used during the day-to-day operations of the JJIC. The Superintendent will submit requests to the Fiscal Office to replenish inventory in advance so as not to completely exhaust inventory and hinder daily operations.
2. Supply requests should be submitted by Supervisors via an internal Supply Request Form, and should include item(s) requested, quantity, unit/room number, and the youth that the supply was issued to. Request forms should be submitted to the inventory/store clerk, who will then issue requested item(s) from inventory and record transaction. If requested item(s) are not in stock, inventory/store clerk will notify the requesting supervisor. Requesting supervisor will advise clerk if the requested item can be substituted, or, if the item is essential and should therefore be submitted to the Administrative Office for approval to purchase. If requested item(s) need to be purchased, the Director or Superintendent will sign the request form authorizing the purchase and forward to the fiscal agent for purchase.

Personal Property

The JJIC is responsible for the safekeeping and maintenance of any personal property removed from the possession of youth upon admittance. The Superintendent of Residential Life shall designate an employee to be primarily responsible for maintaining the safety and security of personal property. This employee will secure the property under lock and key and issue a signed receipt to the youth at the time of admittance. Subsequently, when youth are released from the JJIC, the employee will retrieve their

personal property and release it to the youth after securing a signed receipt from the youth.

For specific procedures for the inventory, storage, and return of detainee property, refer to Chapter XI.

VI – TRAINING AND STAFF DEVELOPMENT

VI.-1: STAFF DEVELOPMENT

POLICY

Training shall be provided to ensure that fundamental and continuing opportunities for improved job knowledge and skill development are available for all staff in the Department of Human Services. Training shall contribute to a common understanding of and identification with the Department of Human Services' objectives and policies, as well as to the maintenance of basic standards of competency and professional conduct. The Department's goal is to enhance staff knowledge and skills with high-quality, accessible training and professional development opportunities to support JJIC's vision of becoming a premier juvenile detention facility dedicated to providing our youth with the best care and the best-trained staff.

This vision will come to fruition through the integration of high-frequency, interactive training and simulations of relevant content knowledge.

Training programs for all staff shall be planned, coordinated, and implemented by the Training Coordinator. It is based on a pre-established training curriculum that begins with an orientation for all staff. The training plan is developed, evaluated, and reviewed annually by Administration and the Advisory Training Committee.

DEFINITIONS

Administrative Management Personnel – Persons responsible for the management of the facility. Examples include but are not limited to, Chief Operating Officer, Superintendent of Residential Life, Superintendent of Security, Superintendent of Supportive Services, Superintendent of Building & Maintenance, Data Manager, and Juvenile Detention Counselor Supervisors.

Contractor/Vendor Staff – A person employed by an entity contracted to provide services to the youth in the JICC.

DCFS – Department of Children and Family Services. The License Authority to operate, responsible for overseeing facility compliance.

Employee – A person employed in an approved full-time position with the Department of Human Services.

In-Service Training – Annual training to provide new information or reinforce existing policies and procedures.

La. Ch. C. – Louisiana Children's Code. The laws that govern youths' rights and judicial proceedings.

Qualified Instructor – One who holds current licensure or certification in the specialized topic area(s), specialist consultants, persons having satisfactorily completed training for trainer's course, and/or those who by education and experience can be considered subject-matter experts.

Support Personnel (Minimum Contact) – Employees whose primary responsibility is in a non-secure area other than security.

Support Personnel (Regular/Daily Contact) – Employees whose primary responsibility is in a secure area whose work requires day-to-day contact with youth.

Training – An organized, planned activity conducted to achieve specific learning Objectives. Such activity may be conducted in a classroom, on-the-job training (OJT), or other setting, and provide for evaluations, and must be conducted by a qualified instructor/employee.

Training Coordinator – The individual(s) at the facility responsible for curriculum development, planning, implementation, and/or presentation of training programs within state laws, licensing requirements, and guidelines. Also responsible for the maintenance of facility records relative to staff education and training

Treatment Personnel – Employees whose primary responsibility is to provide counseling services to youth either in the JJIC or in the community.

On-the-Job Training (OJT) – Provided to a new Juvenile Detention Counselor under the supervision of the Superintendent of Residential Life upon completion of new hire training.

PROCEDURES

General

1. The Facility Training Coordinator (FTC) shall be responsible for ensuring all training programs conform to policy requirements. Adequate space and equipment shall be provided for training and staff development. The training coordinator ensures that persons who are qualified in the areas in which they are conducting training present all training programs. The medical authority is consulted for approval of medical and/or health-related training issues. Training shall include all personnel and volunteers.
2. The Orientation section (80 hours) lists courses to be completed before staff who work with juveniles may be independently assigned to a particular shift. Staff who successfully complete the orientation and on-the-job training will have satisfied the requirements of the Louisiana Juvenile Detention Standards.

Training Topics:

- Philosophy, organization, program, practices, and goals of the facility.
- Specific responsibilities of assigned job duties.
- Administrative procedures.
- Emergency and safety procedures including medical emergencies
- Youth's rights.
- Detecting and reporting suspected abuse and neglect.
- Infection control to include blood borne pathogens.
- Confidentiality.

- Reporting of incidents.
- Intake to include classification procedures and release.
- Discipline and due process rights of incarcerated youth.
- Access to health care (dental, mental, and medical).
- Crisis/conflict management, de-escalation techniques, and management of assaultive behavior, including when, how, what kind, and under what conditions physical force, mechanical restraints, and room confinement, isolation may be used.
- Suicide prevention and emergency procedures in case of suicide attempt.

Sexual misconduct including but not limited to the following:

(a) youth’s rights to be free from sexual misconduct, and from retaliation for reporting sexual misconduct.

(b) dynamics of sexual misconduct in confinement.

(c) common reactions of sexual misconduct victims.

(d) agency policy for prevention and response to sexual misconduct.

3. Administrative and Supervisory personnel are required to receive an additional 120 hours of training during the first year of employment and 40 hours of training each year thereafter. This training covers the following areas:

- a. General management and related subjects.
- b. Staff/management relations.
- c. Public relations.
- d. Leadership training.
- e. Coaching and team-building skills.
- f. Performance review.

4. Other training opportunities will be made available throughout the year, i.e., attendance at conferences, in-service training, etc.

Needs Assessment

An Advisory Training Committee will be staffed by the Training Coordinator and is composed of the Superintendent of Residential Life, Superintendent of Supportive Services, Chief Operating Officer, Data Manager, Superintendent of Building & Maintenance, and Security Manager, and the nurse will conduct an annual assessment that identifies position requirements, professional development needs, current issues and new theories, techniques, and technologies. An annual plan shall be developed based on the needs assessment and standards of accreditation where applicable. The training plan includes an analysis of staff development needs with consideration given to the needs of the clients served. The Director of Human Services shall conduct an annual review of the overall program.

Program Design

1. The Training Coordinator shall plan and implement a training schedule that includes the following:
 - a. **Pre-service orientation for new staff.** Such training shall include on-the-job training and job shadowing, along with the completion of a “staff orientation checklist” under the direction of the Training Coordinator.
 - b. **In-service training** — in the practices, procedures, and skills necessary for working with juveniles both in secure care and in the community.
 - c. **Professional development and skills/techniques development** — in keeping with the latest information on the various components of the center program and the field of Juvenile Detention and Juvenile Justice.
 - d. **Professional and career advancement training.**
2. The Training Coordinator shall use the following methods of training:
 - a. Self-paced training packages and programs.
 - b. On-the-job training under the supervision of the FTC or a Supervisor.
 - c. Formal classroom instruction using instructors and speakers from within the center or area specialists (e.g. mental health, juvenile court, etc.).
 - d. Audiovisual programs.

Training Manual

The training manual shall detail the training curriculum and provide the structure for the orientation training to be utilized by all new staff members. This training manual will be updated annually and reflect the recommendations of the Advisory Training Committee.

Outside Resources

The Department of Human Services may refer to other outside resources, such as universities, state or federal agencies, for guidance and assistance in developing and conducting the training program.

Training Records

Staff training records shall be kept by the FTC. A separate training record shall be established for each staff member that includes the following information:

1. Staff member’s name.
2. Job title category.
3. Hire date.
4. Number of annual training hours required.
5. Up-to-date, chronological list of completed training.

Training Record Review

The Facility Training Coordinator shall accomplish a review of each staff member’s training record. A complete list of the staff member’s training status and a summary of

his/her training and achievements shall be completed annually and forwarded to the Superintendent for review.

Staff who successfully complete the orientation section of courses upon hire and prior to the assumption of any specific job duties will have satisfied the DCFS Requirements for training. The curriculum outlines annual training specifically for employee groups with training records kept by the Training Division of JJIC.

VI.-2: JUVENILE DETENTION COUNSELOR OFFICER PRE-SERVICE/QUALIFICATION TRAINING

PURPOSE

To establish a procedure for JJIC governing the qualification of personnel working within the facility. The need exists to establish a Juvenile Detention Counselor qualification program in order to: (1) ensure that all direct care detention personnel are performing at a minimum standardized level of competency, (2) maintain a safe and secure environment for staff, (3) ensure the safety of youth committed to the care and custody of the JJIC, (4) enhance program effectiveness, and (5) provide greater protection to the public through an improved level of service to youth who are placed in our care.

POLICY

All new employees hired for the JJIC will be required to complete eighty (80) hours (Phase I) of basic pre-service training before assuming individual job responsibilities on a shift. Training on the Department of Human Services' Zero Tolerance Policy on sexual abuse and sexual harassment will be included in the Phase I training. Once the trainee has completed Phase I, they will be assigned to a shift and will enter the Phase II Facility Training Program, which is an eight (8) week mentor-based on-the-job programs. Each new trainee must successfully complete eighty (80) hours (Phase I and II) of training prior to the end of his or her initial probation period.

DEFINITIONS

Mentor Training Officer (M.T.O.) – The assigned JJIC personnel responsible for the training of a new Juvenile Detention Counselor during the on-the-job training of the Phase III Facility Training Program.

OJT – On-the-job training.

DCFS – Department of Children and Family Services. The License Authority to operate, responsible for overseeing facility compliance.

La. Ch. C. – Louisiana Children's Code. The laws that govern youths' rights and judicial proceedings.

PROCEDURES

Each new trainee will be assigned a mentor to assist him/her through the pre-service training process. The mentor assigned will be rank to rank or a higher rank for job duty specifics mentoring and training.

Mentor-Trainer

Each new trainee must be assigned a Mentor Training Officer (M.T.O.). The M.T.O. will be an experienced and demonstrated reliable employee assigned by the Superintendent of Residential Life or designee. The M.T.O. will answer questions, acquaint the new employee to the facility, reinforce important concepts, and evaluate the new employee's understanding and performance. At the completion of the training, it the responsibility of the M.T.O. to ensure that all of the required evaluation forms, progress reports and post-course critique forms are completed,

in their entirety, signed and dated, and submitted to the Superintendent of Residential Life for proper documentation on the new hire.

Pre-Service Curriculum for Direct Care Staff	(Phase I)
Access to Health Care	1 hour
Administrative Procedures*	1 hour
Adolescent Development	2 hours
Americans with Disabilities Act	1 hour
Blood-Borne Pathogens/CPR/First Aide/AED*	4 hours
Confidentiality	1 hour
Crisis Intervention	2 hours
Defensive Driving*	1 hour
Discipline and Due Process Rights of Youth*	1 hour
Effective Communication/Report Writing*	4 hours
Emergency and Safety Procedures	3 hours
FAMCare/FMX	1 hour
Incident Reporting	2 hours
Intake/Classification/Release	1 hour
IT Security*	1 hour
Juvenile Law	1 hour
Juvenile Detention*	1 hour
Key Control	1 hour
LGBTQ Sensitivity Training*	2 hours
Louisiana Ethics*	1 hour
Mandatory Reporting*	2 hours
PREA	2 hours
Personnel Rules*	1 hour
Safe Crisis Management	32 hours
Sexual Harassment*	1 hour
Specific Job Duties*	1 hour
Suicide Prevention	1 hour
Trauma Informed Care	1 hour
Youth Rights*	1 hour

All other Department of Human Services personnel are required to attend 40 hours of training in their first three weeks of employment, attending those training topics noted with an asterisk for direct care staff.

In addition:

- Dietary staff must attend a minimum of two (2) hours of Safe Serve training.
- Dietary staff must pass Safe Serve Written Examination.
- Facility staff must attend ten (10) hours of OSHA training.
- Social workers must attend three (3) hours of MAYSI-2 training and fifteen (15) hours of training on treatment modalities.

VI.-3: PHYSICAL FITNESS TRAINING TESTS

PURPOSE

The primary purpose of the Physical Fitness Training test is to ensure JJIC employees have the functional and physical fitness ability to meet the demands of their job. Employees must satisfactorily pass the test as part of the hiring and/or retention process. The Physical Fitness Training test must be passed within the first three (3) months of probationary employment at the facility.

PROCEDURES

It is imperative that the newly appointed Juvenile Detention Counselor recognize the importance of an adequate level of physical fitness as it relates to meeting satisfactory job performance standards. Understanding the "real life" importance and being able to make a direct connection of the testing requirements to the daily on-the-job activities is vital to a Counselor's success.

Components of Fitness

Fitness is defined as good health, especially good physical condition resulting from exercise and proper nutrition. Good health is the condition or state of the body or body functions that allow a person to successfully execute skill and performance-related activities as required in their work environment. It is expected that individuals have full use of limbs and complete mobility.

Testing

The Physical Fitness Training test will consist of six (6) individual assessments as follows:

1. Push-ups
2. Sit-ups
3. ¼-Mile Run/Walk
4. Deep Squats
5. Jumping Jacks
6. 100-Pound Weight Carry

All Juvenile Detention Counselors/Supervisors must pass a physical agility test within the first three (3) months of probationary employment at the Juvenile Justice Intervention Center. To successfully complete the test, the employee must accumulate a minimum of 60 points.

PHYSICAL TASK	STANDARD	POINTS	MAXIMUM POINTS
Push-ups Goal-50	1 minute – as many as possible consecutively (minimum 10)	1 point for each push-up	Varies
100-150 Pound Weight Carry	30 yards in 1 minute	2 points for each of the following steps: <ol style="list-style-type: none"> 1. Pick up weight 2. Carry 15 yards 3. Place weight on floor 4. Pick up weight 5. Carry 15 yards 	10
Sit-ups- Goal-50	1 minute – as many as possible consecutively (minimum 10)	1 point for each sit-up	Varies
Deep Squats Goal- 50	1 minute – as many as possible consecutively (minimum 10)	1 point for each squat	Varies
¼-Mile Run/Walk	5½ minutes	3:00 minutes or less = 25 points 3:01 to 4:00 minutes = 20 points 4:01 to 5:00 minutes = 15 points 4:31 to 5:00 minutes = 10 points 5:01 to 5:30 minutes = 5 points	25

VI.-4: STAFF IN-SERVICE TRAINING

PURPOSE

To establish a procedure for the Department of Human Services governing the ongoing development of staff. The need exists to establish Juvenile Detention Officer and other Department staff in-service training and continuing education opportunities to ensure that staff members have the specialized skills and knowledge necessary to provide quality services and to ensure that all those within the Department of Human Services receive sufficient training so that they are thoroughly familiar with the Department's expectations for their job responsibilities and to support their proficiency. In-service training provided directly by the Training Coordinator and through external resources and attendance at professional conferences will serve to: (1) ensure that all direct care detention staff are performing at a minimum standardized level of competency, (2) maintain a safe and secure environment for staff, (3) ensure the safety of youth committed to the care and custody of the JJIC, (4) enhance program effectiveness, and (5) provide greater protection to the public through an improved level of services to youth who are placed in our care.

POLICY

Development is an ongoing, integral, and identifiable part of the Department of Human Services' program of services. All employees of the Department of Human Services will be required to annually complete the required number of in-service hours. The in-service training curriculum should include competency-based modules to ensure that staff continues to improve their knowledge of specific skill areas of detention operations. Training shall include CPR and First Aid training every two years as defined by the American Red Cross, American Heart Association, or other accredited provider so as to maintain current certification throughout their employment. In-service training requirements begin after the first year of employment following pre-service and are tracked and documented by hire date. This annual in-service training shall be approved and monitored by the Department of Human Services' Training Coordinator.

PROCEDURES

Training Lesson Plans

Specific lesson plans and training programs will be planned in accordance with directives set forth by the Department of Human Services. These programs will meet at least the minimum requirements of training and staff development established for Department of Human Services staff.

The Department of Human Services' training plan is developed by an advisory training committee composed of the Department's training coordinator and representatives from other departments. The committee meets at least quarterly to review progress and resolve problems, and a written record of these meetings is forwarded to the Director of the Department of Human Services for final approval.

For consistency and program integrity, the Training Coordinator and the Director of the Department of Human Services or designee will approve the training curriculum to ensure compliance with all applicable standards. The training plan is developed, evaluated, and updated based on an annual assessment that identifies current job-related training needs.

Any lesson plan/materials developed by outside resources/individuals will be submitted to the Training Coordinator for review and approval prior to the requested program presentation date.

Training on the PREA policy and procedures during new hire training and annual in-service training for staff and contract staff shall include, but not be limited to:

- The Department of Human Services' zero-tolerance policy for sexual misconduct/abuse/harassment;
- How to fulfill their responsibilities under the Department of Human Services' sexual misconduct/abuse/harassment prevention, detection, reporting, and response policies and procedures;
- Youths' rights to be free from sexual misconduct/abuse/harassment;
- The right of youth and employees, vendor staff, and volunteers to be free from retaliation for reporting sexual misconduct/abuse/harassment;
- The dynamics of sexual misconduct/abuse/harassment in juvenile detention facilities;
- The common reactions of youth victims of sexual misconduct/abuse/harassment;
- How to detect and respond to signs of threatened and actual sexual misconduct/abuse/harassment and how to distinguish between consensual sexual contact and sexual misconduct/abuse/harassment between youth;
- How to avoid inappropriate relationships with youth;
- How to communicate effectively and professionally with youth including lesbian, gay, bisexual, transgender, intersex, or gender-nonconforming youth;
- How to comply with relevant laws related to mandatory reporting of sexual misconduct/abuse/harassment; and
- Relevant laws regarding the applicable age of consent.

All sexual misconduct/abuse/harassment training shall be documented through the employee's training file by signature on the acknowledgement form and a printed certificate that is obtained at the completion of the online training module that he/she understands the training received, and by the sign-in sheet for contract and volunteer staff orientation and annual refresher training.

All vendor staff and volunteers that have direct contact with youth and/or access to youth shall receive orientation and annual refresher training thereafter. Training shall include, but not be limited to:

- Their responsibilities under the Department of Human Services' sexual misconduct/abuse/harassment prevention, detection, and response policies and procedures;
- The Department of Human Services' zero-tolerance policy for sexual misconduct/abuse/harassment;
- How to report incidents of sexual misconduct/abuse/harassment.

All training shall be documented in the training system/database used by administrative services.

Use of Qualified Instructors

Qualified Instructors can be used to supplement training provided by the Training Coordinator.

The Training Coordinator is responsible for reviewing the contents of the lesson plan used by the Qualified Instructor for accuracy and consistency with the Department of Human Services' philosophy.

On-the-Job Training

On-the-job training will be conducted under the direction of the employee's supervisor and Mentor Training Officer and coordinated by the Superintendent of Residential Life. The Training Coordinator will assist the Shift Supervisors in establishing structured OJT activities.

Annual Reports

At the end of each year, the Training Coordinator will submit an annual report to the Director of the Department of Human Services.

This report will include a complete list of the staff member's training status and a summary of his/her training and achievements at year end. Course evaluations will be part of the annual report. The report shall also include a narrative outlining program plan/goals for the upcoming year and forwarded to the Director of the Department of Human Services.

Training Requirements

All new full-time permanent and temporary employees of the Department of Human Services will complete the Pre-Service/Qualification Training in accordance with the Department of Human Services' Policy V-2.

1. Juvenile Detention Counselors

All Juvenile Detention Counselors will be required to complete forty (40) hours of training during each subsequent year of employment annual in-service training. This training can be a combination of class and on-the-job training.

2. Clerical and Support Personnel with Limited Youth Contact

In addition to the Pre-Service Orientation, support personnel with minimum detainee contact will receive sixteen (16) hours of training during each subsequent year of employment. Employees in this classification are encouraged to seek out trainings available through the City of New Orleans in order to remain proficient in the latest clerical/administrative programs.

3. Support Personnel with Daily Youth Contact

In addition to the Pre-Service Orientation, support personnel who have daily contact with detainees will be required to complete twenty (20) hours of training during each subsequent year of employment annual in-service training. This training can be a combination of class and on-the-job training.

4. Administrative and Management Personnel

In addition to Pre-Service Orientation, administrative and managerial personnel will receive an additional twenty (20) hours of training during their first year of employment. This training can be a combination of class and on-the-job training. Employees in this category will complete a minimum of twenty (20) hours of training during each subsequent year of employment.

5. Professional Specialists

In addition to Pre-Service Orientation for those who have juvenile contact and must receive sixty (60) of training during their first year of employment. This training can be a combination of class and on-the-job training. Employees in this category will complete a minimum of forty (40) hours of training during each subsequent year of employment.

VII – JUVENILE JUSTICE INTERVENTION CENTER DAILY OPERATING PROCEDURES

VII.-1 POPULATION MANAGEMENT

PURPOSE

To provide general operating guidance for the JJIC to remain within their rated capacity as stated in their Department of Children’s and Family Services license.

POLICY

Pursuant to Section 4-107(2) of the Home Rule Charter, the Department of Human Services prescribes the following rules on population management at the JJIC. These regulations shall apply to the JJIC and its employees.

DEFINITIONS

Adult Waiver Population – Those youths charged as adults under Article 305(A) or 305(B) of the Louisiana Children’s Code.

At capacity – As many youths at JJIC as there are beds.

Director – The Director of the Department of Human Services.

Orleans Justice Center and “OJC” – The adult detention facility located at 2800 Perdido Street.

Juvenile Justice Intervention Center and “JJIC” – The physically secure detention facilities located at 1100 Milton Street.

Expeditor – The JJIC staff assigned to monitor population management.

PROCEDURES

Routine Daily Practice (Regardless of Population Count)

1. The Data Manager and Superintendent of Supportive Services (or designee) will review the daily population sheet by 9:30 a.m. every morning. The purpose of the review is to:
 - Identify any new intakes to ensure compliance with statute (i.e., RAI score and detainable offense).
 - Identify youth with detention hearings and make an assessment regarding their continued confinement.
 - Identify youth scheduled for court appearances that day.
 - Identify youth who has had their custody transferred to the Office of Juvenile Justice (OJJ).
 - Review general population numbers by gender, length of stay and legal status (i.e., juvenile or adult waiver status).

2. The JJIC Expeditor, in coordination with JJIC Social Workers, will make contact with relevant parties (i.e., probation, parents, section case workers, judges, and attorneys) to provide support for any discharge plan as appropriate. The following actions will be pursued:
 - Regarding youth who have their custody transferred to OJJ),

JJIC Expeditor will contact the Regional Manager of OJJ and request they come and pick up the juvenile. JJIC staff will also ensure all paperwork is in order to expedite the transfer of custody.

- Regarding new intakes who have low RAI scores (under 14), JJIC Expeditor will contact attorneys/judges to determine why the youth is remanded and work on a discharge plan.
- Regarding youth for whom the 72 hours have elapsed without a detention hearing, JJIC Expeditor will contact attorneys/judges to determine why they remain in custody. If the hearing is not held, the child shall be released unless the hearing is continued at the request of the child.
- Contact Juvenile Detention Counselor supervisor by midday to receive update on outcome of court hearings that day.

305 A/B Adjudication transfer procedures:

3. Identify any youth who is 16 years of age or older whose case is under the jurisdiction of Criminal District Court and has entered or accepted a plea deal in Criminal District Court. Once the plea has been entered, the JJIC Expeditor will contact the Assistant District Attorney (ADA) on the case and request they file a motion to transfer that youth from JJIC to OJC.
 - Prior to physical transfer of the youth to OJC:
 - The Superintendent of Residential Life will contact the youth's defense attorney, Assistant District Attorney, parents and/or guardians, and any other necessary personnel, and inform them of the move; and
 - The Superintendent of Supportive Services will notify the appropriate facility for the youth's education requirements to request the youth's school files are transferred to OJC, request the JJIC Psychologist transfers the treatment record and contact the Nurse Manager to request the medical records are transferred.

Practice When Facility Reaches Capacity Minus Six Beds

1. Contact other local juvenile detention facilities with whom we have a MOU to request courtesy holds (i.e., Rivarde Juvenile Detention Home [Jefferson Parish], St. Bernard and Florida Parish Detention Center).
 - Process for courtesy holds:
 - No more than five (5) youths should be moved from the JJIC to other local juvenile detention facility at one time;
 - Identify youth with property crime charges and court dates at

least a week out;

- Holds should be for no more than a week;
- Once the facility has agreed to the hold, arrange for transportation and inform the youth's parents, attorneys and judges about the move in custody.

2. Review the Adult Waiver Population in consultation with the Superintendent for Residential Life, Superintendent for Supportive Services, and the JJIC Contractual Psychologist to identify those youth closest to the age of eighteen who can legally be moved to OJC in compliance with Louisiana Children's Code Article 305(A) and 305(B).

- In identifying eligible youth for transfer, the following factors shall be relied on for guidance, but not determinant of the decision:
 - Absence of significant developmental delays or gender identity issues that would make them particularly vulnerable to physical or sexual abuse.
 - Youth is not currently on any level of suicide watch and has not been for the previous four weeks.
 - Absence of significant mental illness or mental disability.
 - Youth aged 15 years old who have accepted a plea or pled guilty in Criminal Court proceedings.
- Once youth have been identified, JJIC Expeditor will contact the ADA on the case and request they file a motion to transfer that youth from JJIC to OJC.
- Within two hours of the youth's physical transfer to OJC:
 - The Superintendent of Residential Life will contact the youth's defense attorney and inform them of the move; the Superintendent of Supportive Services will notify Travis Hill School to request the youth's school files are transferred to OJC, request the JJIC Psychologist transfers the treatment record, and contact the Nurse Manager to request the medical records are transferred.

No youth shall be identified for possible transfer to the OJC on the basis of any criteria or process other than those provided within sections 5 of this policy.

The Director shall work with applicable state criminal justice entities to effectuate this policy. This policy shall not be construed to revoke or infringe upon the authority or discretion afforded to the Orleans Parish Criminal District Court, the Orleans Parish Juvenile Court, and the Orleans Parish District Attorney.

VII.-2: DAILY OPERATING PROCEDURES

PURPOSE

To provide the general daily operating procedures of the Juvenile Justice Intervention Center (JJIC) so as to ensure a smooth and consistently run operation.

POLICY

All JJIC staff members are charged with their operational post assignments so as to make certain the daily operations of the JJIC are run as smoothly and consistently as possible and will ensure the safety of the youth/detainees and the personnel.

DEFINITIONS

Operating Hours-The JJIC administrative operating hours are from 8:00 AM-5:00 PM.
Roll Call – Mandatory Juvenile Detention Counselors pre-shift meeting reporting area to discuss prior shift occurrences.

Shift Pass-Down – The sharing of information regarding youth, incidents, and other pertinent information from the outgoing shift to the oncoming shift.

PROCEDURES

JJIC Unit Management

Unit management is an approach to youth/detainee and Departmental management designed to improve control and relationships by dividing the Department's population into smaller more manageable groups, and to improve the delivery of correctional service.

The concept of unit management is to place youth/detainees in close physical proximity to staff working with them so that staff and youth/detainees are easily accessible to one another daily. This proximity enhances the quality of relationships between staff and detainees by providing increased frequency of contact, direct observation of detainee behavior and potential problems, and increased detainee access to the staff who make primary decisions about them.

Unit management provides a balanced approach towards accomplishing these objectives and fulfilling corrections' mandate. And Unit management achieves its objectives by enhancing the quality of relationships between staff and youth/detainees. It accomplishes this by:

- (1) minimizing inter-unit transfer of detainees,
- (2) stabilizing staff to a unit. Generally, this means they are assigned to a unit for a minimum of six months, although they may rotate through various shifts,
- (3) providing better observation of detainees,
- (4) optimizing the amount of communication between staff and detainees,
- (5) holding detainees accountable for their own actions,
- (6) giving unit supervisory staff specified decision-making authority,
- (7) individualizing youth/detainee program plans,

(8) providing where possible, a specialized within-unit program to meet the needs of treatment strategies,

Unit management results in much of the decision-making authority, which was previously centralized or the responsibility of other departments, being delegated to Unit Managers.

At the unit level, a Unit Manager (JDC Supervisor) is responsible for the overall custody, security, and operation of all phases of his or her unit in regard to both staff and detainees. For staff, this includes providing orientation and direction, creating a unit plan, scheduling, training, supervising, and doing performance evaluations. Regarding youth/detainees, the Unit Manager will develop in-unit programming and, in collaboration with unit staff, will have specified decision-making authority regarding classification, program and job assignments, program reviews, and handling of disciplinary reports and administrative remedy procedures.

Unit Manager is also responsible for providing crisis intervention, investigating disciplinary and administrative remedy issues and is primarily responsible for day-to-day custody and security within the unit. In addition to providing direct supervision, completing performance appraisals, and employee time reports of Correctional Officers on the unit team, the Sergeant assists detainees in resolving day-to-day issues. Unit Manager will also be responsible for providing daily safety, security, and sanitation inspections of the unit, coordinate the detainee telephone program, and monitoring movement of detainees as they leave the unit. The Unit Manager will be responsible for conducting both formal and informal counts and ensure all posts are properly staffed.

Unit JDC - JDC primary responsibilities are detainee security and accountability. The JDC's are the first-line consultant to the unit staff regarding unit/Department related security matters which affect the unit and Department. It is these staff members primary responsibility for unit sanitation and cell/dorm inspections. The Unit JDC is responsible for maintaining required logs detailing events occurring during the shift.

Office Space - To help create positive detainee-staff relationships allowing detainees easy access to unit staff charged with decision-making ability about their case, office space for unit staff will be located on or adjacent to the detainee living quarters.

the Unit Manager is delegated the responsibility for the security, sanitation, order, and development of program alternatives for his unit.

Unit Managers should be included in the rotation of persons designated to serve as the Department stand-by duty officer.

Unit Management Roles & Responsibilities

The Department Director/Appointed Authority continues to be ultimately responsible for the proper administration of the Division. Therefore, ongoing dialogue between Unit Managers and the administration is essential. Under unit management, roles of central office level and Departmental staff must be defined. For the purpose of this policy, the Director/Appointed Authority (will be referred to as the Administrator) The Administrator, has final authority and responsibility for all matters occurring within the

Department to include the development and implementation of written policy and procedure that govern the selection criteria, supervision, and rotation of staff who work directly with youth/detainees in segregation on a regular and daily basis. However, unit management will not succeed unless the Administrator ensures appropriate delegation of authority to the Superintendent. This will include much of the case management, security, sanitation, preventive maintenance, and other routine operational responsibilities.

Superintendent for Residential Life/ Assistant Superintendent

The Assistant Superintendent should have the expertise to understand and monitor the units, to ensure consistency in addition to quality of operations and to make certain that authority and responsibility which have been delegated to the units is effectively managed.

The Assistant Superintendent will be the immediate supervisor of the Unit Managers and the primary liaison between Unit Managers and the Administrator. The Superintendent will also be responsible for periodic inspections and audits of the units. Guidelines, dissemination of policy and parameters within which the units are to work shall be set forth as part of the leadership responsibilities of the Superintendent to assure that the philosophy, policy, and the intent of unit management is adhered to, and that the total mission of the Department is accomplished through achievement of the unit plan is responsible for the management of all Departmental programs staff except programs staff assigned to a unit team. Responsibility also includes overall responsibility for administration of all programs, classification, case management, educational/vocational and chaplaincy activities.

The Superintendent for Residential Life will have administrative but not clinical supervision of medical and mental health operations and associated staff assigned to that Division.

Superintendent of Residential Life, decision making requires extensive communication and coordination. Prior to the implementation of new programs or changes in existing programs, consultation between what is traditionally referred to as "programs and custody" must occur and a mutual endorsement of support must be agreed to by the Director.

Chief of Security - will normally be a Captain and has responsibility for the overall custody and security operations of the Department. In the event of an emergency, the Chief is designated as the incident commander until properly relieved by a higher-ranking employee. The Chief will be responsible for the perimeter, the yard, internal hallway security, controlling movements, entry and exit from the Department and all buildings, excluding individual units.

The Chief serves as an advisor, consultant, and monitor for other department heads in matters pertaining to security issues. The Chief will be responsible for formal youth/detainee counts, maintaining logs of events, and monitoring security systems to

include fire/smoke alarms, intrusion detection systems, surveillance systems and other monitoring systems.

Unit Manager Office Space - To help create positive youth/detainee-staff relationships allowing detainees easy access to unit staff charged with decision-making ability about their case, office space for unit staff will be located on or adjacent to the detainee living quarters.

Audit - On-site reviews of unit management will be coordinated by the division Unit Management Coordinator a minimum of every two years. The intent of these audits is to assess policy Unit Management compliance and obtain statistical data.

Unit Team Meetings - The Unit Manager will be responsible for leading unit team meetings a minimum of once per quarter. All unit team staff should attend these meetings to enhance communication and participate in planning and evaluation efforts involving unit operations.

Minutes of these meetings should be submitted to the Assistant Superintendent with a copy provided to the Administrator.

The Unit Manager is responsible for sharing information from unit team meetings with appropriate staff and responding to staff regarding issues arising from unit team meetings. The Unit Manager is also responsible for soliciting other key personnel and department heads to present information, provide training and assess issues.

Town Hall Meetings - At a minimum of once per month, the Unit Manager or designee is responsible for chairing a town hall meeting involving youth/detainees and unit team staff. Its intent is to serve as a two-way communication channel: staff can inform youth/detainees about new procedures and changes in unit operations. Youth/detainees can bring up suggestions of their own and discuss ways to improve how the unit functions. Town hall meetings are not the place for youth/detainees to discuss issues that have only a personal relevance.

Town hall meetings should include all youth/detainees on the unit if security and physical layout permits.

Where security or physical layout prevent full meetings with all youth/detainees, units may use a representative group of youth/detainees. Minutes of these meetings should be submitted to the Assistant Superintendent with a copy provided to the Administrator.

The Unit Manager is responsible for sharing information from town hall meetings with appropriate staff and responding to youth/detainees regarding issues arising from town hall meetings.

The Unit Manager is also responsible for soliciting other key personnel and department heads to present information provide training and assess issues. It is recommended that

agenda items be submitted by youth/detainees in advance of town hall meetings to allow for response preparation.

Safety, Security, and Sanitation Inspections - Unit Managers are responsible for the appearance, cleanliness and safety of their unit. Safety, security, and sanitation standards provide a means of evaluating a unit's level of efficiency and effectiveness.

Safety not only encompasses the physical plant, but also includes the responsibility of unit staff to provide an environment where detainees can live without fear of intimidation, reprisal, or unsafe conditions.

The Unit Manager is responsible for ensuring compliance with JJIC and DCFS Safety Policy and reports all safety hazards in accordance with Department procedure.

The Unit Manager will also serve or appoint a unit safety officer to serve on the Department safety committee.

JDC's are responsible for inspections of their assigned areas on a daily basis. The Assistant Unit Manager is responsible for conducting weekly inspections of the entire unit while the Unit Manager will conduct a formal documented inspection of the unit on a monthly basis.

Public Contact - When operational considerations permit, the Unit Manager is responsible for managing the telephone and visitation program for youth/detainees on the unit to ensure procedures related to these programs are observed and accurate information is entered into record keeping systems. Facilities not staffed with division approved visitation officers, the Unit staff will generally be required to work during visitation periods and be available to meet with youth/detainee families and visitors, as necessary.

The Unit Manager or designee will also coordinate special visits with attorneys, clergy, law enforcement officials and others as necessary to include the coordination of special tour groups in accordance with Department procedures.

Special Assignments and Projects - The Unit Manager is responsible for ensuring that appropriate post orders, standard operating procedures and emergency plans are developed and posted on the unit. This responsibility will include ensuring that all unit staff are familiar with these plans and that such plans are updated on an annual basis.

Maintenance - The routine preventive maintenance of the unit will be the responsibility of the Unit Manager who will review work orders for maintenance needs on the unit that are initiated by unit personnel and ensure emergency maintenance needs are addressed in a timely manner.

Classification - The primary goal of classification is the systematic process of coordinating detainee assessment and assignment procedures to minimize community and Departmental risks. The classification process manages and coordinates assignment to the various prison Departments, unit housing assignment within the Department, custody levels, control conditions, work, and program activities as appropriate and necessary for these purposes.

Employee Disciplinary - The Unit Manager can take corrective action on unit team employees to include coaching sessions upon consultation of the Assistant Superintendent. He or she can conduct preliminary investigations of misconduct occurring on the unit and will conduct disciplinary investigations as assigned by the Assistant Superintendent. The Unit Manager recommends the level of disciplinary action on unit personnel but does not "issue" disciplinary action. The Unit Manager should be included in meetings with unit personnel involving written warnings, dismissals, and demotions as policy permits.

Scheduling, Shift Assignments and Time Reports - Ultimate responsibility for managing the scheduling, shift assignments and time reports of unit team members is the responsibility of the Unit Manager. The Unit Manager will monitor overtime, the scheduling of leave ensuring all assigned unit posts are covered daily and works in cooperation with the OIC in overall staffing of Departmental custody personnel. Request for selected staff to be assigned to the unit team and request from unit team members wanting to move to other units or operation team must be endorsed by the Unit Manager.

New Hire and Promotional Process - The Unit Manager may serve as a member of the Division's interview team for the purpose of hiring personnel below the rank of Unit Manager. He or she will make written recommendations on applicants being considered for initial employment, permanent status, and promotions to positions below the Unit Manager level.

Staff Orientation / Training - Each Unit Manager will be responsible for facilitating on the job training (OJT) orientation program for new staff assigned to the unit team. This program will serve to inform new staff of the unit programs, operations, and to get staff into the mainstream of the unit as quickly as possible. The orientation shall be in written format and reviewed annually to ensure it is current with recent policy changes and relevant issues. Staff orientation should be provided prior to assignment to any post or unit duties.

Unit Managers should review their staff constantly to assess strengths and weaknesses. The use of staff meetings, informal coaching, and in-service training programs are excellent methods of fostering personal development. Whenever possible, cross training and opportunities for staff serving in an acting capacity are encouraged.

General Procedures for Employee Personal Property

To reduce the opportunity for contraband to be introduced into the JJIC, the following rules shall apply:

- Employees are to secure all personal property in their assigned locker in the lobby area.
- Employees are not permitted to bring medication into the JJIC without prior approval from a Shift Supervisor or higher authority.
- Any item needing refrigeration must be kept in the breakroom.

Shift Schedules

All JJIC Officers report to work in uniform as prescribed in the Department of Human Services Policy and Procedure Manual Section IV-10 and be ready to start work at the beginning of their respective assigned shifts. Detention personnel shall operate on three (3) shifts, which are designated as follows:

	<u>Detention Units</u>	<u>Central Detention Control</u>
Shift #A	7:00 a.m. – 3:00 p.m.	6:00 a.m. – 2:00 p.m.
Shift #B	3:00 p.m. – 11:00 p.m.	2:00 p.m. – 10:00 p.m.
Shift #C	11:00 p.m. – 7:00 a.m.	10:00 p.m. – 6:00 a.m.

All JJIC shifts are subject to change based on population and facility needs or at the discretion of the Director. Twelve (12) hour shifts from 7:00 a.m. to 7:00 p.m. and 7:00 p.m. to 7:00 a.m. may be implemented when necessary.

Each Juvenile Detention Counselor is assigned a specific unit for their shift. Every effort shall be made to assign the same employee to the same detainee living unit to promote a sense of community and stability within the unit.

No Juvenile Detention Counselor or Facility Social Worker shall leave the JJIC without permission from their Shift Supervisor. If it becomes necessary for a Juvenile Detention Counselor to leave the assigned area, the Shift Supervisor must be informed as to the reason for leaving, the location to which the Juvenile Detention Counselor is going, and how the Juvenile Detention Counselor may be reached in the event of an emergency.

It shall be the responsibility of Shift #A (7:00 a.m. – 3:00 p.m.) Juvenile Detention Counselors to see that all detainees in the JJIC are kept as busy as possible in all detention center programming, to include but not limited to recreation, education, and programming activities. They are also responsible for ensuring the court appearance of any youth on the Juvenile or Criminal Court Docket for that day. It is also the responsibility of this Shift to ensure the cleaning of the detention unit housing rooms of each of the detainees.

Shift #B Juvenile Detention Counselors (3:00 p.m. – 11:00 p.m.) are to facilitate visitation between youth/detainees and approved parents and guardians as well as ensure that all detainees are provided a shower according to the Daily Detention Schedule prior to retiring for the night. Further, it is the responsibility of this Shift to ensure that all youth/detainees are securely in their detention rooms and in bed before their tour of duty ends.

Shift #C Juvenile Detention Counselors (11:00 p.m. – 7:00 a.m.) shall maintain constant surveillance of dormitories during the night to prevent youth/detainees from attempting escapes, causing property damage, engaging in sex play, or malicious mischief. Detention Officers shall update JJIC FAMCare system with any Serious Incidents Reports which have occurred in the Shifts # A, B, and C in the previous twenty-four (24) hour period.

Shift Pass-Down

The outgoing Shift Supervisor(s) and Juvenile Detention Counselor III on the respective residential units shall give to the incoming Supervisor(s) and Juvenile Detention Counselor III on the respective residential units the necessary keys and shall relay any instructions or necessary information relative to the youth/detainees or the day's operations. All such information shall be contained in written form in the Supervisors' Logbook and the Control Booths' Logbooks respectively. This shall be called a *Shift Change Meeting*. The *Shift Change Meeting* entry in the Supervisors' or Control Booths' Logbooks on the residential units shall contain, at minimum, the discussion of the following topics by category with the specific youth/detainees listed (if any) in the pass-down paragraph:

- Medical – Any and all medical alerts or concerns pertaining to detainees currently in the facility or in the custody of the facility but at a hospital under the supervision of the facility personnel;
- Special Diets – Special, therapeutic, medical, and religious diets, including those ordered by the Health Authority, a mental health professional, assistant, a nurse practitioner, dentist, or the Superintendent of Residential Life or designee when indicated;
- Restorative Circles – Any youth/detainees which have participated in or need to participate in a restorative circle to address a conflict which has occurred;
- Detainee Disciplinary Concerns – Any youth/detainee disciplinary issues that may have occurred or behavior concerns which warrant Individual Program Planning;
- Recreation – Any updates to be provided for the recreation coordinator relative to the youth/detainees, their safety, security, health, and welfare;
- Personnel Issues – Any information concerning personnel shortages, personnel schedule changes, those not reporting to work for any reason, etc.

It shall be the responsibility of the Juvenile Detention Counselors on each shift, when coming on duty and before the shift being relieved going off duty, to ensure a thorough inspection of every area under their control. Juvenile Detention Counselors shall report to the Shift Supervisor any damage to the building, furnishings, or equipment in the Detention areas. If any damages or unclean conditions are found which have not been reported, the personnel on duty at the time such conditions are discovered will be held responsible.

General Daily Operating Procedures

It shall be the responsibility of all JJIC personnel to maintain secure custody of all youth/detainees in the JJIC. Any JJIC staff member who shall negligently allow the escape of any person(s) in the custody of the JJIC shall be suspended from duty and may be dismissed.

All Juvenile Detention Counselors and Juvenile Detention Counselor Supervisors shall always remain awake and alert.

No Juvenile Detention Counselor shall interrogate, intimidate, or threaten youth/detainees held in the JJIC in order to obtain information for the police or for any other reason, and shall not use profane or obscene language in the presence of youth/detainees at any time or under any circumstances.

Juvenile Detention Counselor Job Responsibilities

Written job descriptions for all three classes of Juvenile Detention Counselors and Control Room Officers specifically state duties and responsibilities in relation to positions throughout the JJIC. These job descriptions are reviewed at least annually and updated as needed.

Personnel within the JJIC shall receive in-house training on their job responsibilities.

New Operational Position Assignments

Prior to assuming a new position, personnel in the JJIC shall read the appropriate job description each time they assume a new position and sign and date a New Job Assignment Form which will be placed in their personnel file.

VII.-3: YOUTH SUPERVISION

POLICY

Intensive face-to-face supervision reduces reliance on security hardware and promotes a positive relationship between staff and youth. Maintaining or exceeding the staff-to-youth ratios as defined by the Department of Children and Family Services and Louisiana Detention standards ensure detention center security safety and public safety through consistent supervision of juveniles, whether inside the facility or off-grounds.

DEFINITIONS

Youth Supervision – Constant monitoring of youths at all times.

Staff-to-Youth Ratio – Maximum number of youths that a staff member can directly supervise at all times.

PROCEDURES

Staff-to-Youth Ratio

Excluding the sleeping areas for youth, at all times youth shall be accompanied by staff of the JJIC or the Department of Human Services, including contractual personnel.

During the prime operating hours, the staff-to-youth ratio shall be one staff member to eight youths (1:8). No single staff member shall be left alone with more than eight (8) youths or shall move more than 8 youths.

At night, there shall always be a staff-to-youth ratio of one staff member to ten youths (1:10) per living unit.

All Detention Staff Responsibilities

Detention staff shall not read materials when youth are out in the day room or classrooms. They need to be involved with the youth through verbal interaction, games, and assisting youth when needed. Staff should be alert to the schoolroom dynamics and assist when any form of disruptive behavior occurs. It is important to understand how the youth are feeling daily, by observing non-verbal body language and using active listening skills. This will create a safe and secure living unit that provides a positive, professional relationship between staff and youth.

1. Staff will provide direct supervision for detainees during recreation or group activities. Primary responsibility for direct supervision falls upon the Juvenile Detention Counselor assigned to the unit.
2. Staff will keep visual contact of all youth under their supervision. Each staff member must be aware of the location of all assigned detainees at all times. At a minimum at least one staff member will have visual contact with all detainees assigned to a specific area.
3. Staff will keep formal and informal counts of detainees under their supervision and remain alert for missing youth. Immediately report missing youth to the Control Center and the Shift Supervisor.

4. Ensure that no youth is to be given control or authority over other youth(s).
5. Where there are both male and female youth/detainees, there shall be at least one staff member of each gender assigned to each shift.
6. A staff member shall conduct a visual room check every 15 minutes while the youth is in his/her room. This room check shall be written in the unit logbook. The staff member must stop and pause and look inside the room before moving to the next room.

Shift Supervisor Responsibilities

1. The Shift Supervisor ensures an appropriate number of staff coverage to meet the mandated staff-to-youth ratios for prime operating and night hours. The number of staff required will vary depending on the detainee population and complexity of the program.
2. The Shift Supervisor has the authority to call in additional staff to maintain an appropriate staff-to-youth ratio.
3. Shift Supervisors are to complete all tasks on their supervisor checklist for their respective shifts and log all completed tasks from the checklist into FAMCare in real time during their shift.

Recreation

1. Staff members who are supervising the recreational area will place themselves in strategic locations around the recreational area to provide the greatest possible security.
2. Staff members should clearly set the appropriate programming expectations to the youths ahead of attending the program.
3. If a single staff member is supervising eight (8) or fewer youths in the gymnasium, the staff member will not participate in the activities and shall provide constant supervision of all youth/detainees.
4. If there are nine (9) or more youths, another staff member must be present and only one (1) of the staff can participate in the activity.
5. Prior to taking detainees outdoors, the staff member will make complete and thorough security checks of the entire outdoor area.
6. Detainees will not be allowed to touch or hang on the perimeter fencing.

Movement of Youth

1. Anytime youth are moved from one area to another, an informal count of the youth should be conducted. This should be conducted at the beginning and end of each movement. To ensure an accurate count, the number of detainees to be moved will be determined.

2. When moving groups of youth from one area of the facility to another, one officer shall walk behind the group in an effort to detect a youth attempting to leave the group. Youth are to line up from shortest to tallest and move in a single file with their hand clasped behind their backs.
3. In the event a youth leaves the area for an official and authorized reason, he or she must be escorted by a staff member.
4. During any youth movement throughout the facility protocol shall be maintained for informing control.

Escorting Youth

The Juvenile Detention Counselor escorting the youth will advise their supervisor and Control Booth Operator of the move via radio.

The movement count should be conducted in the same manner every time:

1. The youth should be lined up in a single line, everyone facing forward.
2. The Juvenile Detention Counselors should be positioned in the same manner as when the youth are in the process of moving. For example: One (1) Juvenile Detention Counselor at the end of the line with other(s) stationed at positions dividing the line of the detainees into equal segments.
3. When escorting a group of youth, always remain to the rear of the group. In the case of a single youth, always walk slightly to the rear and to his/her strong hand. Groups or individuals should never be allowed to get behind a Juvenile Detention Counselor.
4. Youth should be escorted anyplace they need to go inside and outside detention. They should never be allowed to move from one area to another area without an escort.
5. Youth need to be searched prior to any movement
6. Juveniles should never be sent to a room without an escort. The escort must make sure they enter the room and make sure the door to the room is secure.
7. Any youth sent from the school to the Medical Unit or to the dining hall or vice versa should be always escorted by a Juvenile Detention Counselor.
8. If the number of detainees is more than eight (8) for one employee, there is to be a second officer for the remainder or one for every eight youth. If the employee does not feel comfortable, then the employee should seek help. The Detention Officer in charge of the move should physically see each detainee.

Emergency Mass Movement

Emergency mass movement of youth may occur in the event of fire, bomb threat, disturbance, natural disaster, etc.

1. The Shift Supervisor, in accordance with the facility evacuation procedures, will direct the youth to a designated area of the facility.
2. All available staff that are not assigned to a specific post will observe the youths' movement, keeping alert to prevent an escape or disturbance.
3. As soon as is practical following the movement and containment, a count will be taken and reported to the Central Control Booth Operator and Shift Supervisor.
4. In the event youth are directed to the outside area, the Shift Supervisor will notify the Security Manager of the need to deploy Grounds Patrol Officers to secure the perimeter.

VII.-4: YOUTH COUNT PROCEDURE

PURPOSE

To ensure the accurate detainee counts along with the safety and security of all detainees, staff and visitors within the JJIC. It is also the purpose to provide documentation of accountability and inspection of the population on a regular basis.

POLICY

The physical accountability of detainees at all times is a primary responsibility of all facility staff. It is the policy of JJIC to use a combination of supervision, inspection, accountability, and clearly defined policies and procedures of the use of security to promote safe and orderly operations. Population counts and movements directly integrate all of these methods. There shall be a system of formal and informal counts that will ensure the accountability of the detainees twenty-four (24) hours a day. All results will be documented in the Central Control Logbook and on the respective unit logbooks.

DEFINITIONS

Audit – Usually a formal count which compares clerical detainee accountability (daily census report, daily population movement sheet) with the physical accountability conducted by unit Juvenile Detention Counselors (room location, actual detainee and I.D. verification of that detainee).

Confirmed Count – The result of a count, either informal or formal, being verified against the Detainee Population Report.

Counts – For the purpose of this policy only; a system(s) of verifying the total JJIC population, including the accountability of detainees inside and outside of the facility and/or housing unit and recording the results in the respective logbook(s).

Emergency Counts – Formal count conducted during emergency situations including but not limited to fire evacuations, major disturbances, escapes, and any other event outside of normal operations. Emergency counts may be made in conjunction with a facility search for a missing youth.

Formal Count – Counts that are conducted at specific times of the day or night in an organized manner.

Informal Count – Irregular counts, census checks, and counts made while detainees are in school, engaged in daily activities, or engaged in recreational activities. These counts are made at irregular times.

PROCEDURES

The basic formal count system within the JJIC provides for at least one detainee count per waking shift. Count times shall be arranged to provide as little interference with the daily activity schedules as is possible and still provide accountability of all detainees.

The detention roster shall be maintained in each unit in a secure location. The Juvenile Detention Counselor Supervisor or designee is responsible for providing up-to-the-

minute information regarding all detainees in detention center, moves, changes, releases and any other changes that could affect accountability.

While counting detainees, Juvenile Detention Counselors will allow nothing short of an emergency to distract them. While informal counts are to be conducted randomly throughout the day, at minimum, when school is in session, an informal count shall be conducted at 2:45 p.m. daily prior to the change of shift.

An up-to-the-minute count record shall be maintained in the Unit Control Booths at all times.

Each count must be made accurately and promptly. If there is any doubt as to the correctness of the count, recount. Visually identify on each count. Do not rely on a roll call.

The count must be regarded as a mutual responsibility of all Juvenile Detention Counselors and Juvenile Detention Supervisors on duty.

In the final analysis, an accurate count depends entirely upon the accuracy of every employee who actively makes or takes a count. Detainees NEVER participate in the preparation or the documentation of the count process.

Informal Counts

Informal counts are to be conducted at irregular times every 15 minutes and are made while youth are involved in daily activities without disruption. All informal counts must be annotated and signed off in the logbook.

In the event a youth is missing during an informal count, the staff member will notify the Juvenile Detention Counselor Supervisor or Shift Supervisor and the Control Center. An emergency count of all youth will be initiated. All movement must immediately cease if an informal count has discrepancies.

Formal Counts

Staff shall perform a formal count at the beginning of every hour during the course of each shift and document the number in the logbook. Once the Control Center operator validates the numbers reported, the count must be cleared by a Supervisor or higher in order for movement to resume.

Staff must visibly verify the youth's face before marking them present on the count check.

There shall be one official, formal count on all shifts. Daily count times will be as follows:

- 5:45 a.m.
- 11:45 a.m. (when school is in session)
- 1:45 p.m. (when school is NOT in session)
- 9:15 p.m.

The incoming shift shall verify the detainee body count and compare that to the confirmed Population Report. Each unit shall be counted simultaneously with every other unit.

Each detainee is counted while they are standing inside their detention room doors, backs against the nearest visible wall or window, allowing staff to see full face and body structure.

A report of each count is transmitted by radio to the Central Control Room. The Juvenile Detention Counselor Supervisor is responsible for confirming the count. Any discrepancies must be corrected before the shift can officially be dismissed. All movement must immediately cease if the count has discrepancies. A re-count must immediately take place and a physical count of each detainee must be verified by the Juvenile Detention Supervisor and/or the Superintendent of Residential Life or designee.

Emergency Counts

During emergency counts, youth are to return to their assigned living unit and doors will be secured prior to the count. Emergency counts are documented in an Incident Report and in the logbook at the Control Center. Emergency counts must be cleared by the Superintendent of Residential Life or designee.

External Transport

Youth that are outside of the facility will be accounted for through a phone call or radio transmission from the transport staff upon departure.

Counts for external transports will include the number and names of youth departing, and number and names of youth returning. Names are recorded as first initial and full last name.

Administrative Review

The Juvenile Detention Counselor Supervisor or designee will review the logbook for compliance adequacy, alert, and any actions to be taken.

The Juvenile Detention Counselor Supervisor or designee will maintain the logbook in an administrative file.

Count adjustments must be signed off by the Shift Supervisor. The count will then be adjusted by the Control Center.

Residential Life Superintendent must review count logbook monthly, and quarterly for oversight. All oversight will be addressed in re-training of staff personnel.

Accepting Count

The Control Room Officer will calculate the official count after the population count is called. He/she shall prepare to take the count by radio, from each residential unit of the JJIC. If, after all counts are received and tabulated, a discrepancy exists, a negative count shall be called, and the Juvenile Detention Counselor Supervisor or designee shall be sent to the count area to assist. All movement must immediately cease until the count has been cleared and officially accepted by the control room officer and the Juvenile Detention Supervisor without discrepancies.

Failure to Confirm Count

If a discrepancy exists after all counts are received and tabulated, a re-count will be called. The Juvenile Detention Counselor Supervisor or designee will immediately proceed to the area where the discrepancy occurred, to ensure that an accurate account is performed.

Note: No count will be confirmed until all counting errors have been corrected, the cause of the error determined, and corrective action taken.

In the event the physical count does not match the admissions and releasing count, the Juvenile Detention Counselor Supervisor or designee will order a facility audit to be conducted. A facility audit will consist of the on-duty Juvenile Detention Counselors going to each unit and confirming the presence of each detainee by specific unit.

Should the count still have discrepancies after a detainee audit is complete, the Juvenile Detention Counselor Supervisor or designee will attempt to verify the problem as either a clerical or a missing detainee problem by continuing a physical count of the JJIC, reviewing population movement sheets, admissions/release, daily population report, logbooks, and previous shifts count entries in the respective logbooks.

If the problem is clerical, involving human error (e.g. failure to remove someone from the computerized system or facility count once they have been released from the JJIC or moved to another unit or area) and other documentation (logbooks, movement sheets, population report) supports the clerical error, the Juvenile Detention Counselor Supervisor or designee will have the on-duty staff correct the discrepancy immediately. The Juvenile Detention Counselor Supervisor or designee will then make a note of this fact on his Detention Center Log Sheet and forward it to the Superintendent of Residential Life.

If the problem is an escape, the Juvenile Detention Counselor Supervisor or designee will notify the Superintendent of Residential Life impose a facility lockdown, and initiate escape procedures per Policy and Procedure. The Superintendent of Residential Life will immediately contact the Superintendent of Security and Director of the Department of Human Services.

Emergency Count

An emergency count is an official count taken at other than one of the times specified for a regular official count. The Juvenile Detention Counselor Supervisor or designee may authorize an emergency count. During an emergency count, all detainees will be returned to their respective housing units. If it is determined that a detainee is missing, a formal count will be conducted to determine who and how many are missing.

VII.-5: LOGBOOK COMMUNICATION

PURPOSE

To ensure that adequate supervision of detainees is maintained and documented through a formal system of recording routine and emergency situations involving detainees. This system further serves as a communication network for staff members from one shift to another.

POLICY

A daily account of all routine and emergency situations shall be maintained through the use of a logbook. Since permanent logs, regular security, and inspections are vital to the efficient operation of the detention center, there will be living unit logbooks and a Shift Supervisor Logbook that records daily activities and security related matters for each shift.

PROCEDURES

All Logbooks

- Shall be maintained in Control Booths on the respective units including the Control Booth.
- Shift name, date begins, and date ends are on the front of each page in permanent black ink. Start time and end times should be written in chronological order to the left of the logbook.
- Completed logbooks are maintained in the Superintendent of Residential Life's office for three (3) years.
- Pages are never removed for any reason.
- Only Official Legal Record books can be utilized to record entries front and back without skipping lines.

Unit Logbooks

Staff on duty makes entries during each shift regarding residents, activities, visitors, treatment program issues, population counts, and conditions within the living units, as well as documenting routine room checks, lock checks and the time completed. Entries shall be made in permanent black ink.

The initials of the reporting staff member should accompany each entry on the logbook

Living Unit Logbooks

Each living unit will have a unit logbook where staff members assigned to a living unit will record daily living unit activities.

At the beginning of each shift the first entry shall be the date and the shift (i.e., 7:00 a.m. – 3:00 p.m., 3:00 p.m. – 11:00 p.m., or 11:00 p.m. – 7:00 a.m.).

Each entry in the logbook shall contain the date and time of each entry and the initials of the staff member who wrote the entry in the logbook

Each entry shall be written legibly so that it can be easily read by another person. All logbook entries should be written in print format. Cursive writing is prohibited.

Medical staff entries shall be written in **RED** ink. All supervisor entries shall be written in **GREEN** ink. Staff entries shall be written in black ink only.

Entries shall include the following information, though this list is not all-inclusive of what should be documented in the logbook:

Shift Change

- Names of staff who are presently on the unit.
- Names of staff who are coming to relieve staff.
- Current count and locations of all youth assigned to that unit.
- Items given to the oncoming staff (i.e., keys, logbook, medication, etc.).

Room Search

- The initials of the member who conducted the room search.
- The time the room search was conducted.
- Results of the room search (contraband if any found).

General Condition of the Unit

- Maintenance issues.
- General cleanliness of the unit and youths' room.

Youth Movement

- Any movement of any youth or any staff on or off the living unit, regardless of the length of time the youth or staff member may have been off the unit (i.e., even if for 5 minutes):
- Number of youths leaving or returning to the unit.
- First initial and last name of each youth.
- Time left and time returned.
- Where did the youth and staff go?
- Staff member(s) initial(s) going with the youth.
- Staff member(s) initial(s) returning with the youth.
- Name(s) of staff member(s) coming onto the unit and the time the staff member(s) arrived and left the unit.
- First initial and last name of each youth on room confinement, special management programming, 1:1 supervision, and suicide protocol.
- Write in the logbook, "See incident report for more details."
- General activities that occur on the unit.

- Time youth showers started and ended.
- Time snacks were given to youth.
- If breakfast and/or lunch and/or dinner is provided to any youth on the living unit, staff shall log in the logbook the time the meal was given to the youth.
- Level of each youth using first initial and last name for the youths.
- Any deviation from the program schedule and the reason why the program schedule was not followed.

Fifteen (15) Minute Room Checks

- Exact time the room check was done.
- The initials of the staff member who completed the room check.
- Observations (what was actually occurring in the room at the time of room check).
- No entries in a logbook can be postdated.

Special Circumstances

- If the unit is on safety schedule, then the time it was initiated shall be noted in the logbook and the words "Safety Scheduled" shall be written in red and outlined with a yellow highlighter. The time the unit(s) came off safety schedule shall be written in the logbook.
- Any emergencies.

Treatment Services

- Time the social service staff are on the unit.
- Name of Social Worker.
- Reason for being on the unit.
- Name of youth seen by the Social Worker.
- When social skills, CBT, anger management, and restoration groups took place.
- Name of social service staff who facilitated the group.
- First initial and last name of each youth who participated in the group.
- What time the group was held (time started, and time ended).

Rule Infractions

- Any major incidents (e.g. fights)/events that occur on the unit.
- Major rule infractions.
- What was the rule(s) infraction(s)?
- Write in the logbook, "See incident report for more details."

Medications

- When medication is distributed.
- Time the medication was given.
- Name of the staff administering the medication.
- First initial and last name of each youth receiving the medication.
- Type of medication distributed.
- Dosage of medication given; also note if the medication was refused by the youth.
- After medication has been dispensed, check the mouth and cheek area to ensure ingestion.
- When medical staff are on the unit.
- Medical staff member(s) name(s).
- Reason for being on the unit.
- First initial and last name of each youth being seen on the unit.
- Any medical directives given.

Phone Calls

- When a youth places a phone call.
- First initial and last name of youth.
- Who he/she called.
- What time the call was placed.
- What time the call ended.
- Note if the youth's call was not completed after the number was dialed.

The Shift Supervisor shall review these logbooks at a minimum of three times during his/her shift. This review shall be documented in the unit logbook. In addition, any deficiencies shall be brought to the attention of administration.

Any late entry will be done in blue ink, and the time of the late entry and the reason will be logged along with the actual time and what occurred. Late entries must be logged no later than one (1) hour after the event occurred.

Failure to make proper logbook entries shall result in employee discipline.

Supervisor Logbook

This logbook is where the Shift Supervisor will record the activities and actions taken during the course of his/her shift. Supervisors make entries during each shift regarding detainees, activities, and conditions pertaining to the entire JJIC.

Each entry in the logbook shall contain the date and time of each entry and the name of the Shift Supervisor who wrote the entry in the logbook.

Each entry shall be written legibly so that it can be easily read by another person.

Entries should be made in permanent black ink.

The signature of the reporting Supervisor accompanies each entry.

The Superintendent of Residential Life shall review this logbook periodically for compliance. This review shall be documented in the Supervisor's logbook, signed and dated with the Superintendent's signature.

Entries shall include the following information, though this list is not all-inclusive of what should be documented in the logbook.

Shift Change

- Names of staff who are presently on the unit.
- Names of staff who are coming on shift.
- Current count of all youth assigned to the facility, and location of each youth.
- Items given to the oncoming Shift Supervisor (i.e. keys, logbook, medication, etc.)

General Condition of the Living Units

- Maintenance issues.
- Time arrived on the living unit and time he/she left the unit.
- General cleanliness of the unit and rooms.
- Check to see if graffiti is present.

Special Circumstances

- First initial and last name for the youth on room confinement, special management programming, 1:1, and suicide protocol. (Write in the logbook, "See incident report for more details.")
- If the unit is on safety schedule, then the time it was initiated shall be noted in the logbook and the words "Safety Scheduled" shall be written in red and outlined with a yellow highlighter. The time the unit(s) came off safety schedule shall be written in the logbook.
- Any major incidents/events that occur during the course of the shift. (Write in the logbook, "See incident report for more details.")
- Any emergencies
- The time that the safety and security check of building was completed.
- Any deviation from the program schedule and the reason why the program schedule was not followed.

Shift Coverage

If additional staff needed to be called in to cover a shift or held over to cover a shift:

- Log the time the staff member(s) were contacted and the response.

- Log the name(s) of staff member(s) who were held over and the reason why the staff member(s) were held over.
- Log the name of the staff member(s) who were allowed to leave early and the reason and time the staff member(s) left the facility.

JDC Supervisors must complete an overtime authorization form when applicable.

- Name(s) of staff member(s) who were tardy (late for work).
- The actual time he/she arrived to work and the reason for being tardy.
- The completed tardy slip is to be given to the Superintendent of Residential Life.

The time unit logbooks were reviewed on each unit.

Any late entry will be done in blue ink. The time of the late entry and the reason for the late entry will be logged along with the actual time and what occurred. Late entries must be logged no later than one (1) hour after the event occurred. Failure to make proper logbook entries shall result in disciplinary action.

Control Room Logbook

Written entries are made per shift by the Control Booth Operator (CBO) regarding detainee movement, population, radio and phone communication, etc.

Entries should be made in permanent black ink.

The initials of the reporting staff member should accompany each entry on the logbook.

Control logbook entries shall be reviewed periodically by the Security Manager for compliance. The Security Manager is responsible for signing and dating the reviewed logbook portions.

VII.-6: RADIO CODE PROCEDURES

PURPOSE

Establish a clear, concise procedure to follow whenever JJIC personnel and/or detainees communicate with one another.

POLICY

It is the responsibility of all JJIC personnel to learn and use the communication procedures outlined in this directive.

DEFINITIONS

Detainee – Youth ordered into detention status.

Color Codes/Signal Codes – Standardized communication codes used in conjunction with Radio Ten Codes to ensure fast, accurate, and universal communication in detention.

Counts – A counting system to ensure the proper number of detainees is under the supervision of a Detention Officer.

Radio Ten Codes – Standardized communication codes to ensure fast, accurate, and universal communication in detention.

Security Devices – Devices both mechanical and electrical that enhance security in the facility.

PROCEDURES

Communications

Communication between Juvenile Detention Counselors, Social Work and Behavioral Health staff and their Supervisors to and about detainees is a critical component for maintaining a safe and secure environment. Communication includes verbal briefings, log entries, and electronic communication.

Daily Briefings and Shift Change Communications

All JJIC direct service personnel are required to attend and participate in *the Shift Change Meeting* upon reporting to duty to be briefed daily by their outgoing counterparts on each shift. Social Work, Behavioral Health, Medical and Educational staff may participate in the Shift Change Meeting based on the discretion of the Superintendents of Residential Life and Supportive Services.

Briefing at a minimum shall, be logged by the appropriate personnel in the respective logbook, and signed by both the incoming personnel and the outgoing personnel and shall include the following:

- Review of census counts including admissions and releases;
- Names of youth placed out of programming and current status, to include disciplinary issues;
- Names and status of any youth with special medical alerts and any special diet concerns;
- Relevant events at court or as a result of visitation which are impacting a youth's behavior;

- Youth who have moved from one living unit to another;
- Youth who need to participate in restoration circles;
- Names of youth on any level of suicide watch;
- Status of security devices;
- Any incidents that contribute to jeopardizing safety and security;
- Any scheduling issues;
- Any issues pertinent to the recreation program; and
- Any other information applicable to maintaining a safe, secure environment.

All personnel are required to ensure whenever using a logbook that all entries are legible and complete. Logbook entries will never be erased with the use of correction fluid. If a mistake is made, employees are to draw a single line through the mistake, write the corrected information after, and initial after the mistake.

Radio Communication

When communicating over the radio, the officer shall speak clearly and concisely. The following general information is necessary when utilizing the radio:

- Officers are to identify themselves by their last names when initiating radio communication at all times.
- Specific location in the facilities shall be identified.
- The Supervisor on duty shall be referred to as Supervisor (last name of individual).
- The Control Room is always referred to as Command.

Color Codes/Signal Codes

Color Codes

CODE BLUE	Attempt Escape
CODE RED	Fight
CODE ORANGE	Fire
CODE GREEN	Riot
CODE BLACK	Escape

Radio Communications Codes

- 10-1 – Disregard**
- 10-2 – Good Reception**
- 10-3 – Cease All Radio Traffic Until Further Notice**
- 10-4 – Message Received/OK**
- 10-6 – Stand By/Bus**
- 10-7 – Out of Service/Unavailable**
- 10-8 – In Service/All clear**
- 10-9 – Repeat Your Message**
- 10-10 – Urgent Assistance Needed**
- 10-12 – In the Presence of Youth/Guest**
- 10-13 – Meet Me — Specify Location**

- 10-14 – Cease All Movement Until Further Notice**
- 10-15 – Secure All Youths Until Further Notice**
- 10-20 – What Is Your Location**
- 10-21 – Call by Phone**
- 10-22 – Away from Facility**
- 10-42 – Using Restroom**
- 10-50 – Request a Break**
- 10-70 – Please Give a Count**
- 10-80 – All Units Secured**
- 10-90 – Unit Status Update**
- 10-100 – All Units on Lockdown Until Further Notice**
- 10-101 – Mental Health Crisis**

Equipment Sign Out

JJIC personnel shall sign out all radios and other respective equipment in the Central Control Room at the beginning of the shift. Employees are responsible for inspecting and testing the radio operation prior to leaving the Control Room and entering the floor of the JJIC. **Any damage not documented when receiving the radio may be charged to the employee.**

(Please refer to JJIC memo regarding equipment damage or lost cost.)

VII.-7: YOUTH TELEPHONE USE

PURPOSE

To establish the JJIC's policy governing the detainees making and receiving telephone calls.

POLICY

The JJIC shall provide sufficient telephone facilities to permit reasonable and equitable access to all detainees. Detainees are allowed to make and receive personal phone calls, subject to restrictions.

PROCEDURES

Telephone Access at Intake

Upon the youth's arrival at the JJIC as part of the intake process, a Juvenile Detention Counselor III or Social Worker will immediately notify the detainee's parent or guardian of their arrival at the detention center. The detainee shall be afforded two (2) local or collect long-distance telephone calls to family members, attorneys, or other approved individuals during the admissions process.

Detainees with hearing and/or speech disabilities, and detainees who wish to communicate with parties who have such disabilities, shall be afforded access to Telecommunication Relay Services by dialing 711, a free, public service provided by the Federal Communications Commission. Detainees with Limited English Proficiency shall be provided translation services through World Translators or other contractual providers retained by the Department of Human Services. Contact information for translation services shall be prominently posted in the Intake area.

JJIC Telephone Access

While detained in the detention center, youth are afforded the use of telephone privileges.

Youth shall be afforded a minimum of one phone call a week. Additional phone calls are earned based on the youth's behavior and compliance with the Positive Behavior Management System. Phone calls may be made to parents/legal guardians, attorneys, and other approved individuals. Phone calls shall be made and received only at scheduled times. Phone calls are not to exceed fifteen (15) minutes in duration.

Youths may be allowed to call their parents during the day if they are unable to reach them at night. Calls may be received on the unit/facility during the day from youth's attorney under the supervision of the Social Worker. Calls are limited to no more than ten (10) minutes per youth at scheduled times. This ensures that all youths can have equal access to the phone.

Phone calls by youths to their attorneys shall not be monitored.

A staff member shall place the calls and determine the identity of the individual called prior to giving the phone to the youth. To the extent that security and safety concerns allow, calls shall not be monitored by staff, but youth shall not be left unsupervised.

All telephone calls shall be logged.

No phone usage is allowed without permission.

Detainees **may not** contact victims, with the exception of the victims of domestic violence when the victim is the parent or guardian, or co-defendants in their case. Should the JJIC be notified by the Victims' Coordinator that the victim in any case has been contacted by a detainee in the detention center, the telephone privileges will be suspended.

No detainee should be refused the opportunity to speak to a family member by phone as a result of a behavior infraction.

Phone calls may take place at the following times during the detention schedule:

- Scheduled leisure time;
- Visitation;
- Non-school hours;
- Recreation period other than the required one (1) hour large muscle activity.

Phone calls may not take place at the following times during the detention schedule:

- School hours;
- Mealtimes;
- Required recreation times;
- Showers;
- Cease Movement of any kind;
- Any emergency on the residential units or throughout the JJIC.

Incoming calls shall be referred to Facility Social Workers.

Emergency phone calls can be made or received at any time and shall be routed through the Shift Supervisor or Senior Social Worker.

Upon receiving information of a family emergency, the Superintendent of Residential Life or Superintendent of Supportive Services or designee shall notify the youth as soon as possible and provide the youth an opportunity to call the family as deemed appropriate.

All telephone calls will be documented in the Phone Activity Log and noted in the detainee's FAMCare file.

No detainee will have access to telephone usage during school hours unless approved by the Superintendent of Residential Life or Superintendent of Supportive Services.

Abuse of phone or any phone privileges may result in temporary suspension of phone privileges by youth.

VII.-8: YOUTH CORRESPONDENCE

PURPOSE

To encourage youth to maintain ties with their families and community via written correspondence.

POLICY

Detainees at the JJIC are ensured of access to family and community by the sending and receiving of mail and are ensured of all rights and privileges concerning correspondence.

DEFINITIONS

General Correspondence – Mail between a detainee and someone other than those approved for privileged correspondence.

Mail Logbook – Written record of incoming and outgoing correspondence between the youth and the respected individuals.

Mail Receipt – Confirmation that youth received incoming mail signed by youth.

Privileged Correspondence – Mail between a detainee and any one of the following:

- The detainee's attorney
- Judges and clerks of federal, state, and local courts
- The President, Vice President, and Attorney General of the United States
- Any member of the United States Congress

PROCEDURES

Privileged Correspondence

JJIC staff cannot open, inspect, or censor any privileged correspondence. If a detainee cannot afford to pay postage, it is mailed at the Center's expense. There are no limits on the number of letters or legal correspondence. Mail is considered to be privileged only if name and official issue of sender or addressee appears on the envelope.

General Correspondence – Outgoing Mail

Detainees are allowed to send letters to whomever they choose with the exception of other detainees housed within the JJIC or housed as residents or inmates of other penal institutions, jails, correctional institutions, or any derivatives thereof.

Outgoing mail is never opened, inspected, or censored in any manner, except when ordered by the Court. If correspondence is read, the detainee is informed in advance and is present when the letter is opened, and the action documented. Authorization to read a youth's mail must be obtained from the Supervisor of Residential Life.

Detainees are afforded the opportunity to send two (2) letters per week at the Center's expense. Detainees can send an unlimited number of letters at their own expense.

Upon their request, youths will be given stationery for mailing a minimum of two letters a week, with the program paying the postage. This service does not include any legal correspondence that a resident may wish to send.

Youth are permitted to send sealed letters to specified persons and organizations, including but not limited to courts, counsel, officials of the confining authority, administrators of grievance systems, and members of the releasing authority.

Youth who cannot read or write will be assisted by staff in sending letters and having them read to them. Youth with Limited English Proficiency will have translation services provided to them through approved JJIC contractual providers.

Letters may be written to anyone and will not be censored or prevented from being mailed.

General Correspondence – Incoming Mail

Detainees may receive an unlimited volume of mail.

No youth shall be allowed to receive correspondence from other detainees housed within the detention center or housed as residents or inmates of another penal institution, jail, correctional institution, or any derivative thereof. All correspondence of this nature will be logged in the Mail Logbook by the Property Manager and returned to sender.

All general correspondence is opened by the Property Manager and inspected for money or contraband, but not read or censored, and the Property Manager initials each envelope.

The Property Manager forwards the correspondence to the appropriate living unit for the detainee.

Letters can be read or censored and documented in the Mail Logbook by the Superintendent of Residential Life upon evidence of any of the following:

- Plans for sending contraband
- Plans for criminal activity, escape
- Information which, if communicated, would create a clear and present danger to the security of the JJIC
- Obscene or lewd literature/material

If the Superintendent of Residential Life determines that the mail should be read, the detainee is told in advance and is present when the correspondence is read. The action is documented in the Mail Logbook. The correspondence is returned to sender with a letter from the Superintendent of Residential Life indicating the letter was being returned to them due to inappropriate material. The letter should indicate that the matter may be discussed further with the Superintendent of Residential Life and contain contact information.

Individuals sending contraband or unauthorized items to youths in the mail will be subject to prosecution and will be handled in accordance with existing procedures on new law violations and incidents.

In cases where money is found, it is removed and returned to the sender and:

- A report is made of money received, which includes the name(s) of detainee(s), the amount of money, and whether it is cash, check, or money order.
- This report is submitted by the Property Manager to Superintendent of Residential Life after completing mail inspection and shall ensure that the money is returned to the sender.

In cases where contraband is found, it is removed by the Superintendent of Residential Life or designee for disposal.

A log is kept of items removed, which includes the name(s) of the detainee(s), the item, and the sender.

The Mail Logbook shall be initialed by the Superintendent of Residential Life and the detainee, which shall serve as notice of the received and rejected contraband.

Packages

All packages sent to or by residents shall be inspected. Money or personal property found in incoming mail or packages shall be withheld, placed with the detainee's personal property, and a receipt of the contents issued to the detainee. The detainee may choose to have the contents of the package returned to the sender at the facility's expense with an explanation of the rationale.

Individual mail or packages being distributed shall be opened in the presence of the youth.

Books, magazines, newspapers, and other printed matter are approved for detainees unless deemed obscene or deemed to constitute a direct or indirect threat to the safety and order of the detention center.

Collection and Distribution

Incoming and outgoing mail is not held for more than twenty-four (24) hours, except holidays and Sundays.

Mail is never placed in any location for youth to come and look for their own.

Detainees are informed of this correspondence policy during orientation.

Upon discharge or release, all detainees' mail will be forwarded to the home of record, unless another address is provided via discharge/release procedures.

VII.-9: TELEVISION AND VIDEO/DVD USE IN DETENTION

PURPOSE

To regulate exposure of detainees to unsuitable content through the improper use of either the television or videotapes/DVD.

POLICY

Television use within the JJIC is restricted to educational programming. With the approval of the Shift Supervisor, other programming can be viewed under special circumstances. The use of videotapes/DVD within the JJIC is restricted to approved movies with a rating not to exceed PG-13.

PROCEDURES

Television Use

Television use within the detention center is strictly monitored.

Programming outside the educational programming parameters can only be approved by the Superintendent of Residential Life. At no time will News Programming be authorized for viewing. This applies to all shifts, regardless of whether detainees are present on the unit or not. If the Superintendent of Residential Life or higher authority is unavailable, the Shift Supervisor on duty is authorized to give the necessary approval.

Television sets and radios are restricted to those provided by the JJIC in the locations in which they are positioned and may not be moved at any time.

Videotape and DVD Use

The Superintendent of Residential Life or higher authority must approve any videotape/DVD that is played within the detention center before its use. If the Superintendent of Residential Life or higher authority is unavailable, the Supervisor on duty is authorized to give the necessary approval.

Videotapes/DVDs that are rated higher than PG-13 or contain inappropriate sexual content, violence, or language will not be permitted under any circumstance.

No personal video devices are authorized in the detention center at any time.

Viewing of inappropriate material is prohibited even if no detainees are present on the unit at the time.

Movies rated PG-13 with educational, life skills, cultural awareness, or meaningful enrichment for the youth may be allowed; The Director of Human Service, Superintendents of Residential Life and/or Supportive Services have the authority to grant approval to screen movies rated higher than PG-13.

VIII – SECURITY RULES AND REGULATIONS

VIII.-1: SECURITY, CONTROL, AND CRISIS SITUATIONS

PURPOSE

To provide security for the New Orleans Community, to provide for the welfare, safety, and security of those youth held at the JJIC for future disposition, and to describe procedures to follow in the event of a crisis situation.

POLICY

It is the responsibility of the Department of Humans Services to develop safety and emergency management policies and procedures to deal with a wide variety of potential emergency events that might impact the safety and security of the JJIC. In providing security in a humane environment that will hold youth offenders accountable while promoting their success and rehabilitating them so that they may reenter society with a positive impact.

The emergency management policies and procedures shall be kept in a separate manual marked "Confidential Emergency Policy and Procedure." Copies of the manual will be kept in the Director's, Superintendents of Residential Life, Supportive Services, Security, and Building & Maintenance offices. Copies of the manual shall be kept in the offices of the Director of the Department of Human Services, Superintendents of Residential Life and Supportive Services, Security, and the members of the Department's Senior Management Team.

PROCEDURES

JJIC personnel must at all times maintain control and be awake and alert and ready for any disruption throughout the facility.

Authority and Responsibility during an Emergency

1. During an emergency situation at the JJIC, the Superintendent of Residential Life or highest-ranking staff member on duty shall have absolute and total authority for decisions made affecting the JJIC until relieved by a higher-ranking authority.
2. All staff shall be trained in emergency procedures annually.
3. These plans shall be reviewed annually and updated as necessary.

VIII.-2: SECURITY AND CONTROL MANUAL

PURPOSE

This manual has been prepared in order to provide a measure of uniformity, consistency, and clarity of the responsibilities of the staff of JJIC and sets forth the basic information technology security requirements for JJIC. In addition, these policies establish procedures for provision of a manual containing all the procedures for the JJIC's security and control and detailed instructions for implementing these procedures. This manual will be available to all staff. Any updates and revisions to this manual will be distributed when completed. It is the responsibility of the Superintendent of Security to ensure all department manuals are updated.

POLICY

There shall be a Policy and Procedure Manual located in both Control Booth of the JJIC and Supervisor's office so it is readily available to all staff involved in security and control. This manual shall be reviewed at least annually and updated as necessary.

PROCEDURES

The following procedures and instructions shall be contained in the Policy and Procedure Manual:

- Area Inspections
- Youth Counts
- Tool and Equipment Control
- Emergency Procedures
- Activities and Recreation
- Rules and Discipline
- Contraband
- Key Control
- Programs
- Detention Rules
- Other

The Policy and Procedure Manual shall contain information appropriate for the areas of each Department and a copy of the Policy and Procedure manual shall be located in each Control Booth for Security to reference.

VIII.-3: PERSONAL PROPERTY INVENTORY

PURPOSE

The purpose of collecting and inventorying all youths' personal property upon admittance to the facility is for the safety of staff and youth and to protect private property, reduce or prevent false claims for lost or stolen property, and protect people and property from any hazardous condition or instrument involving a youth's personal property. By completing a detailed Property Receipt, and having each youth sign, all property may be accounted for and safely and securely stored.

POLICY

All juveniles entering the JJIC will have all personal property collected and inventoried. All youth shall be thoroughly searched and shall not be permitted to retain personal property of any kind on their person. The property will be collected as outlined in Procedures.

PROCEDURES

Property Collection

All personal property removed from a youth upon intake, with the exception of any clothing they are wearing, shall be inventoried on the JJIC Personal Property Form and logbook and placed in a clear property bag and secured with a numbered zip tie.

The numbered zip tie is noted in the Property Inventory. The sealed, clear property bag is stored in the locked property room of the JJIC pending either the release of the child or his/her transfer to another court-ordered facility placement.

All personal clothing of a detainee being admitted will be searched before being placed in a property bag.

Clothing shall be inventoried by the Juvenile Detention Counselor conducting the youth's intake. The clothing inventory shall be documented on the JJIC Personal Property Form prior to being placed in a property bag and secured in the detention unit property room.

Youth are to have ALL personal clothing collected prior to ANY detention clothing being issued. Youth will be standing totally nude prior to any detention clothing issuance (to prevent contraband being hidden with detention-issued clothing.).

Youth completing the intake shall then be showered, issued a JJIC detention uniform, and assigned to a room on the appropriate detention unit.

When a youth has been committed to the custody of the Department of Children and Family Services (DCFS), the Office of Juvenile Justice (OJJ), or the Orleans Parish Justice Center (OPJC), the youth's personal effects will accompany him/her upon release.

Note: Precautions should be taken to see that all medication is forwarded with the youth upon release. Proper Medical Medication Release form should be signed and dated.

Receipt of Money

All money twenty-five dollars (\$25.00) and above will be deposited in the overnight safe and will be sent to the Juvenile Court Clerk's office for storage until claimed by the proper party.

A numbered Juvenile Court Receipt will be completed, in full, indicating the denomination quality, date, and total amount of money date, and the youth's name.

All money under twenty-five dollars (\$25.00) will be placed in the detainee's sealed, clear property bag and stored with the youth's property.

Return of Property

When a detainee has been approved for release, all property will be returned in the following manner:

1. The youth shall collect all JJIC-issued property from his/her room and the releasing Detention Officer will inspect the youth's room for any damage and report as required.
2. The youth shall change into his/her own clothing.
3. Prescription medication shall be given to the releasing youth's parent, guardian, or other authorized person to whom the youth is being discharged.
4. The youth will check all returned property and sign the JJIC Personal Inventory Form Property Sheet.

The JJIC Personal Inventory Form Property Sheet shall be retained for a period of not less than thirty (30) days after the youth has been released.

Any property not redeemed within six (6) months after release will be discarded.

VIII.-4: SECURITY SEARCHES AND CONTRABAND CONTROL

PURPOSE

To ensure the proper order, security, and safety of all youth and staff at the facility through the proper conduct of searches. Searches are done by staff to prevent the introduction of weapons and contraband into the facility and pursuant to applicable statutes and standards. Although control of these items is essential to maintain order and security, the need does not justify unrestricted searches of youth and their property.

POLICY

JJIC security personnel shall conduct searches to maintain the safety and security of the facility and operations. Searches shall be conducted in a professional manner so as to avoid harassment, indignity, embarrassment, and unnecessary force.

DEFINITIONS

Contraband – Any item not issued by the JJIC or authorized by the administration, an unauthorized amount of a permitted item, or any permitted item converted to something other than its original purpose.

Search – A thorough physical examination of a specific person, property (including all baggage, bags, or any other property in possession at entry), or area.

Pat-Down – A detailed non-intimate search that consists of a head-to-toe search and the removal of some clothing items such as shoes and socks.

Frisk – A search using a handheld metal detector.

Strip Search – Search that requires a youth detainee to remove clothing and apparel.

Body Cavity Search – An intimate examination of a detainee that can only be conducted by medical personnel.

Cross-Gender Search – A search of a detainee by an employee of the opposite sex from the detainee.

PROCEDURES

Youth Searches

1. A staff member of the same sex as the youth being searched conducts all searches.
2. The staff member should inform the youth that a comprehensive search is about to occur before initial start of search.
3. The youth may be uncomfortable or frightened when being touched by an adult. Therefore, it is imperative that the staff members take ample time to explain the process of the search to the youth and answer any questions he/she may have before beginning the search.
4. Many youths are uncomfortable and/or embarrassed when another person touches them. The staff member should do his/her best to set the youth at ease. The youth should not be touched any more than is necessary to conduct a comprehensive search.

5. It is extremely important that the staff member take special consideration of the youth's physical age and level of maturity when conducting a search of a youth.

Searches of detainees are only conducted for specific purposes and are conducted in such a way as to avoid embarrassment or indignity to the detainee. Search of a transgender or intersex youth to determine the youth's genital status is prohibited. The detainee shall be separated from the population for privacy and to ensure that contraband is not transferred. All cross-gender searches are prohibited. If it becomes necessary due to exigent, urgent, requiring immediate attention circumstances, it will be documented and justified in the unit search log. Two Juvenile Detention Counselors or Supervisors of the same gender as that which the youth who is the subject of the search identifies with, are to be present for any type of search.

The below listed situations require that the detainee be searched whenever they occur with no exceptions:

1. Youth entering JJIC from the sally port (pat search and frisk search).
2. Youth Detention Unit for admission to the facility (same-sex strip search).
3. After every Court appearance prior to being permitted back onto the Detention Unit (pat search or strip search).
4. After every visit with the probation counselor, medical personnel therapist, attorney, etc. (pat search).
5. After visitation prior to being permitted back onto the Detention Unit (pat search or strip search).
6. Anytime a detainee has left the JJIC secure facility for any reason.
7. All youth detainees brought to JJIC will be strip searched by the intake Juvenile Detention Counselor of the same sex prior to being placed in a holding room. Youth will be advised of the search prior to commencing the search. Without exception, before beginning the search, staff will put on latex examination gloves.

Frisk Search Procedures

1. Preparation
 - a. When using a handheld metal detector, first test the unit by moving it over a metal object on your person (e.g., watch, jewelry, pen, or other metal object) before scanning a person. A properly working unit emits a different tone when it is moved over a metal object.
 - b. When scanning a person, scanner should be held 1/2 inch away from area being scanned.

2. Procedure
 - a. Have the youth remove all objects from pockets; put them where the youth can't reach them.
 - b. Have the youth remove shoes and socks.
 - c. Have the youth stand facing you with arms extended out to their sides.
 - d. Move hand scanning unit over the youth's head.
 - e. Move hand scanning unit across the youth's arms.
 - f. Move hand scanning unit up and down the front of his/her chest.
 - g. Move hand-scanning unit up and down person's legs and feet, having them lift the foot, making that staff go between the legs up to the groin area.
 - h. Have the youth turn around so their back is facing you with arms extended outward.
 - i. Move hand scanning unit across back of the youth's arms.
 - j. Move hand scanning unit up and down the youth's back and buttocks.
 - k. Move hand scanning unit up and down the youth's legs the youth, they person, the person shall be required to remove (if possible) or reveal the object in question.

Pat Search Procedures

1. Preparation
 - a. Request the youth surrender any contraband he/she may have.
 - b. Have the youth face the wall and place his/her palms on the wall in a leaning position.
2. Procedure
 - a. Check the youth's hands, opening fingers and rotating wrist with arms extended.
 - b. Check contents of shirt pockets and pants pockets by squeezing the material of the shirt and pants pockets.
 - c. Run fingers around shirt collar and check ears, hair, nose, and any cast or bandages that may be present.
 - d. Have the youth detainee open his/her mouth and check under tongue, between lips and gums, and behind teeth.
 - e. Squeeze the material of clothing on both arms from shoulder to hand, including under armpits.
 - f. Squeeze the material of clothing on upper body torso front and back, and around the waistband of the pants.

- g. Squeeze the material of clothing from waist to ankles outside clothing, including buttocks, outside and inside of legs, and crotch. Check cuffs and seams.
- h. Have the youth remove shoes and socks and lift one foot at a time and turn socks inside out.
- i. Check ankles, feet bottoms, and between toes.

In the event there is compelling evidence that a youth has some contraband, but it was not located with the frisk or pat down, the Superintendent of Residential Life, Superintendent of Supportive Services, or designee must be contacted for written permission to proceed with a strip search. The written permission is noted in the youth file and on the shift log.

Strip Search Procedures

1. Preparation
2. Procedure
 - a. Have the youth remove everything from his/her pockets.
 - b. Have the youth remove shoes and socks.
 - c. Have the youth remove all clothes from top down.
 - d. Once the youth is completely nude, have the detainee to spread arms out to side away from the body with the palms facing you and spread legs to shoulder width apart.
 - e. Have the youth turn around and lift arms above head.
 - f. Conduct a visual search of all areas of the body as they are exposed.
 - g. Check the mouth, ears, nose, and behind the ears.
 - h. Have the youth lift their hair or run their fingers through their hair.
 - i. Once the visual search is complete, have the youth dress from bottom to top.

In the event a further search is indicated in the way of a body cavity search, the Juvenile Detention Counselor must contact the Shift Supervisor, who may determine that a body cavity search is needed. The Shift Supervisor shall secure authorization from the facility Director who will refer the detainee to the appropriate medical personnel. All body cavity searches will be referred to the Facility Medical Center.

Body Cavity Search

A body cavity search must be authorized by the Director or designee and will be done only when there is strong probable cause that contraband or other prohibited material will be found.

Only authorized medical staff shall perform the body cavity search.

Use of X-ray, instrument, or surgical intrusion (including colon scope or vaginal speculum) shall be done for medical reasons only and must be authorized by a medical doctor.

Manual or instrument inspection of body cavities shall be fully documented by medical staff. Copies of the documentation will be sent to the juvenile's master file, the Superintendent, and the Assistant Superintendent.

Room Searches

1. Any Juvenile Detention Counselor or Grounds Patrol Officer may conduct a room search at any time. It is advisable to have more than one Juvenile Detention Counselor present, especially if contraband is expected to be found.
2. When searching a room, Counselors are to make sure that the youth is secure and cannot harm staff.
3. When searching the room, be sure to utilize a flashlight and mirror. Check under the mattress and pillow by removing them from the bunk. Turn them over to make sure nothing is under them.
4. Check both the mattress and pillow for tears or rips. Feel for objects inside the mattress or pillow cover.
5. Shake out the blanket and sheet.
6. Check under the toilet/sink (utilize the mirror/flashlight combination) and look inside the toilet bowl.
7. Check in the vents in the door and in the wall above the door.
8. Check the light fixture and sprinkler (look closely for damage).
9. Check the mirror. Make sure nothing has been jammed behind it.
10. Check the window ledge if the room is so equipped.
11. Check behind the support pole if one is present.

Search of Visitors

Visitors will be required to present handbags and briefcases for inspection by detention center staff.

Visitors will be searched with use of a metal detector wand.

Staff may deny admission to the detention center when they believe there is probable cause that a visitor may be concealing a weapon or contraband or refuses to permit the security check.

A pat-down search of visitors shall only be done if there is strong probable cause that the visitor is concealing contraband or a weapon. No search more extensive in scope than an electronic device or pat-down shall be performed on visitors.

Area Searches

Staff members assigned to a living unit on an irregular schedule performs searches of the living unit, showers, and juveniles' room. At a minimum each staff member assigned to the living unit will conduct four (4) random room searches during his/her assigned shift.

Searches should be done systematically by beginning on one side of the room and moving around the room, inspecting the entire area, checking all light fixtures, windows, sinks, toilets, bedding, mattresses, and any personal items such as books (including bibles), magazines, letters (except legal correspondence), and writing journals. All personal clothing shall be carefully searched for contraband.

If the mattress is torn, it should be searched then removed from the juvenile's room and he/she should be given a new mattress. Youth's personal property shall be respected and not willfully discarded, broken, or misplaced.

Immediately before and after visiting hours, the staff member assigned to the visiting area must conduct a thorough and systematic search of the area for contraband. Youth shall not be permitted in the area until the search is completed.

Contraband Procedures

Items Identified as Contraband

Weapons: Firearms, ammunition, knives of any size, Tasers, saws, box cutters, mace, handcuffs, brass knuckles, chains of any size, ropes, cords, clubs, chemical and/or poisonous agents, or explosives.

Unauthorized Medications: Prescription medications (including inhalants), over-the-counter medications, vitamins or supplements, herbal remedies, unmarked or unidentified powders or liquids, dried plant material.

Alcohol and Drugs: Any type of alcohol or items containing alcohol; all illicit/street drugs or drug paraphernalia of any type.

Sharp Objects: Knives of any size, razors, razor blades, scalpels, scissors, metal combs/picks, mirrors, mirrored compacts, nail clippers, metal nail files, cans, can openers, ice picks, corkscrews, screwdrivers, hammers, or any other tools, sewing needles, craft needles/hooks, paper clips, safety pins, staples, tacks, pencils, pens that unscrew and have springs, wire ties, plastic silverware, plastic plates, or any other sharp or pointed object that could inflict harm.

Unauthorized Tobacco: Cigarettes, cigars, chewing tobacco, snuff, nicotine replacement products (patches, gum), pipes, rolling paper, lighters, lighter fluid, matches, or any other tobacco products.

Food and Drink: Visitors are prohibited from bringing the youth food or drinks.

Unauthorized Containers: Any glass, metal, wooden, or aerosol container; plastic bags.

Unauthorized Hygiene Items: Metal nail files, nail clippers, tweezers, razors, razor blades, scissors, safety pins, hairspray, mirrors, compacts with mirrors, curling irons, flat irons, hair dryers, hair clippers, metal combs or picks, combs with sharp tails, wigs, hairpieces or hair accessories with metal parts, dental floss, and chemicals to dye, highlight, relax, or perm hair. Linens, pillows, and stuffed animals.

Unauthorized Clothing: Nylon stockings/pantyhose, scarves, belts, heavy shoes, boots, steel-toed footwear, high-heel shoes, short shorts, cropped tops, overly tight or obscene clothing items, drawstrings, suspenders, robe sashes, cords, shoelaces, ribbons, headbands, sunglasses, chain necklaces, heavy gauge link necklaces/bracelets, dangling earrings, key chains, tongue or facial piercings, and clothing hangers.

Unauthorized Bags and Purses: Any type of bag or purse, backpacks, briefcases, luggage, and umbrellas.

Unauthorized Keys and ID: Keys, wallets, forms of identification, credit cards, debit cards, EBT cards, checkbooks, jewelry, non-prepaid telephone cards, and legal documents.

Unauthorized Cash: Individual client possession of cash.

Unauthorized Mobility Aids: Crutches, canes, walkers, and wheelchairs. These items may be given to clients, as per physician's order.

Unauthorized Audio/Visual: Cameras, video cameras, cellular phones, pagers, PDAs, BlackBerry devices, laptop computers, iPods, MP3 players, DVD players and DVDs, CD players and CDs, cassette players and cassettes, headphones with wires, Game Boys, radios, typewriters, portable TVs, electrical appliances, or any electrical items with cords.

Unauthorized Sewing and Craft Items: Sewing kits, sewing needles, knitting needles, craft needles, seam rippers, crochet hooks, latch hooks, tacks, safety pins, glue, or any art supplies or craft items used outside of therapeutic groups.

Unauthorized Recreational and Sports Items: Board games, balloons, pool sticks, bats, any type of ball, Frisbees, jump ropes, exercise bands, or any other type of recreational, sports, or fitness equipment/items used outside of therapeutic groups.

Unauthorized Reading and Writing Materials: Pencils, pens that unscrew and have springs, spiral notebooks, books/magazines with staples, explicit/provocative/pornographic books or reading materials/pictures, staples, paper clips, tacks, permanent markers.

Approved Items Allowed for Youth

Reading and Writing Material: One (1) Flexi pen and pencil, two (2) sheets of writing paper (should be collected by staff upon the completion of material or assignment, no envelopes).

Clothing (only one pair of each item): Shirt, shorts, socks, underwear, sweater, jumper, pair of slides, pair of tennis shoes, dark blue sheet, light blue sheet, gray blanket.

Hair Care (only one per unit): Hairbrush or comb.

Bedding: One mattress, unless approved by medical professional.

Pictures (4 maximum): Family and friends (no group gang pictures).

Books (4 maximum): Religious books, Bible, or Quran; others not listed as unauthorized.

Certificates: School accomplishment and JJIC certificate.

Snacks: Dietary (must be disposed of daily), snacks bought from school store (must be disposed of before next store visit or following Friday, whichever comes first).

Disposition of Contraband

Whenever conducting a search and drugs or a weapon are discovered, a Juvenile Detention Counselor must immediately turn the contraband over to the Superintendent of Residential Life or designee and notify the New Orleans Police Department and have additional charges filed.

Articles that are considered contraband if taken into the detention center shall be placed in an envelope and forwarded to the Security Manager. The following procedure is to be followed when contraband is found and confiscated:

1. All contraband discovered during searches will be confiscated and given to the Shift Supervisor.
2. An Incident Report must be written describing the contraband and stating when and where it was found. The report and contraband will be forwarded to the Juvenile Detention Counselor Supervisor.
3. The handling of illegal material is kept to a minimum to preserve the chain of custody for evidence.

The Shift Supervisor is responsible to take the following steps upon receipt of contraband:

1. Place the substance in an envelope and seal it.

2. On the front of the envelope in the upper left corner, indicate the Juvenile Detention Counselor's name, date, time, and location where the contraband was found (on the youth, in the room, etc.).
3. On the front lower right corner, indicate the youth's name and the items enclosed.
4. On the back of the sealed envelope, place the Juvenile Detention Counselor's initials and the time directly across the seal so that the initials cross both the flaps and the lower part of the envelope.

Security Manager
10/02/19 9:30 am
Prep. Room

John Doe
Roach
Clip Mat.
Marij. Cig.

5. Place a strip of tape over the entire seal, from one side of the envelope to the other.
6. This evidence or items should then be given to the Security Manager. If the Manager is not at the facility, the evidence shall be given to the Grounds Patrol Officer working at the Control Room, the Security Manager shall be notified by telephone and documentations of the call be made in the Control Room Log.
7. JJIC will forward all confiscated articles to the Security Manager. Drugs may be forwarded to New Orleans Police Department Crime Lab for analysis, at the request of the Police Officer.
8. The JJIC will destroy all confiscated contraband not returned to the youth, youth's parents, or forwarded to other authorities, after sixty days.

VIII.-5-: FILING DELINQUENT CHARGES WHILE IN DETENTION/DAMAGE REPORT AND REPAIR

PURPOSE

To establish a clear, concise procedure to follow whenever a youth commits a delinquent act while detained in the JJIC.

POLICY

It is the responsibility of all staff assigned to the JJIC to document any and all delinquent behavior of youth or conduct that results in disruption of normal department routine, damage to any facility property, or injury to other youth or staff while being detained in the detention center.

PROCEDURES

Serious Incident Reports

Anytime a youth's conduct results in damage to the facility or any facility property, or injury to other youth or staff, a Serious Incident Report must be completed by the end of the shift by the Juvenile Detention Counselor(s) involved and/or witnessing the incident. The completion of a Serious Incident Report must be entered in the youth's file in FAMCare and copies sent to the Security Manager and Superintendent of Residential Life and assigned Facility Social Worker.

Note: Any specific threats made by a detainee toward any staff member will be documented and brought to the attention of the Supervisor immediately.

Delinquent Charges While in Detention

Anytime a youth's behavior results in an injury to other youth or staff or significant damage to property, then delinquent charges may be filed on the youth by the Security Manager and/or the Superintendent of Residential Life or designee. The following procedure will be followed:

1. Juvenile Detention Counselors on duty who witness the incident will complete a Serious Incident Report and submit it to the Shift Supervisor.
2. The on-duty Shift Supervisor will complete an Incident Report and submit it to the Security Manager and the Superintendent of Residential Life.
3. The Security Manager and the Superintendent of Residential Life will review the documentation, including reviewing the video footage of the incident if available, and if appropriate contact the New Orleans Police Department to file charges.
4. Any incident resulting in injury to youth or staff requiring medical attention will result in the filing of delinquent charges.

Damage Report and Repair

It shall be the responsibility of the Juvenile Detention Counselor to immediately file a maintenance/repair request in the facility's FMX system and send a copy of the report to

the Facilities Department. The Superintendent of Building & Maintenance is responsible for ensuring maintenance and repair requests are responded to within 48 hours of receipt.

If a Juvenile Detention Counselor discovers any damage to the building (including scratches, writing, or drawing on the walls), to the furnishings, or to the equipment, they shall immediately report such damage to the Shift Supervisor on duty in his area.

The Shift Supervisor shall enter the damage report in the facility's FMX system and send a copy of the report to the Superintendent of Building & Maintenance. Maintenance staff shall inspect the damage, estimate and record the cost of repairs, and proceed with the necessary repair work, consulting the Superintendent of Building & Maintenance as necessary.

The Superintendent of Building & Maintenance shall forward a copy of the report to the Superintendent of Supportive Services, who will contact the parents or guardian of the youth who is responsible for the damage and discuss payment in compensation for the necessary repairs.

VIII.-6: EMERGENCY EVACUATION PLAN

PURPOSE

The purpose of this plan is to provide for the orderly evacuation of the JJIC, 1100 Milton St., New Orleans, LA 70122. The Emergency Evacuation Plan will establish procedures and affix responsibilities, which become effective in the event of a fire or other emergency for all detention personnel. All building occupants share in the responsibility of providing a "Fire Safe" atmosphere by being constantly vigilant in preventing fire hazards and initiating prompt and efficient action in the event of a fire or other emergency.

POLICY

In order to ensure the safety of employees and youth of the JJIC, the following procedures will be followed in case of fire or need for evacuation. The Superintendent of Residential Life and Superintendent of Building & Maintenance will ensure that each shift within the JJIC has an emergency evacuation drill monthly and document dates of said drills, participating staff, and results. In emergency fire and evacuation conditions, the responsibility to safeguard employees' and youths' lives overrides the primary responsibility of security. Security, although still a major concern, will not be cause to unreasonably jeopardize an employee or youth's life. Exact evacuation routes for each detention area shall be posted and followed implicitly, the only exception being when fire or explosion blocks the designated exit. In that event, Juvenile Detention Counselors will direct all youth to the alternate exit plan as diagramed on the evacuation placard.

PROCEDURES

This plan sets forth the specific responsibility for each group of people involved in a safe and speedy evacuation, should this become necessary.

Central Detention Control

The Security Manager serves as the Emergency Response Team Administrator.

At the sound of an alarm, the Shift Supervisor on duty, who by virtue of his/her position is a member of the JJIC's **EMERGENCY RESPONSE TEAM (ERT)**, will immediately take over the Control Booth and remain at that station until the alarm has cleared.

The Shift Supervisor will immediately notify the Security Manager and will serve as the lead for the emergency response until the Security Manager arrives at the scene.

The Control Booth Operator (CBO) shall print an Emergency Population Report

The Shift Supervisor will advise all detention personnel to switch to their radios to Channel 3.

The Shift Supervisor will dispatch one person to the location of the alarm to determine and report its origin (good or false alarm). One person will be dispatched to the lobby

of the JJIC on Milton Street to wait and assist incoming emergency personnel in the location of the alarm or fire.

Any youth being held in holding cells shall be lined up at the designated emergency exit door. A Juvenile Detention Counselor shall perform a formal count and report to the Shift Supervisor and intake ensure all holding cells are clear.

The Shift Supervisor will receive and confirm a formal count from Boys' and Girls' Detention Units as well as the holding cell areas.

The Shift Supervisor on duty in the absence of a higher authority will issue the evacuation command after it has been determined that one is necessary. No movement will be made until this notice is given, except in cases of immediate danger.

All JJIC staff will stay in the area and await orders from the Shift Supervisor on duty. The following persons will be notified of the alarm situation.

No alarm will be silenced until the Fire Department or other emergency personnel has given approval. No alarm will be reset without the approval of the Fire Department or other appropriate Emergency personnel. No one will be allowed in the building or to return to the building until approval has been given by the Fire Department or other appropriate emergency personnel.

Emergency Evacuation Procedures for Detention Center Units

In case of fire or any emergency that might endanger the lives of persons in the JJIC, officers on duty shall immediately take the following actions:

- Notify the Security Manager and Superintendent of Residential Life of the emergency.
- Print an Emergency Population Report.
- Request that all Juvenile Detention Counselors switch to Channel 3 (JVBLF) on their radios (emergency channel) and stand by for instructions.
- Release all detainees from holding rooms, checking to see that the rooms are clear.
- Release all detainees from their secure rooms.
- Line all detainees up at the designated emergency exit door.
- Conduct a formal count and confirm with the Supervisor on duty.
- Stand by for evacuation; no movement will be made until the location of the fire or other emergency has been determined, except in case of immediate danger.
- All Juvenile Detention Counselors will report to their assigned post in the event of an alarm. They will stand by for further instructions from the Juvenile Detention Counselor Supervisor or Security Manager.

Evacuation

Intake

The Juvenile Detention Counselor Supervisor responsible for intake will verify the number of youths in the holding cells and will immediately stop processing any admits or releases until the completion of the emergency has been cleared. The total number of youths in process will be relayed to the Juvenile Detention Counselor Supervisor.

Residential Units

Remove all youth from their individual rooms. One Juvenile Detention Counselor Supervisor per will check all rooms and close doors. They will report to the Juvenile Detention Counselor Supervisor after all rooms have been cleared. They then will take positions for further instructions. All detainees will line up in front of primary emergency exit doors. A formal count will be conducted by the Juvenile Detention Counselor IIIs on the scene, and the total number will be reported to the Supervisor in Central Detention Control. When the Shift Supervisor on duty gives the go-ahead to proceed with the evacuation, all detainees from will proceed through emergency exit doors to the Sally Port unless otherwise directed by the Shift Supervisor on duty.

The officer in the Control Booth (CBO) will be the last person to leave the area, along with the logbook and an Emergency Population Report.

Dining Facility

All detainees will line up in front of the hallway door, and the Juvenile Detention Counselor present will conduct an informal count and relay the total number to the Shift Supervisor and wait for the evacuation call. If evacuation is required, then evacuate through the emergency exit doors to the Sally Port.

A formal count will be conducted in the sally port upon arrival of all detainees from the various evacuation points, ensuring all are present. The formal count will be called in to the Shift Supervisor in Central Detention Control for confirmation.

VIII.-7: BOMB THREATS

PURPOSE

To establish a clear, concise procedure to follow whenever there is a bomb threat to the secure detention facility.

POLICY

It is the responsibility of all staff assigned to the JJIC to be aware of, and comply with, the procedures identified in responding to a bomb threat.

PROCEDURES

The following procedures will be followed in the event a bomb threat is received by the Courts or Juvenile Justice Intervention Center:

JJIC staff will notify NOPD and relay the information and inform the Security Manager or designee as well as the Superintendent of Residential Life and Juvenile Detention Counselor Supervisor on duty.

Telephone Bomb Threat

Specific instructions for the person receiving the bomb threat call:

1. Immediately write down all information given by the caller.
2. Record the exact time the call was received.
3. Remain calm and attempt to get all possible information by asking the caller the following questions:
 - When will the bomb go off?
 - Where is it located?
 - What kind of bomb is it?
 - Where is the caller now?
 - What is your name and address?
4. While attempting to obtain the maximum information from the caller, be alert to any pertinent information, such as the sex of the caller, approximate age, voice characteristics, speech, accent, manner, and background noises such as traffic, music, voices, airplanes, etc., that may be beneficial in locating the origin of the call.
5. Notify the Police Department, giving all possible information.

The decision about evacuation will be made in consultation with the police.

After the bomb threat is received, the youth will be taken to their assigned detention rooms immediately and secured. Under no conditions are they to be informed or alarmed over the threat by the actions of the staff.

Exterior searches will be conducted starting with the areas nearest the detention facilities and those areas that present the greatest danger to the youth.

If any strange items are found in the areas that would present a danger to the youth, and it is determined that the youth should be moved into a safe area, the Evacuation Plan will be followed. The Security Manager will determine this.

All reports will be recorded in memo form and action taken should be indicated.

VIII.-8: CONTROL OF HAZARDOUS MATERIAL

PURPOSE

To describe procedures required for the control and use of hazardous materials, such as flammables, toxics, and caustic materials.

POLICY

It is the policy of the JJIC to enact controls on all flammable, toxic, and caustic materials to ensure the safe operation of the facility.

DEFINITIONS

Caustic Material – A substance with the capability to burn or corrode body tissue or to destroy or eat away by chemical reaction.

Toxic Material – A substance with the capability to, through chemical reaction or mixture, produce possible injury or harm to the body by entry through the skin, digestive tract, or respiratory tract (e.g., zinc, chromed paint, ammonia, chlorine, antifreeze, herbicides, and pesticides), with toxicity dependent on the quantity of material or substance absorbed, and the rate, method, and site of absorption. Substances which can be poisonous if inhaled, swallowed, injected, or absorbed into the body.

Flash Point – A minimum temperature at which a liquid will give off sufficient vapors to form an ignitable mixture with the air near the surface of the liquid or within the vessel used.

Flammable Liquid – A substance having a flash point below 100 degrees Fahrenheit (37.8 degrees Celsius) and classified as a class 1 liquid.

Combustible Liquid – A substance having a flash point at or above 100 degrees Fahrenheit and classified by flash point as a class 2, 3A, or 3B liquid.

Fire and Safety Inspector – An Employee(s) designated by the Director of the Department of Human Services who has completed the required certification and training.

Flammable Material – A substance with a flash point below 100 degrees Fahrenheit (37.8 degrees Celsius) classified by flash point as Class I liquid. Any liquid, gas or solid, which will ignite easily and burn rapidly.

Hazardous Material – Any liquid, powder, gas, or crystallized substance which has the potential to alter mind processes or physical sensation, or to cause injury or death either directly or indirectly.

PROCEDURES

The Director of the Department of Human Services will designate a person or persons as Fire Safety Inspector(s).

Procurement of Hazardous Material

Employees will make every effort to replace hazardous materials with products less likely to cause accidental harm or be abused or misused in a detention setting.

Employees involved in the purchase or use of the following products will exercise special care:

Gasoline	Insecticides
Lye	Caustic Acids
Anti-Freeze	Yeast
Explosive	Cleaning Fluids Pharmaceuticals
Paint and Paint Thinners	Flammable Materials
Poisonous Substances	Sanitation Chemicals

Proper Labeling and Inventory

All containers of hazardous chemicals entering the workplace from suppliers must be properly labeled with the identity of the hazardous chemical, appropriate hazard warnings, and the name and address of the manufacturer or distributor.

Use of Flammable Materials

Where flammable liquids are used, proper ventilation shall be provided.

Under no circumstances shall gasoline be stored in the detention center or used for cleaning.

Commercial solvents, cleaning liquids, or kerosene with a flash point above 100 degrees Fahrenheit shall be used and stored properly.

Youth shall not have access to or use any of the items listed above, nor any other materials determined hazardous by the Maintenance Engineer.

The issuance of flammable, toxic, or caustic materials will be restricted to authorized medical personnel, Food Services personnel, approved detention center staff, and the Fire Safety Inspector(s).

All personnel taking items from the secure Hazardous Material Cabinet will be required to check them out on the inventory control log located inside the secure cabinet.

Hazardous Material Control

Materials shall remain under constant staff control and supervision.

Where indicated, proper protective equipment, e.g., rubber gloves and eye protection, will be used.

The materials will be properly stored at all times, as follows:

- Flammables will be stored in the secure Hazardous Material Cabinet
- All materials shall be stored in locked and ventilated storage rooms not accessible to youths.
- Paint or solvent rags shall be kept in the Maintenance Department

under the supervision of the Superintendent of Building & Maintenance.

- All materials shall be stored away from food items.
- Materials shall be stored away from exposure to water, sunlight, heat, flame, or sparks.
- Empty containers shall be destroyed or disposed of according to container labels.
- Any incidents, e.g., missing materials, injuries, spills, etc., of hazardous materials shall be reported immediately to the Superintendent of Building & Maintenance and the Fire Safety Inspector(s) by way of the Incident Reporting Process.
- Each storage area contains a toxic/caustic or flammable dispensing and inventory log.
- Each log is equipped with a Material Safety Data Sheet (MSDS) for the material to be stored or issued. These logs are checked at least monthly by the Fire/Safety Inspector(s), for discrepancies and actions taken, as needed, to comply with this policy.
- No toxic, caustic, or flammable substances are issued to a detainee unless the logbook is completed, the detainee is under constant supervision by qualified staff person and proper safety equipment is used.

Fire Safety Inspector

The Fire Safety Inspector(s) will:

- Maintain control and accountability of all flammable, toxic, or caustic materials used throughout the JJIC.
- Upon receipt of delivery and completion of the inventory, store all hazardous materials in the secure Hazardous Material Cabinet in the secure environment closet.
- Inspect all storage areas on a monthly basis for the proper storage and control of flammable, toxic or caustic materials.

All items stored in the secured Hazardous Material Cabinet will be inventoried monthly on the Monthly Hazardous Material Inventory Log.

Access to the secure Hazardous Material Cabinet will be controlled by the Shift Supervisor and the Fire Safety Inspector(s).

Deficiencies will be reported to the Chief Operating Officer.

Material Safety Data Sheets (MSDS)

The Fire Safety Inspector(s) will require that suppliers and/or manufacturers of all hazardous materials purchased by the facility provide Material Safety Data Sheets for

such materials before those materials are accepted. All utility closets of the facility where hazardous materials are stored contain MSDS.

The Fire Safety Inspector(s) will request MSDS from all suppliers and/or manufacturers of hazardous materials found on the premises, which do not have current MSDS available. All hazardous materials for which MSDS are not available, and cannot be obtained, will be removed from the premises and their use terminated. Substitute products for which MSDS are available will be used.

Copies of each MSDS will be kept in the Environmental Closet, on all detail carts and in any areas where these items are used. All personnel will be kept informed of the locations of MSDS and will be encouraged and provided the opportunity to frequently review MSDS relating to the materials they routinely handle and/or are exposed to.

Youth Contact with Hazardous Material

Should a youth come in contact with any toxic, caustic, or flammable material in any way that could harm, i.e., ingestion, eye, skin contact, or vapors inhaled, the Juvenile Detention Counselor with the youth shall immediately bring the youth to the medical clinic at the JJIC

Employee Training/Personal Responsibility

All employees must be trained if they use hazardous materials and/or hazardous chemicals in the workplace. Upon initial Pre-Service Orientation, employees shall be advised and trained by the Fire Safety Inspector(s) or other appropriate/qualified instructor in the control of hazardous materials.

This training shall include:

- Explanations of what hazardous materials are.
- Physical and health hazards of the chemicals in the workplace.
- Measures employees can take to protect themselves from these hazards. Explanation of Materials Safety Data Sheets (MSDS).
- Explanation of container labeling requirements.
- Identity of workplace operations where hazardous materials are present. Details of the availability of the MSDS inventory.

It is the responsibility of each employee using any hazardous substances to follow all necessary safety precautions. Wear personal protective equipment when necessary and report all hazardous spills as previously indicated. The protection of life, property and the environment depend on it.

Follow-up training for all employees is required anytime the hazards within the facility change and/or it is determined that a regular review should be conducted.

Storage Facilities for Flammable and Explosive Items

National Fire Protection Association (NFPA) requirements shall be closely observed in the storage of flammable liquids. Variances may occur due to detention center and program codes and regulations. Any variances must be approved in writing by the Fire Safety Inspector.

Flammable liquids shall be kept in covered containers when not in use and shall be limited in quantity when located outside of a fireproof storage room or cabinet.

Inside a building, flammable and combustible liquids shall be drawn from or transferred into containers through a closed piping system, e.g., from safety cans with an approved self-closing system.

Inside storage rooms for flammable and combustible liquids shall be of fire-resistant construction, have self-closing doors (fire doors) at all openings, four-inch sills, four-inch depressed floors, a ventilation system that provides at least six air changes each hour within the room, and electrical wiring approved for use in hazardous locations.

Outside storage areas shall be protected against tampering or trespassing and shall be kept free of weeds, debris, and other combustible materials not necessary to storage.

Poisonous material shall be stored in securely constructed containers inside locked rooms and be available for use only to staff members authorized by the Maintenance Engineer.

Special containers/safety cans shall be provided for flammable liquids, and self-closing metal containers shall be used for cloths used with flammable liquids. In the event that rags or other materials are used to clean up spills of combustibles, they shall be immediately removed and disposed of in the appropriate container(s) located away from living quarters.

Other combustible refuse will be deposited outside the detention center in a receptacle designated for that purpose.

Inventory Control

The Maintenance Engineer is responsible for defining caustic, poisonous, flammable, hazardous fluids, substances, or chemicals that they may come across or be aware of in the detention center or its immediate area. These substances shall never be stored in any area accessible to juveniles.

The detention center shall keep an inventory of all types and amounts of these substances.

A copy of this inventory shall be forwarded to the Superintendent of Building & Maintenance on the first day of each new quarter, beginning January 1.

A designated fire and safety coordinator (Maintenance Engineer) shall inspect all storage areas and inventories weekly, note any discrepancies, and report them to the Superintendent.

A Material Safety Data Sheet (MSDS) describing properties, safe handling, and health hazards is available for chemicals stored in the detention center. The Maintenance Engineer is responsible for maintaining an accurate and up to date MSDS on each chemical used in the center.

VIII.-9: ESCAPES

PURPOSE

In order to provide procedures in the event of an escape/loss of custody of a youth from the JJIC.

POLICY

It is the policy of JJIC that detention personnel will exert every effort to prevent escapes from the facility. If an escape does occur, the facility shall take immediate steps to locate and recover the youth(s), including notification of law enforcement agencies and the appropriate administrative personnel as outlined in the reporting procedure of this policy.

PROCEDURES

Direct Staff Responsibilities

Should an escape become known to (or suspected by) any staff person, the following steps will be taken:

1. The person becoming aware of the escape will notify the Juvenile Detention Counselor Supervisor.
2. Upon receiving notification, the Juvenile Detention Counselor Supervisor will advise the Superintendent of Residential Life of the situation. The Superintendent of Residential Life will contact local law enforcement if appropriate.
3. Upon receiving notification of the possibility of an escape (or suspected escape), the Superintendent of Residential Life will notify the Director of the Department of Human Services.
4. While notifying these staff and agencies, the Central Detention Control Supervisor should provide as much information as possible concerning the actual or suspected escape.
5. Immediately lock down all detainees and secure the area where the escape occurred.
6. Immediately conduct a formal count to determine who has escaped and how many.
7. Await further instruction while maintaining the normal security posture of the post.
8. Upon being notified of an escape (or suspected escape), the Juvenile Detention Counselor Supervisor will order an immediate lockdown of the facility and request an outside perimeter search from the Security Manager.
9. All programs/activities will be immediately terminated. All youth will be secured in the most secure area available (preferably their assigned housing unit and room) to prevent the possibility of further escape attempts.

10. Central Detention Control will be notified that the facility is on lockdown and that no one is allowed in or out of the facility without proper authorization.
11. A formal count will be immediately instituted to determine who has escaped and how many. Pictures and any additional information about the escape(s) will be supplied to all law enforcement agencies.

Facility staff members will be available to assist local law enforcement personnel in the search (at their request) and with the approval of the Superintendent of Residential Life. No staff member who assists in the apprehension of an escapee will use force, except such force as is necessary to apprehend, or in self-defense. Physical force shall be employed only as a last resort and shall never be employed as punishment or with intent to inflict injury.

Termination of the Situation

Upon termination of the situation, the following will be done:

1. Maintain the facility on lockdown status until the Superintendent of Residential Life or designee determines that the situation has returned to normal.
2. The Security Manager will complete a full investigation of the incident to determine the cause and to examine ways to protect against a future occurrence.
3. The Security Manager will complete a report for the Director of the Department of Human Services.
4. Provide a medical examination and/or treatment for each apprehended escapee.
5. The apprehended youth will also be thoroughly searched for contraband.
6. Apprehended escapee(s) will be housed on the in the holding cells until an investigation has been completed.
7. All staff members involved in the escape (or suspected escape) will complete a Serious Incident Report and turn it in to the Superintendent of Residential Life.
8. At the direction of the Director of the Department of Human Services, contact all law enforcement agencies and the relevant news media, and inform them that the escapee(s) have been apprehended.

Loss of Custody/Off-Site Disappearance

If a youth(s) escapes from staff while under escort outside the facility, the transporting/escorting Juvenile Detention Counselor will immediately notify the Shift Supervisor and the local law enforcement authority in the jurisdiction where the escape occurred and relay any information pertinent to the escape.

The Juvenile Detention Counselor will provide information to law enforcement, to include youth(s) name, description, clothing, special circumstances (if applicable), and location where the youth(s) was last seen.

The Juvenile Detention Counselor Supervisor should immediately inform the Superintendent of Residential Life and Security Manager.

The officer(s) will return to the facility and immediately complete a Serious Incident Report.

Upon apprehension of escape(s), arrangements will be coordinated with local law enforcement agency to transport escapee(s) back to the facility.

Releasing Errors

In the event of an error resulting in the wrongful release of a youth held in the facility, the Superintendents of Residential Life and Supportive Services should be notified as soon as the error is discovered.

The Superintendent of Supportive Services will determine the cause of the error and report his/her findings to the Chief Operating Officer or designee as soon as possible.

The Chief Operating Officer shall notify the Chief Judge of the Juvenile Court and local law enforcement (if needed) for assistance in regaining custody of the detainee.

The staff responsible for the release must complete a Serious Incident Report immediately.

If the release error was solely staff negligence, the youth will not be held accountable. However, if it is found that the detainee assisted in causing this to happen in any way, he/she will be handled administratively as the Juvenile Court deems appropriate.

The Superintendent of Residential Life, Security Manager, and Director of the Department of Human Services will review all incident reports. A follow-up meeting will be held with all personnel involved in the incident to analyze and process the escape and staff response. Staff members will be asked to provide recommendations of how to prevent a similar incident in the future.

If reports indicate negligence on the part of staff, appropriate action will be taken to discipline the staff member(s) involved.

VIII.-10: HOSTAGE PLAN

PURPOSE

To provide staff within the JJIC with guidelines and procedures necessary to respond to hostage situations.

POLICY

The JJIC shall refuse to give any status (rank) to a staff member or other person who is held under duress. The detention center will refuse to release any detainee who is holding (or whose accomplices hold in the community) hostages for that purpose.

DEFINITIONS

Abductor – Any person who takes another person captive in an attempt to have demands met.

Hostage – Any person — employee, visitor or detainee — that is held against his will by another person for any person and is in danger of injury or death.

Emergency Response Team – All Grounds Patrol staff and selected Juvenile Detention counselors who have received specialized training comprise the Emergency Response Team. They are called in instances of riots, cell extractions, and hostage situations.

PROCEDURES

Guidelines

In the event of a hostage situation, the Security Manager or designee will order an immediate lockdown of the facility. The JJIC Emergency Response Team (ERT) shall be dispatched to the location where the hostage is being held. No person, regardless of rank, has any authority while being held as a hostage. No youth will be released while holding (or while accomplices hold in the community) any person as a hostage.

Notification

Any officer/staff member upon notification or discovery of a hostage situation will secure and contain the affected area and notify Central Detention Control. The Central Detention Control Booth Operator will immediately notify the Security Manager of the existence of a hostage-taking incident. The Security Manager will then notify the Director of the Department of Human Services Deputy.

Staff Taken as Hostages

Guidelines for staff conduct while held hostage will be given to employees in initial training and reviewed in annual in-service training. These will include information on avoiding, resisting, or antagonizing the hostage takers, Stockholm syndrome, and other elements.

- No person taken hostage has any command authority. (It is advisable to remain inconspicuous.).
- Hostages will not attempt heroics.
- Hostages should control their own terror, appear not to be frightened, and not panic.

- Hostages will be cooperative with hostage takers. (Allow the hostage takers to talk.)
- Hostages will look for a protected area in which to go in the event of an assault by authorities or by other detainees. (Think about a possible escape route.)
- Hostages must remain calm, functional and be observant but not give the impression that they are documenting criminal behavior.
- Hostages will not make threats to abductors.
- Hostages should drink water and take food when offered to retain strength.
- Hostages should appear to be neutral and mostly uninterested in the hostage situation. (Act neutral, without verbally or emotionally joining the detainee cause.)
- Hostages will convey messages accurately if they are made to act as negotiators between abductors and authorities. (If used as a negotiator, transmit messages without editing them.)
- If a rescue assault is initiated, hostages will drop to the floor and put their hands over their heads.
- Hostages will identify themselves to authorities when appropriate and not resist being apprehended by rescuers who may not be able to identify them.
- On release, each hostage will be properly identified to ensure that a youth is not trying to escape, given an immediate medical examination and any necessary treatment, and requested to document the incident as soon as possible in an incident report. The hostage will be sure to sign and date the form.

Incident forms will be forwarded to the Security Manager for review. Hostage takers or those not participating in the situation will receive medical attention as needed.

Hostages as Part of an Escape Plot

When a youth or youths take hostages as part of an escape plot, the Juvenile Detention Counselor Supervisor on the scene will mobilize forces quickly to close off all avenues of escape and prevent other youth from becoming involved. If possible, while awaiting the arrival of the Security Manager, the Supervisor will try to open communication with the hostage taker(s), making no promises and emphasizing that the safety of the hostage(s) is in the youth's best interest.

Hostages in the Community

When a hostage-taking incident in the community involves a demand for the release of a youth, JJIC personnel will defer all negotiations to the law enforcement agency with jurisdiction for that case. No youth will be released or provided any consideration under such circumstances. The JJIC will provide all appropriate assistance and information to the appropriate agency.

Hostages in a Riot

The goal in a hostage situation during a riot is to gain the hostages' release quickly with as little risk to their safety as possible. There are no concrete rules to follow in such situations. Ultimately, the individual situation, the youth's actions, available resources, and the staff involved will determine the choice of a course of action. The Supervisor or other command personnel may participate in preliminary negotiations with hostage takers when doing so appears to be critical to the safety and welfare of the hostages. These contacts will be phased out as soon as a formal negotiating structure is in place.

Investigating and Reporting

The Security Manager will conduct immediate interviewing and debriefing of all personnel involved in the incident.

An extensive and thorough investigation will be made utilizing a Serious Incident Report.

The Security Manager will secure all Serious Incident Reports from all involved, including statements by detainee witnesses, to be taken as soon as possible.

Ensure the preservation of evidence (areas with damage will be photographed, as will any injuries, if possible).

Immediate steps to repair damage that has security implications will be taken.

Non-participating youth should return to normal programming as soon as security and the safety of staff can be ensured.

The Superintendent of Residential Life, Security Manager, and Director of the Department of Human Services will review all incident reports. A follow-up meeting will be held with all personnel involved in the incident to analyze and process the escape and staff response. Staff members will be asked to provide recommendations of how to prevent a similar incident in the future.

If reports indicate negligence on the part of staff, appropriate action will be taken to discipline the staff member(s) involved.

VIII.-11: DOOR POLICY

PURPOSE

To provide guidance on the securing all forms of egress to and within the JJIC facility.

PROCEDURES

Security doors will be locked at all times except when used for admission or exit of employees, detained juveniles, or authorized visitors.

Doors to vacant units, unoccupied areas, and storage units will be locked when not in use. Security doors are to be tested for vulnerability after being secured.

When opening a youth's door, always look through the window first to determine the location and identify the attitude of the youth. If the room is dark, turn on a light or use a flashlight to establish the location of the youth. The Juvenile Detention Counselor should keep his/her foot against the bottom of the door to prevent the door from striking him/her should the door be kicked or shoved by the youth. The officer should not open the door when alone unless the youth is removed from the near vicinity of the door.

At no time will a youth be removed from their room because they are causing a disturbance. If the youth is kicking his/her door and screaming, he/she should be monitored every fifteen (15) minutes.

As long as the youth is not causing harm to him/herself, he/she will remain in his/her room.

If the detainee is a threat to harm him/herself or is damaging property, the Juvenile Detention Counselor Supervisor will make the decision as to removing the youth from their room.

At no time should a Juvenile Detention Counselor try to move a youth who has been kicking a door and causing a disturbance for a prolonged period of time from their room without assistance.

All doors leading from the units to the outside hallways will remain locked at all times. It is strictly forbidden to prop these doors open.

The doors leading to the property rooms will remain locked when not in use. These doors can only remain unlocked when a Juvenile Detention Counselor is present. No detainee will be allowed in the property rooms.

The doors to the control booths should remain locked and should not be propped open for any reason.

Youth should always be escorted from one point in the facility to another and should not be allowed in any room or walkway unescorted.

VIII.-12: KEY CONTROL

PURPOSE

To ensure the safety of the staff and youth at the JJIC and to provide a fast and effective procedure for issuing and accounting of detention center keys.

POLICY

To maintain the security of the JJIC, all keys necessary to the operation of the detention center shall be issued and maintained by the Security Manager. Under no circumstance will a youth be permitted to handle any keys used at the detention center.

Keys are not to be exchanged or in any way modified unless otherwise specified in the procedures and with the express permission of the Superintendent or Residential Life or Security Manager or Assistant Superintendent. Failure to comply with this policy/procedure may result in disciplinary action up to and including termination.

Key Assignment

The Director or Designee shall be responsible for approval and distribution of all JJIC keys. Requests for replacement keys, changes in locks, and changes in padlocks are forwarded to the Superintendent of Building & Maintenance. Upon approval of request, key will be replaced and/or Maintenance will be requested to make needed repairs.

There are five (5) master key sets. Each set contains all keys affecting the entrance to or from all doors within the JJIC.

The key sets are assigned to the following individuals:

1. Superintendent of Residential Life
2. Superintendent of Building & Maintenance
3. Security Manager
4. Plant Engineer
5. Shift Supervisor (this key ring will be passed from Shift Supervisor to Shift Supervisor at the beginning of each shift)

The Superintendent of Building & Maintenance is responsible for the regular inventory, identification, and evaluation of key control. He/she is to maintain an inventory of all assigned keys. He/she will keep a log noting any broken keys, lost keys, and any replacement keys used. This should include the reason for replacement and on which key ring the replacement key was placed. He/she will keep a complete inventory of all replacement keys at the detention center. The keys are to be in a secured area and in a locked cabinet not accessible by juveniles or staff members.

The Superintendent of Building & Maintenance Shall keep Inventory of each padlock and associated keys. The Key Plan will show the location of all permanent locks and/or padlocks. Any change in lock or padlock location or duplication of any key must be authorized by the Security Manager and completed by the Plant Engineer.

At no time is the staff to have JJIC keys on their personal key rings.

No key sets shall be altered for any reason.

Individual key sets will be provided for all staff to affect reasonable movement throughout the detention center while maintaining the security of the detention center.

Only designated staff personnel will have keys that allow for the entering/exiting of any secure perimeter to the outside of the facility, unless otherwise authorized by the Security Manager. No staff is issued or allowed to carry an exterior perimeter door key on their person.

Any misuse of unauthorized keys may result in disciplinary action up to and including termination.

Key Control

When on duty, staff shall keep keys in their possession at all times. At no time should keys be left on a desk where juveniles can readily access them.

Keys should be carried and used as inconspicuously as possible.

Keys should be secured by a chain to the belt and/or belt loop and kept in the front pants pocket.

Staff should avoid making references to key numbers or any identifying information in the presence of juveniles.

Staff should not use excessive force to operate locks. If a lock does not function easily, the malfunction shall be reported to the Shift Supervisor.

Staff should not attempt to repair locks, but shall notify the Shift Supervisor and, when possible, the Plant Engineer.

YOUTH ARE NEVER PERMITTED TO HANDLE ANY JJIC KEYS.

Periodic inspections of the key sets by the Plant Engineer will be made to ensure that they remain intact as originally distributed.

A report will be given to the Superintendent of Building & Maintenance and Security Manager.

Individual key sets are to remain physically with the staff members they were issued to at all times. Upon shift completion, the key sets are to be given to the next shift or turned in to supervisors.

Keys will not be interchanged between Juvenile Detention Counselors.

Key sets are not to be taken out of the facility.

Master key sets are to be in the possession of supervisory-level personnel at all times.

The Shift Supervisor shall verify the inventory of living unit key rings and Shift Supervisor Key rings at the beginning and end of each shift and log them in the appropriate logbook. Once a set of keys is given to a staff member, he/she is responsible for those keys.

Transportation Keys

The keys for the transport vans will be in the Security Manager's Office. The keys for the truck will be kept in the Maintenance Office.

Lost or Misplaced Keys and/or Key Rings

If a staff member loses or misplaces a key ring, he/she shall make an immediate verbal report to the Shift Supervisor. The staff member should report which keys and key ring were lost, when the loss was discovered, and any circumstances surrounding the lost key(s) or key ring.

An immediate search should take place to locate the missing keys. All youth shall be immediately "patted down" and all rooms searched.

A verbal report of any lost or misplaced key or key ring shall be made to the Juvenile Detention Counselor Supervisor immediately, stating when the loss was discovered, circumstances surrounding that loss, and the key(s) identification. A written report shall be submitted as soon as possible to the Superintendent of Residential Life. Social Services and Maintenance Staff shall verbally report loss of key rings to their immediate supervisor to be followed by a written report.

If there is sufficient reason to believe a detainee may have made impressions of the key(s), locks shall be changed.

A written incident report shall be submitted as soon as possible, but no later than the end of the shift on which the key and/or key ring was lost. The report will be submitted to the Superintendents of Building & Maintenance and Residential Life as soon as possible.

When security keys are lost or misplaced, proper security precautions shall be taken to preclude use of the keys for unauthorized access or escape from the detention center areas. If security keys are lost or if there is sufficient reason to believe juveniles may have made impressions of the keys, locks shall be changed.

Staff members responsible for losing key(s) shall be charged the cost for replacing the lost key(s). If lock(s) are to be changed, the offending staff member will be charged the cost for changing the lock and replacement key(s).

Broken Keys

Should a key break during an assigned shift, the staff member will immediately notify the Shift Supervisor there is a broken key.

The broken key will be removed from the key ring. It will be recorded in the Shift Supervisor Logbook and, if on a living unit key ring, in the living unit logbook.

It is extremely important that all parts of the broken key be recovered. If any part of a key is stuck in a lock, the Juvenile Detention Counselor Supervisor should notify Maintenance immediately and have it removed.

Restrictions

Any JJIC personnel who have routine access to the juvenile population shall not possess keys that allow complete egress out of the detention center or access to the control room.

Staff must have specific approval to remove a key from the JJIC at any time.

With the exception of the Senior Management team and the Director of the Department of Human Services' Executive Secretary, possession of any JJIC keys by JJIC personnel while off duty is strictly forbidden.

Juvenile Detention Counselors shall turn in all keys prior to the end of their shifts.

Change of Lock Location or Duplication of Keys

Any change of lock location or duplication of any keys must be authorized by the Superintendent of Building & Maintenance.

Unauthorized possession, alteration, marking, duplication, manufacture, or impression making of keys is prohibited. Any such incident shall be reported in writing to the Chief Operating Officer. If criminal acts are involved, the offender shall be referred for prosecution.

Handling of Keys

When on duty, staff shall keep JJIC keys in their possession at all times.

Youth are never permitted to handle work keys.

Carry and use keys as inconspicuously as possible.

Avoid reference to key numbers or any identifying information in the presence of detainees.

Avoid dropping keys. Keys shall be exchanged hand-to-hand, never tossed or thrown.

Do not use force to operate the locks. If a lock does not function easily, the malfunction shall be reported to the Shift Supervisor.

Do not attempt to repair locks. Report the need for repair on a Maintenance Request to be entered into the Facilities Maintenance Express (FMX) system online as soon as a problem with the lock is detected.

Damaged or broken keys shall be returned to Security Manager for replacement.

Location of Locks and Padlocks

The Superintendent of Building & Maintenance Manager shall keep records of padlocks and blueprints or maps showing the locations of all permanent locks.

VIII.-13: CONTROL BOOTH OPERATIONS

PURPOSE

To establish and describe the procedures for the operation of JJIC's Control Room.

POLICY

The JJIC provide a twenty-four (24) hour control center for monitoring and coordinating the facility's security operations, life safety, and communications systems. The control center shall be staffed with at least one trained Grounds Patrol Officer.

DEFINITIONS

Control Room(s) – The central point within the facilities, where monitoring and coordinating of all the facilities' security, life safety, and communications systems are performed.

Control Room Operator – The Grounds Patrol Officer that is assigned to the operations of the JJIC Control Room(s).

PROCEDURES

Central Detention Control

Central Detention Control will be staffed twenty-four (24) hours a day, seven (7) days a week. There will be one (1) Grounds Patrol Officer assigned at all times. It is the responsibility of the assigned officer to maintain sanitation and organization of the post at all times.

Access to the Central Control Room shall be limited to the Grounds Patrol Officer. All other access to the Control Room will be denied unless approved by the Security Manager or other higher authority. The Control Room will be kept secure at all times.

Only officer(s) that have received adequate training and/or have knowledge of security and control, intercom, phone, radio, and emergency procedures shall be assigned to the Control Room.

Non-security personnel are not allowed to loiter in the Control Rooms.

The Control Room Officer shall be responsible for monitoring and operating internal and external security doors/areas, in order to regulate access and maintain the security of the facility.

The Control Room Officer shall continually monitor and respond to the following systems:

- Smoke/fire alarm detection system
- Handheld radios, radio base units, and emergency response systems
- Closed-circuit monitors
- Access doors (internal and external)

The Control Room Officers shall maintain a list of emergency resources and a list of names and phone numbers of all staff members.

The Control Room shall serve as a central command post for emergency operations, which include, but are not limited to the following:

- Fire
- Power outages
- Natural disasters
- Riots
- Hostage taking
- Bomb threats
- Escapes
- Evacuations

The Control Room Officer will monitor the outside perimeter through surveillance cameras to ensure that the facility is secure.

No youth will ever be permitted in the Control Room(s).

Anytime the Control Room is left unattended, the room shall be secured.

The door in the Control Room will not be left propped open.

Access to the Control Rooms within the JJIC shall be limited to the Grounds Patrol Officers and the Security Manager.

VIII.-14: USE OF MECHANICAL RESTRAINTS

PURPOSE

To control, monitor, and provide guidelines to ensure that the use of restraint devices is observed for the protection of youth safety and facility security.

POLICY

It is the policy and responsibility of the JJIC to provide and promote a safe and non-threatening environment for all youth in care and custody of the facility. The facility will use a combination of supervision, accountability, and clearly defined procedures to promote a safe and secure environment. Threats of violence and attacks on residents and staff are met with a ZERO TOLERANCE POLICY. Mechanical restraints shall only be employed as a temporary means of controlling youth whose behavior poses a demonstrable threat to the safety of persons or the security or order of the facility or for preventing escapes. Mechanical restraints will only be used as an intervention of last resort and only for as long as necessary for the situation to no longer pose a threat to the safety and security of the JJIC.

Only the minimal amount of force necessary shall be used to control a youth in any situation. The use of corporal punishment, mechanical restraint for punishment or reprisal, or excessive or unnecessary force is strictly prohibited and shall be grounds for the immediate dismissal of the employee(s) involved.

NOTE: At no time should a youth EVER be attached, fastened, or secured in any way to a stationary, fixed, or physical object of any kind.

DEFINITIONS

Direct Supervision Status – A special precaution as prescribed as part of close observation requiring one youth to be assigned to one designated staff member at all times in order for that staff member to closely and directly supervise all of that youth's activities in an effort to protect him/her from harm. Direct Supervision Status will be documented every five (5) minutes while the youth is in the room or removed from regular programming.

Force – Restraining power, physical compulsion, and strength directed at another person.

Four-/Five-Point Restraints – Restraint system where both arms and legs are secured.

Mechanical Restraints – JJIC-approved restraints for juveniles include handcuffs, leg irons, and waist belt and chain.

PROCEDURES

Physical Intervention

An employee may use the minimal amount of force necessary to:

- Prevent a detainee from escaping.
- Protect a detainee from assault from others.
- Prevent self-injury.

- Prevent destruction of property.
- Protect against injury, potentially to be inflicted by another resident.
- Prevent any serious bodily injury or loss of life.

Restraint Equipment

When a mechanical restraint device is removed/checked out from the storage site, the staff member checking out the device shall record the following information, in a separate logbook, designated for mechanical restraint device usage:

1. Date and time of removal.
2. Name of person authorizing the removal.
3. Name of person removing the device.
4. Reason for the removal.
5. Date and time the device was returned.
6. Indication as to whether the mechanical restraint device was used while checked out.

No youth will be moved within the facility using mechanical restraints unless there is a clear and present danger to the staff or other youth.

Approved restraints for use at the detention center are:

Handcuffs, Handcuff Belts, Transport Restraints, Waist Belts, and Leg Shackles.

Instruments of restraint are never applied as punishment and are applied only with the approval of the Superintendent of Residential Life or designee. In an emergency situation, JJIC personnel may use a minimal amount of force and/or mechanical restraints necessary to gain control of the youth with immediate follow-up authorization of the Shift Supervisor.

Use of any of the Restraint Equipment requires corroborating documentation — a Serious Incident Report and Restraint and Confinement Log Sheet — for each form of restraint used (with the exception of those detainees who are being escorted for the purpose of transportation).

The use of mechanical restraints will be listed in the Restraint Logbook with the following information:

1. Date of use
2. Purpose of restraint usage
3. Resident's name and File Number
4. Time checked in/out

The use of mechanical restraint equipment constitutes the use of force.

The Shift Supervisor shall:

- Document the mechanical restraint in the Supervisor Pass-Down Log.
- Personally ensure that the restraints are removed from the detainee.
- Ensure that the restraints are not applied for more time than necessary

Mechanical restraints shall be maintained in a secure location on the residential units.

Authorized Use of Mechanical Restraints

1. Mechanical restraints that are authorized for use are handcuffs, handcuff belts, and leg shackles.
2. When a handcuff belt is not used, handcuffs will be applied behind the back to minimize the risk of injury to the youth and staff.
3. Mechanical restraints may be used under the conditions set forth below. Youth in restraints must be under close visual supervision.
4. For transportation of youth outside the facility, staff shall utilize handcuffs, leg irons, and/or handcuff belts, unless the Superintendent orders that they be transported without restraints (i.e., for medical reasons).
5. A medical examination after the routine use of mechanical restraints (i.e., court, field trips, medical trips, etc.) is not required. However, immediate medical treatment shall be provided if there is a visual indication of an injury or if the youth identifies a specific medical complaint. A medical examination is required for all other uses of mechanical restraints.
6. Mechanical restraints shall be applied in a manner that is consistent with the JJIC-approved training curriculum and shall not be applied in a manner:
 - a. That causes undue physical discomfort, inflicts unnecessary pain, or restricts the blood circulation or breathing of the youth. When placing restraints on a detainee, ensure that the restraints are not too tight, allowing for free flow of blood and check for the following:
 - Warmth
 - Movement
 - Discoloration of the skin
 - b. That is continued beyond the period of time needed to enable the youth to gain control of his behavior or following the termination of transportation or movement.

The restrained youth shall:

- Be checked every five (5) minutes.
- Checks will be indicated accordingly on the Restraint Logbook.

- Every twenty (20) minutes, the Shift Supervisor shall assess the detainee to determine if he/she should remain at that current level of restraint or if the level of restraint can be decreased. The Assessment Recommendation should be noted accordingly in the Restraint Logbook and signed by the Shift Supervisor.

At such time as it is safe to remove the restraints, they shall be removed immediately. Should medical problems be indicated, the youth should immediately be removed from the restraints and taken to the JJIC medical clinic.

Immediately following the secure status, the Shift Supervisor shall report the situation to the Superintendent of Residential Life and log in the post-incident approval on the Serious Incident Report.

The use of any chemical agent within the detention center is strictly prohibited and shall be grounds for the immediate dismissal of the employee(s) involved.

The use of restraints for medical and psychiatric purposes within the JJIC is strictly prohibited and shall be grounds for the immediate dismissal of the employee(s) involved.

Prohibited Practices When Using Restraints

1. Restraints that are solely intended to inflict pain.
2. Restraints that put a youth facedown with sustained or excessive pressure on the back, chest cavity, neck, or head.
3. Restraints that obstruct the airway or impair the breathing of the youth.
4. Restraints that restrict the youth's ability to communicate.
5. Restraints that obstruct a view of the youth's face.
6. Any technique that does not allow monitoring of the youth's respiration and other signs of physical distress during the restraint.
7. Any use of four- or five-point restraints, straitjackets, or restraint chairs.
8. Mechanical restraint devices that are so tight they interfere with circulation or that are so loose they cause chafing of the skin.
9. Use of waistband restraint on a pregnant youth.
10. Use of mechanical restraint that secures a youth in a position with his/her arms and/or hands behind the back (hogtied) or in front, with arms or hands secured to the youth's legs.
11. Use of mechanical restraint that affixes the youth to any fixed object, such as room furnishings or fixtures.
12. Use of any maneuver that involves punching, hitting, poking, pinching, or shoving.

Limited Use of Flex Cuffs in Extraordinary Situations

Flex cuffs shall only be used under the following guidelines established in this policy:

- When the supply of approved mechanical restraints in the facility is exhausted.
- When conventional mechanical restraints do not fit the youth because of the size of the youth.
- During an emergency (i.e., hurricane, disaster, etc.) or mass transportation of youth from the detention center to a safe location.

Handcuffs and Mechanical Restraint Keys

Only JJIC-issued/-purchased mechanical restraints shall be used. The carrying or use of personal mechanical restraints will result in disciplinary action.

Staff shall only possess restraint keys that have been issued with the restraint. Possession of any other restraint keys at any time is strictly prohibited.

One set of handcuffs and leg shackles will be stored in secured storage areas on each living unit. These can only be used with authorization of the Shift Supervisor.

Inventory, Storage, and Maintenance of Mechanical Restraints

All mechanical restraint equipment shall be stored in a secure but readily accessible storage site.

Staff responsible for mechanical restraints shall make a log entry at the beginning of each shift indicating the number of restraints present and their condition (are they clean and in good working order).

Inventory and Storage of Flex Cuffs

1. Flex cuffs shall be stored in a secure but readily accessible storage site outside of youth housing and activity areas. A written record shall be maintained of all routine and emergency distribution of flex cuffs.
2. Procedures on inventory and storage of flex cuffs shall include the specific guidelines outlined below:
 - a. An inventory of flex cuffs shall be maintained at each secure care center for youth, consistent with the numbers in their population, to be available and accessible in extraordinary situations as outlined above.
 - b. When a flex cuff device is removed/checked out from the storage site, the staff member checking out the device shall record the following information in a separate logbook designated for mechanical restraint device usage:
 - The number of flex cuffs on hand prior to and following each usage.

- Date and time of removal.
- Name of person authorizing the removal.
- Name of person removing the device.
- Reason for the removal.
- Indication as to whether or not the device was used while checked out or returned unused.

The facility procedure shall ensure that flex cuff cutting tools are available whenever flex cuffs are used.

Approval and Review

Restraint procedures are in accordance with guidelines approved by the Department of Children and Family Services and shall be reviewed annually.

VIII.-15: PHYSICAL CONTACT/USE OF FORCE

PURPOSE

To establish procedures governing the lawful use of force with documented guidelines relating to physical contact and use of force when dealing with youth in the custody of JJIC.

POLICY

It is the policy of the JJIC to allow the limited use of physical force in order to provide for the safety and security of the juveniles, staff, and visitors as well as to maintain order in the facility.

DEFINITIONS

Crisis Intervention – Staff team comprised of Juvenile Detention Counselors, Security staff, and JJIC social work staff specifically trained to intervene in crisis situations.

Excessive Force – A type or amount of force that is beyond that which is reasonably necessary to control the situation and achieve the correctional objectives, or the continued use of force after it is no longer reasonably necessary.

Health Authority – The physician, health administrator, or contract agency responsible for the provision of health care services at the JJIC. The responsible physician for the detention center.

Passive Removal – Passively removing the juvenile from an area by verbal direction (verbal de-escalation techniques) and physical intervention (CPI transport position equivalent).

Physical Force – Approved physical management techniques utilized with non-compliant residents using the minimal amount of force necessary to achieve compliance.

Planned Use of Force – A plan of action in situations where time and circumstances allow for consultation with and approval by the Shift Supervisor or above.

Room Extraction – Forcible removal of a youth from a room due to persistent resistance.

Qualified Mental Health Professional (QMHP) – An individual with a minimum of a master's-level education and training in psychiatry, psychology, counseling, social work, or psychiatric nursing, who is currently licensed by the State of Louisiana to deliver those mental health services he or she has undertaken to provide.

Use of Force Continuum – Means applying a progressive level of force used to gain control of a youth, starting with passive encounter measures up to and including physical force. Use of force will be limited to the minimum amount necessary to control the situation.

Video Camera – A handheld, portable video recording camera used to visually document any incident.

Use of Force Continuum

Officer Presence – No force is used. The mere presence of JJIC staff can be effective to deter inappropriate behavior or defuse a situation. JJIC staff attitudes are professional and non-threatening.

Level I (maintaining control with verbal directions and warnings) – This level of force is not physical. The focus is on direct care staff providing calm, nonthreatening verbal intervention and diffusion of the situation through direct orders, counseling, and crisis intervention techniques. Staff may decrease their volume and shorten commands in an attempt to gain compliance. Short commands might include “Stop” or “Don’t move.”

Level II (maintaining control with supervisory, case management, mental health staff, or other staff not involved in the initial encounter) – If voluntary compliance is not achieved at the direct care staff level, staff should notify the immediate supervisor. Upon notification from direct care staff, the immediate supervisor shall respond to the location to provide further intervention. Upon assessing the situation, the immediate supervisor will determine whether additional staff (detention counselor, mental health, medical, etc.) is needed.

Level III (maintaining control with verbal direction and passive removal) – Level III use of force may only be utilized upon approval from the Supervisor. In the event the immediate Lead Juvenile Detention Counselor has exhausted all resources to gain voluntary compliance to lawful orders and voluntary compliance has not been achieved, the Supervisor may authorize the passive removal with available, trained personnel prior to the arrival of the Emergency Response Team (ERT).

Level IV (use of physical force) – Activation of the ERT will be the preferred method of emergency response whenever feasible, but nothing in this policy precludes other JJIC personnel from performing tasks identified in this directive when the ERT is unavailable or such a response is not feasible.

The Use of Force Continuum provides for an escalating series of actions for JJIC personnel to use in response to the disruptive or dangerous behaviors of youth. The JJIC limits use of force situations where the facility has attempted and exhausted a continuum of non-physical alternatives.

While the continuum provides a guideline of graduated interventions, it must be understood that JJIC personnel may move from one part of the continuum to another in a matter of seconds and may need to bypass levels depending upon the severity of the detainee’s behavior.

In no case may staff use any type of force or physical restraint technique that risks placing any pressure on or near the neck, reducing a detainee’s ability to breathe, or constraining circulation.

Movement along the Use of Force Continuum from a lesser to a more restrictive and severe option may become necessary, as determined by the youth's actions and behavior.

The staff member using physical management techniques will also de-escalate the use of force whenever a less restrictive or intense technique is reasonably believed capable of gaining compliance.

It is acknowledged that a youth's escalation/resistance and/or the threat level presented may be sudden and intense. When this occurs, the staff member will not be required to sequentially progress through the lesser to more restrictive and severe physical management options. Staff must match the intensity or seriousness of the threat with the appropriate response.

Physical management techniques may only be used by staff trained in the safe and humane application of that type of restraint.

PROCEDURES

Use of Force and Physical Restraint

Only such force as is reasonably necessary to stabilize the situation and protect the safety of the youth staff, and the security and good order of the JJIC is acceptable.

JJIC personnel are required to use the least restrictive physical management techniques, which corresponds to the level of threat and the intensity of the disruptive detainee.

Except in emergency situations that require an immediate physical restraint, the JJIC personnel must exhaust all alternative means of crisis intervention before using approved physical force with a youth.

JJIC personnel are required to use the least restrictive physical management techniques, which correspond, to the level of threat and the intensity of the disruptive youth. The use of force must be justifiable and reasonable.

Detention Services Bureau personnel are allowed to use only those approved physical management techniques which are consistent with those taught by the qualified SCM Safe Crisis Management Trainer.

The use of approved physical force by the JJIC personnel shall be a last resort and in accordance with appropriate statutory authority as a response to:

- Subdue violent youth;
- To defend themselves against a youth using unlawful force;
- Separate participants in a fight;
- Prevent imminent injury to youth, staff, or others;
- Prevent escape or attempted escape; and

- Prevent property damage that jeopardizes the security of the institution.

The use of physical force or seclusion as a disciplinary sanction, punishment, or a training or behavior modification technique is strictly prohibited.

The use of physical force and/or approved restraints may only be used in those circumstances where the detainee poses an immediate danger to him/herself or others and when less restrictive means have been properly, but unsuccessfully, attempted.

Youth shall never be subjected to corporal or unusual punishment, humiliation, mental abuse or the punitive interference with daily functions of living such as eating, sleeping, or toileting.

JJIC personnel are prohibited from using weapons of any kind.

JJIC personnel are prohibited from allowing or encouraging youth to restrain other detainees.

Physical force may only be used as long as it takes to de-escalate the situation. When the youth regains control and is compliant, he/she must be immediately released from the physical restraint.

JJIC personnel shall not be allowed to use physical force with youth unless they demonstrate competency implementing the techniques and satisfactorily complete all requirements of the training.

Planned Use of Force and Room Extractions

Any planned use of force will be carried out under the direction of the Shift Supervisor or higher-level staff. Time and circumstances permitting, the Superintendents of Residential Life and/or Supportive Services must be contacted for authorization of planned uses of force and room extractions.

Criteria for Planned Use of Force and/or Room Extractions

- To stop the detainee from engaging in self-harm;
- To prevent substantial property damage;
- To recover a weapon or item that has been adapted to use as a weapon and is capable of causing death or serious bodily injury;
- Planned movement of a resistant youth within the facility when the youth's behavior is substantially disruptive and the youth refuses to stop the behavior.

Requirements for Planned Use of Force and/or Room Extractions

- Prior to approval of planned use of force and/or room extractions, the Health Authority and Shift Supervisor must be notified so both can personally observe the situation.

- If available, the Health Authority and a QMHP shall both observe the planned use of force and/or room extraction, but at least one (1) is required.
- All planned use of force and/or room extractions must, when practical, include a recording of a verbal description of the youth's conduct and all warning provided the youth according to the facility-approved script.
- Prior to use of force, at least one (1) verbal attempt at resolution by a Juvenile Detention Counselor or Facility Social Worker must be made,
- At least two (2) warnings that force will be used prior to the actual use of physical force.

JJIC personnel shall not be allowed to use physical force with detainees unless they demonstrate competency implementing the techniques and satisfactorily complete all requirements of the training.

Use of the riot shield during a planned use of force and/or room extraction is limited to cases in which a youth has a weapon or a youth's behavior indicates there is a significant risk of harm of the staff members involved.

Videotapes of actual incidents must be stored on DVD securely and maintained for a minimum of seven (7) years. All videotapes are confidential and may only be used for internal training, critical debriefing purposes, and investigation purposes, to include that by the Louisiana Department of Children and Family Services and appropriate law enforcement, if indicated.

For every planned use of force, a Health Authority staff person must be available in the area of the incident prior to the actual use of force unless:

- The Health Authority personnel would be placed in a position of unusual risk by being in the area; or
- Health Authority staff arrival time to the area of the incident would threaten the safety of the detainees or employees or the security of the facility.

The circumstances preventing the presence of the Health Authority personnel in the area of the incident must be explained in detail on the Serious Incident Report, submitted for review by the Administrator for compliance with this policy.

Should the youth be placed in mechanical restraints as a result of the planned use of force, the Health Authority must monitor and document the youth's medical and psychological condition at least every twenty (20) minutes on the Restraint and Confinement Log Sheet to ensure no physical or psychological harm is inflicted as a result of the incident.

All JJIC Bureau personnel using force will be held responsible and accountable for the manner in which they exercise that authority. Because JJIC personnel are accountable for their actions, they have to substantiate those actions later in an investigation, in a court of law, or both.

The Director of the Department of Human Services shall ensure that appropriate disciplinary action is initiated against any staff member who fails to comply with the Use of Force Policy and Procedures.

Prohibited Forms of Use of Force

Excessive force is prohibited and will not be tolerated. Prohibited use of force techniques includes the following:

- Slapping, punching, kicking, or hitting.
- Using any method that is capable of causing loss of consciousness or harm to the neck.
- Pinning down with knees to torso, head, and/or neck.
- Choking or any use of force that might restrict breathing or circulation.
- Using other youth or other untrained staff to assist with the intervention.
- Using pressure point, pain compliance, and joint manipulation techniques, other than an approved SCM techniques for release.
- Securing a youth to another youth or to a fixed object or restraint device other than facility-approved mechanical restraints.
- Striking with hands, elbows, knees, feet, or any other body part.
- Dragging or lifting of the youth by the hair or by the ear or by any part of the mechanical restraints.
- Lifting a youth's arms behind the back, while in mechanical restraints, in a manner that is capable of causing injury to the shoulder.

Staff members must be especially careful not to use their own bodies in ways that restrict the restrained youth's ability to breathe. This would include but is not limited to sitting or lying across a person's back or stomach.

Staff members should not use physical force in a way that would cause the youth to lie face down with pressure to the arms and legs, as this can impact the detainee's ability to breathe effectively.

Post Emergency Restraint Health Care Evaluation

1. After a youth is released from a physical restraint and the situation has been secured, the Shift Supervisor shall notify the Health Authority of the need for an assessment of the detainee.
2. Health Authority personnel shall respond immediately to conduct a medical assessment of the youth in a confidential setting, regardless of visible injury or if the detainee denies any injury.
3. A qualified health care professional will assess the youth to ensure that no physical or psychological harm has occurred to the detainee; appropriate

actions are taken to prevent or respond to any injuries or needs and will document the results of the assessment and the actions taken.

4. The medical assessment of the detainee shall include:
 - Complete vital signs;
 - Level of consciousness;
 - Assessment of injuries;
 - Assessment for the need for mental health personnel.

Health care personnel shall document the medical assessment in the youth's medical record. Health Authority personnel may, when appropriate, and in conjunction with the Shift Supervisor, arrange for transportation for the detainee to the appropriate medical facility to arrange for further examination by an appropriate health care provider

Reports Governing the Use of Force

All incidents require the prompt and thorough documentation and reporting in detail, including but not limited to allegations of abuse, uses of force, staff misconduct, sexual misconduct between children, child-on-child violence, and other incidents pursuant to JJIC Policy and Procedure.

All staff and youth who are involved or are witness to an incident in which physical force is used must complete a Serious Incident Report.

All incidents in which physical force is used must be reported, in detail, on the Serious Incident Statement, and submitted to the Shift Supervisor prior to leaving the JJIC at the end of their shift.

The Serious Incident Report, detailing an incident where physical force was used must detail any and all attempts at non-physical alternatives used in the specified incident **prior to the use of force** so as to properly document attempt of use of the Use of Force Continuum.

The Shift Supervisor shall, ensure distribution to the Superintendent of Residential Life, Security Manager and Director of the Department of Human Services for their review in the appropriate timeline.

Reporting, all allegations of suspected child abuse shall be reported to the Louisiana Department of Children and Family Services in accordance with Louisiana Code and detention standards.

Administrative Review and Debriefing

A Serious Incident Report is required following the use of physical force. This report and all supporting documentation shall be distributed to the Superintendent of Residential Life, Security Manager, and Director of the Department of Human Services.

The Director of the Department of Human Services or designee shall review the staff use of physical force and shall document this review within twenty-four (24) hours of the incident, excluding weekend and holidays.

The Director of the Department of Human Services or designee shall maintain a file containing copies of all incident reports and documenting staff use of physical force.

The Director of the Department of Human Services or designee shall ensure that sufficient and relevant data regarding the use of physical force is collected and analyzed in order to monitor the utilization of use of physical force.

The Director of the Department of Human Services shall ensure any inappropriate use of or patterns of use of force will be investigated as deemed appropriate.

The Director of the Department of Human Services or designee shall formally review all uses of force and allegations of abuse to determine whether staff acted appropriately.

The Director of the Department of Human Services or designee shall identify any training needs and debrief personnel on how to avoid similar incidents through de-escalation.

The Director of the Department of Human Services or designee shall also discuss the wrongful conduct with the staff and the appropriate response that was required in the circumstance.

Training

The JJIC will provide the Safe Crisis Management training program to serve as the competency-based approved use of force curriculum. This program will provide for the use of verbal de-escalation and approved physical management techniques utilized with non-compliant detainees using the minimal amount of force necessary to achieve compliance.

The JJIC will provide at least two (2) certified instructors at all times.

Each instructor within the JJIC shall be required to provide proof of certification by the Safe Crisis Management Instructor Certification training program.

The training lesson plan must provide for an interactive component with sample cases, responses, feedback, and testing to ensure retention at the conclusion of the training session.

Training for all new detention personnel shall be provided at least semi-annually.

JJIC personnel shall not be allowed to use physical force with detainees unless they demonstrate competency implementing the techniques and satisfactorily complete all requirements of the training.

The Training Coordinator shall be responsible for maintaining a record of all JJIC personnel that have satisfactorily completed required trainings and/or have obtained any certification(s). The record will specify the date of training and the type of training that was provided and certification(s) obtained.

All JJIC personnel authorized to use physical force will read and be responsible for implementing this policy. Each employee will sign the Employee Certification of Compliance with Use of Physical Force and Use of Mechanical Restraints, affirming that

they have read, understood, and will comply with the policy. The signed statement will be placed in the employee's personnel file.

All JJIC personnel with direct care responsibilities shall be required to receive training by a certified Safe Crisis Management (SCM) Training Instructor. This training will be required to be completed during the first year of service as outlined below and annually each additional year of service thereafter.

All new JJIC personnel with direct care responsibilities shall receive thirty-two (32) hours of Safe Crisis Management training before assuming individual job responsibilities on a shift.

All JJIC personnel with direct care responsibilities shall receive sixteen (16) hours of Safe Crisis Management Training as annual refresher training.

JJIC personnel required to use approved physical intervention techniques in the course of their job duties will be trained by a certified SCM Training Instructor.

All JJIC personnel shall be trained in and shall implement de-escalation techniques designed to gain voluntary compliance negating the need to utilize approved physical force with detainees.

VIII.-16: ESCORTING YOUTH

PURPOSE

To provide guidance for the movement of youth throughout the JJIC facility.

POLICY

The JJIC recognizes the need for facility programs as well as the need to provide a safe and secure atmosphere for the residents and staff. This policy implements a consistent movement practice to accommodate resident programming while providing for safety and security issues.

DEFINITIONS

Youth Movement – Any type of transition of youth from one programming activity to another.

Programming – Scheduled individual and group therapeutic services provided to youth.

PROCEDURES

When escorting a group of detainees, always remain to the rear of the group. In the case of a single detainee, always walk slightly to the rear and to his/her strong hand. Groups or individuals should never be allowed to get behind an officer.

Youth should be escorted anyplace they need to go inside and outside detention. They should never be allowed to move from one area to another area without an escort.

Juveniles should never be sent to a room without an escort.

If the number of youths is more than eight (8) for one employee, there is to be a second officer for the remainder or one for every eight youths. If the employee does not feel comfortable, then the employee should seek help.

When moving youth, Juvenile Detention Counselors should keep their hands out of their pockets and remain ready to act in case of an emergency.

- The Juvenile Detention Counselor Supervisor ensures that all youth movement, whether individual and/or group, from one location to another is controlled and supervised by staff.
- Juvenile Detention Counselors are to announce through the radio their point of origin and destination whenever moving more than two youths at once.
The Control Room coordinates, monitors, and documents movement of youth from the Control Center.
- All internal and external movement must be communicated to the Control Room officer or Shift Supervisor.
- Prior to any movement, a staff member will line youth up shortest to tallest and do a formal count.
- Youth shall always walk to the right against the wall when traveling through the halls.
- A staff member will log time, count, destination, and staff member(s)

escorting the youths.

- A formal count shall be conducted when the youth arrive at their destination.
- Pat searches will be conducted prior to departing one program area and upon arrival to the next program area.
- No youth will be moved within the facility using mechanical restraints unless there is a clear and present danger to the staff or other youth.

VIII.-17: TRANSPORTING YOUTH OUTSIDE THE FACILITY

PURPOSE

To provide and establish guidelines to regulate the safe transportation of all youth to emergency, scheduled, or Judicial ordered off-campus sites.

POLICY

JJIC resources are available for the transportation of all youths on a routine and emergency basis. Specific security practices are to be employed to ensure the safety and custody of each youth.

The JJIC shall maintain trained personnel and a professional system by which all detainee transportation will be provided. The use of personal vehicles for official purposes is not authorized.

DEFINITIONS

Immediate family-Biological mother, father, sister, brother, paternal and maternal grandparents.

Non-Immediate family-cousins, uncles, aunts, best friends, etc.

Virtual Attendance- Participation to an event service via video conferencing.

PROCEDURES

Authorization

Authorization must be secured prior to any youth being transported. Authorization may include a written order from the Court, Superintendent of Residential Life, Superintendent of Supportive Services, Shift Supervisor, doctor, psychologist, or psychiatrist.

The Shift Supervisor will arrange for the transportation of all youth between the JJIC and Criminal Court, to medical appointments, or for medical emergencies when necessary.

The Department of Human Services will be responsible for the upkeep of the facility vehicle. They will ensure that the vehicle receives regular maintenance and that it is refueled as necessary.

General Practice

The Juvenile Detention Counselor(s) and the youth(s) are not allowed to make any unauthorized stops while on transport.

If the transport will take longer than six (6) hours, food will be provided for both youth and staff. If any youth, while on a transport, misses any meal or snack, it will be given to him/her immediately upon return.

Youth will not be permitted to leave the vehicle at any time unless the Juvenile Detention Counselor accompanies the youth. When the youth goes to the rest

room, an officer must first search the area, checking windows and doors for escape routes, and observe the youth in the rest room. The youth's cuffs are not to be removed when the youth uses the rest room.

All safety standards including speed limits will be observed by the officers. The driver and all passengers will wear seat belts. Youth in restraints are required to wear seat belts.

Any moving violations or traffic citations are the sole responsibility of the person receiving the infraction.

Only authorized stops pre-authorized by the Superintendent of Residential Life or Superintendent of Supportive Services may be made by the Juvenile Detention Counselor transporting the youth.

All youth must be searched prior to leaving the detention center and immediately upon returning to the facility.

Only an official City of New Orleans fifteen (15) passenger van (licensed and inspected) is used for all transportation of juveniles to and from the JJIC. Inside door-latches may be removed and a security screen separating the front passenger and rear passengers may be installed.

The Juvenile Detention Counselor transporting must be properly licensed and have his/her license in his/her possession at all times.

The number of passengers shall not exceed either the number of seats or seat belts in the vehicle. All persons in the vehicle must use seat belts

Youth are not permitted to drive detention center vehicles, City vehicles, or staff vehicles.

Youth(s) shall not be transported in open truck beds.

Youth(s) will never be transported in a staff member's personal vehicle

For safety and security purposes, all youths will be transported in full mechanical restraints (i.e. leg shackle and handcuffs).

Youth(s) are to be properly secured in the back of the vehicle for transportation using seatbelts.

Youth(s) should never be mechanically restrained to any part of the vehicle or to another youth when being transported.

All posted speed limits and all traffic laws must be obeyed at all times.

Male staff members are prohibited from transporting female youth(s) without a proper female escort. Conversely, female staff members are prohibited from transporting male youth(s) without proper male escort.

Youth(s) must be supervised at all times during transportation.

All keys and equipment must be kept under strict control at all times.

The Juvenile Detention Counselor are responsible for performing a daily security check of the transportation vehicle prior to making any trips with youth(s). They are to check for possible contraband, prior damage, and ensure that all doors, windows, and mesh screening are secure.

Preparation for Transporting Youth(s)

The Shift Supervisor will supply the court order (decree note), when the detainee is being transported to another facility (i.e., mental health hospital, etc.).

The Expeditor or designee will supply all the necessary paperwork for a youth being transported to the bus station or airport.

The Shift Supervisor or higher authority must be notified before a Juvenile Detention Counselor transports any youth. If any difficulties should develop which may delay the estimated return time; the Juvenile Detention Counselor will contact the Shift Supervisor on duty.

All youth being transported will remain in the facility issued clothing. If a youth is being transported to a treatment facility for placement he/she will remain in facility issued clothing but the Juvenile Detention Counselor will also obtain the youth's personal property and turn it over to the receiving facility due to the longevity of the time that the detainee will be away from the facility. The Juvenile Detention Counselor may bring the JJIC uniform back to the facility or request that the receiving facility send the uniform back, whichever is convenient for the officer and the receiving agency.

The Juvenile Detention Counselor will secure the vehicles to be used and will completely search the vehicle and inspect it to ensure that it is serviceable and complete the Daily Vehicle Inspection Sheet. Any problems involved with the serviceability of the vehicle should be immediately reported to the maintenance department.

The Juvenile Detention Counselor will secure the restraints on the youth in an internal, secure area before moving him outside to the vehicle. The Juvenile Detention Counselor will place restraints, including handcuffs and leg irons on all detainees being transported; the restraints will be double locked, and the restraints will be left in place during the entire transport.

Routes of Travel

The most direct route which avoids traffic congestion, signal lights, railroad crossings, and other possible delays should be followed when possible, parking problems should be anticipated, and the officers should have a formulated plan in mind should an alternative route become necessary.

Transportation to Criminal Court

Youth(s) will be escorted to the van in groups of two (2); female youth(s) will enter last, occupying the front seats of the van behind the driver area. At no time will any youth be allowed to ride up front next to the driver.

On occasions where the total number of youths exceed twelve (12), two (2) separate, equally balanced groups will be transported.

Youth(s) must be escorted through the secured area in a professional and orderly manner.

Upon arrival to the holdover area, youth(s) are transferred to the custody of the Juvenile Court staff.

Court staff will give court orders and those youths can be returned to the detention center. No youth(s) will be returned to the detention center without a valid court order.

Medical Transport

JJIC's Medical Services will provide the transporting officer(s) with all medical and/or psychological information necessary to ensure continuity of care.

Medical personnel will provide the Transporting Officer the necessary paperwork for a detainee being transported to a routine medical, dental or visual appointment.

The following process will be followed when transporting a youth for medical reasons:

- The youth shall be handcuffed and shackled.
- The youth is to remain in sight of staff member at all times.
- The youth is not allowed to make any phone calls when out on medical appointment.
- The staff member is to bring a medical release form.
- Upon return to the detention center, give all medical paperwork. received at the appointment to medical staff.

When a detainee is in need of hospitalization, the Juvenile Detention Counselor will remain with the detainee throughout the admission process.

If a follow-up appointment is necessary, the Juvenile Detention Counselor must advise the outside medical staff to arrange the appointment with the JJIC medical staff. The Juvenile Detention Counselor is not to make the medical appointments.

The Juvenile Detention Counselor should take and return all medical documents directly to and from medical personnel. The detainee is not permitted to read and/or handle the documents.

The medical and security staff members involved in a detainee's transport outside the facility are to coordinate their efforts to maximize efficiency and ensure the adequate exchange of appropriate information regarding the appointment, service required, subject detainee, etc. All youth returning from a medical transport will be searched by the Juvenile Detention Counselor.

Emergency Transportation

- The decision to call for an emergency vehicle (ambulance) is strictly a medical decision, which is to be made only by the detention nurse or medical doctor.
- If there is an imminent life-threatening event, then the Shift Supervisor can call 911 for emergency response and transport to the appropriate hospital. In such cases a staff member will always accompany the juvenile. The Shift Supervisor will notify medical personnel, the Superintendent, and the Assistant Superintendent immediately.

Security

At least one Transporting Officer will be the same gender as the youth being transported.

There will be a minimum of two (2) Transporting Officers during transports. These procedures list the minimum requirements for the transporting of youth. Special staffing and/or security arrangements may be made depending on the status of the youth(s) being transported.

The DSB Administrator or designee may impose requirements for additional Detention Officers for transportation and/or security changes.

Transporting Officers will be equipped with a JJIC radio. Should an emergency occur requiring special assistance, the officer-in-charge will contact the Shift Supervisor and nearest law enforcement agency.

Funeral Transportation

PURPOSE

To provide guidelines where a youth may be provided the opportunity to be with family during times of death.

POLICY

JJIC does not participate in funeral services. A youth who is in custody and is court ordered to participate in a funeral for immediate family members will be transported to funeral visitation only. JJIC does not transport youth to visitation or funeral services of non-immediate family members.

The visitation will take place at a scheduled time arranged with the entity responsible for conducting the funeral services. The JJIC Director reserves the right to utilize virtual attendance in the event that the safety of a youth becomes a risk.

Funeral Transport

A court order is needed to transport a youth to an immediate family member's funeral service.

If virtual attendance is available, the youth may attend virtually, if there is a court order and signed consent from a legal guardian or legal representative provided.

NOTE: Youth will return to JJIC immediately if the scene appears to be unsafe upon initial arrival to a court ordered funeral transport.

Juvenile Attempting Escape from Custody

In the event a youth escapes from custody:

1. Staff should immediately contact the New Orleans Police Department through 911 and provide the last known direction the juvenile was seen running from the vehicle.
2. After the police have been notified, staff is to notify the Juvenile Detention Counselor Supervisor to report the circumstances. Upon return to the center, the staff member will immediately complete an Incident Report on the escape.
3. The Emergency Procedures for escape will be immediately implemented and followed. The chain of command at the Department of Human Services (i.e. Director of the Department, Superintendent of Residential Life, and Security Manager) shall be notified.

Vehicle Failure or Other Mishap

In cases of vehicle failure or other mishap, restraints will not be removed from the youth unless it is necessary for the treatment and/or evacuation and/or justified under the circumstances of the mishap. If there is an emergency breakdown on the road or if the Juvenile Detention Counselor is in need of assistance, he/she should call the Shift Supervisor on duty or the nearest law enforcement agency and seek assistance. The officer will request that the agency immediately notify the JJIC and as soon as possible, the Juvenile Detention Counselor should call JJIC directly.

If, during a transport, a youth becomes seriously ill and the transport is not going to a medical appointment, the Juvenile Detention Counselor should proceed to the nearest hospital and notify the Juvenile Detention Counselor Supervisor on duty.

The Juvenile Detention Counselor is responsible for the custody and safety of the youth(s) and must realize that legally he/she can be held responsible for gross negligence if he/she fails to use good judgment or does not take the necessary precautionary measures any reasonable officer would take under the circumstances.

VIII.-18: OUTSIDE SERVICE PERSONNEL

PURPOSE

To ensure that outside service personnel are supervised when working at JJIC.

POLICY

All outside service personnel are supervised by JJIC personnel when working in the secured areas.

DEFINITIONS

Outside Service Personnel – Includes repairmen, servicemen, and vendors.

Authorized Personnel – Staff of the City of New Orleans Department of Human Services.

PROCEDURES

The staff member initiating the service/work request will explain, in advance, the rules concerning outside service personnel in the JJIC.

Responsibilities of Supervisor

When outside service personnel are called in to perform a function within the secured detention center, the Superintendent of Building & Maintenance shall be charged with the following duties:

- Arrange for continuous supervision of outside service personnel if work is to be done in a secured area.
- Log the outside service personnel and the JJIC personnel assigned for supervision on the Outside Service Personnel Log before allowing anyone to proceed into the secured area.
- Report violations of safety and security to the JJIC Security Manager

Responsibilities of Control Room Operator

Notify Shift Supervisor of the arrival of outside service personnel.

Maintain security by ensuring that visitors utilize Lobby Guard.

Rules Governing Outside Personnel

All outside service personnel should be advised of the following by the Superintendent of Building & Maintenance or designee:

- Any contact with detainees is prohibited.
- No information about any of the detainees will be given for any reason.
- All tools or other items, which could be considered to be contraband, must be accounted for prior to their entrance into the secure areas.
- Outside Service Personnel must immediately obey all directions given by staff members while they are working within the secure detention areas, e.g. need for emergency evacuation, etc.
- In the event of an incident within the detention center, outside service personnel are not to intervene in any way.

VIII.-19: WEAPONS

PURPOSE

To ensure the safety and security of detainees and staff at the JJIC by maintaining strict controls over the possession of weapons within secured areas.

POLICY

To ensure the safety and security of Department of Human Services staff and clients, no firearms, chemical agents, or weapons shall be worn or carried at JJIC or in the course of conducting departmental business unless it is during an emergency, and then only if carried by a law enforcement officer. At no time shall visitors be in possession of firearms or other weapons while inside the confines of the JJIC.

No classification of personnel employed by the Department of Human Services has been approved or authorized to use or be in possession of a firearm or other weapon for assigned duties.

DEFINITIONS

Weapon – Any item that can be used to attack or repel an attack. Examples include but are not limited to the following: knives, guns, ammunition, mace, clubs, bats, matchsticks and cigarette lighters, and nunchakus.

PROCEDURES

Court personnel and all visitors shall be made aware of this policy as follows:

Department Personnel

During orientation, personnel are informed of this policy, and violations of this policy shall be handled in accordance with the Employee Standards of Conduct.

Contractors and Volunteers

Contract staff and regular service and occasional volunteers are informed of the Department's weapons restriction during orientation.

The Chief Operating Officer refers all violators of this policy to the responsible administrator and/or the Police Department when appropriate.

Parents/Guardians and Families of Youth

Visiting Rules and Procedures are posted in the visitation room.

Visitors are advised that should they be suspected of possession of contraband they are subject to search at any time and could be removed from the JJIC and asked to leave the property.

Weapons are treated as contraband.

Violations of this rule may result in permanent denial of visitation privileges.

Law Enforcement Officers and Probation Officers

At no time during an authorized visit shall a commissioned law enforcement officer or probation officer be in possession of firearms or other weapons, including Tasers, nightsticks, batons, and/or chemical agents inside of the detention center. Law

enforcement officers must secure their weapons in their car or gun locker at the JJIC facility.

Refusal to Relinquish Weapons

In the event that any person refuses to relinquish a weapon upon request, that person shall be refused entry into the secure area of the JJIC and can be permanently banned from the property.

In the event of an emergency situation, this policy is subject to change at the direction of the Director of the Department of Human Services.

VIII.-20: VISITATION

PURPOSE

To ensure that detainees of the JJIC maintain contact with their assigned court personnel, the community, and family in order to help reduce the possibility that the detainee will become institutionalized and/or lose contact with family or their desire to return to the community.

POLICY

Youth shall have the right to reasonable and regular visitation with their parent/legal guardian and/or grandparents, and reasonable and confidential access to their attorney or other legal representation. Visitation shall be encouraged through the posting of visitation times and offered, at a minimum, at least three (3) visits per week. Visitation shall not be permanently denied but may be temporarily restricted or limited due to overriding security concerns. Substantial justification for any visitation restriction imposed must be provided for by the Director of the Department of Human Services or designee. Visitors shall be provided a written copy of the visitation policy so that a complete understanding is obtained by each individual.

DEFINITIONS

Visitors: Individuals who enter the JJIC and have a legitimate need to go beyond the lobby area.

Minor Contraband – Includes but is not limited to bags/purses, pictures, magazines, or unauthorized food.

Major Contraband – Includes but is not limited to cell phones, electronic devices, cigarettes, weapons, or legal or illegal drugs.

PROCEDURES

Types of visitors that are allowed at the JJIC:

- Parent(s) or guardian(s)
- Youth siblings accompanied by their parent(s) or guardian(s)
- Those that are court ordered to visit youth
- Individuals recognized as interns or staff for the Louisiana Center for Children's Rights or Orleans Public Defenders
- Travis Hill School visitors

Other individuals may be granted visits at the discretion of the appointed judge, Director, or designee.

Any person coming into the JJIC must first sign in with the Lobby Guard before being allowed entrance into the facility. Visitors may visit at the designated times unless the facility is in a state of emergency and security of the facility would otherwise be at risk. Non-JJIC personnel will obey commands issued by JJIC Security Officers or other

higher authority when it is necessary for them to leave the area or assist in some manner in the event of an emergency.

The following rules apply to all visitors coming into the JJIC:

- All visitors' coats, packages, and handbags will be secured in lockers provided in the lobby.
- Visitors are advised that should they be suspected of possession of contraband (illegal or otherwise), they are subject to search and could be removed from the JJIC.
- Confiscated contraband will be handled according to the appropriate departmental policy.
- Visitation will be conducted only in areas authorized by policy.
- Visitation guidelines are available to all detainees, staff, and visitors.
- Visitors who are unable to maintain proper conduct and behavior or who appear to be under the influence of alcohol or drugs will be asked to leave the premises.
- Youth receiving visitors will be searched prior to returning to the unit, pursuant to JJIC Policy and Procedure,
- Youth found to be in possession of contraband will receive a Disciplinary Report, and visitation authorization for the detainee's parent or the persons for that visit will be indefinitely suspended.

Family Visits

Visiting hours shall be regularly scheduled so that visitors have an opportunity to visit at set times at least twice a week. Special visiting arrangements shall be made for visitors who cannot visit the youth during the regular visiting schedule. Special visits will be approved by Director or designee.

All approved visitors must complete orientation and submit all documents to the Social Worker prior to the first visit (i.e., Social Security card, ID, birth certificate, marriage license, and guardianship paperwork if necessary).

- All family members must be listed on the youth's intake sheet and proof of identity must be secured and placed in youth's file prior to any family visitation.
- All visitors must show ID at every visit — no exceptions.
- Visiting Times: Wednesdays and Thursday (weekly) 6:00 p.m. to 8:00 p.m.; the fourth Saturday and Sunday of every month 9:00 a.m. to 3:30 p.m.
- Maximum of three (3) visits per pre-scheduled time slot.
- Maximum of four (4) pre-approved visitors per youth (parents/guardians and siblings only; no other visitors will be allowed).
- All family members will be searched with a wand prior to entering the

secure area.

- All contraband will be confiscated.
- Possession of any major contraband may result in possible criminal prosecution.
- No re-entry is allowed.
- There shall be no obscene language or inappropriate conversation (i.e., criminal or sexual comments). The JJIC reserves the right to terminate visitation if these conversations continue.
- All visitors must be dressed appropriately (no shorts, tank tops, see-through or low-cut tops, short skirts or dresses, and pajamas). Any violation of dress code will result in no entry.
- Visitors who appear to be under the influence of drugs or alcohol will not be allowed to visit.
- There shall be no threats and no acts of violence toward staff. Any violation will result in the suspension of a visit.
- Visitors must arrive 15 minutes prior to scheduled visit time. There will be no late admission.
- A grievance box will be placed in the lobby if visitors disagree with any determination.
- If a parent has been denied visitation rights by the court, the JJIC shall honor the court's order and deny visitation to that parent.
- The visiting area will permit communication, including the opportunity for acceptable levels of physical contact. When necessary for security reasons, non-contact visitation may be provided.

Limits and Boundaries during Family Visits

Kisses are permitted when greeting or saying goodbye to legal guardians and family members.

- Holding hands is permitted with arms extended across the table; there shall be no touching of any type under the tables.
- Hugs can be given with arms extended around the waist area and the youth extended around the neck.
- If a youth or visitor is addressed multiple times concerning the use of public display of affection, there will be a visitation suspension.

Attorney/Advocate Visits

In order to support school attendance, the JJIC requests attorneys communicate their desire to visit a client at the facility prior to their arrival at the JJIC.

Attorneys are able to request visitation Monday to Friday 9:00 a.m. to 5:00 p.m. Attorneys must provide credentials upon each visit.

Attorneys must provide proof that a particular youth has been assigned to them. Acceptable documentation shall include judgments or a Web-based search verifying the attorney's presence for youth. JJIC staff is able to assist in Orleans Parish Criminal District Court and Orleans Parish Juvenile Court confirmation; however, requiring staff to validate an attorney assignment will delay your visitation.

Attorneys may request special visits outside of normal business hours by calling the JJIC Main Office and getting approval from the Superintendent of Supportive Services.

Attorney visits shall be conducted in private to maintain confidentiality.

Youth advocates must state during the visitation scheduling if their visit is for intake purposes. Computer bags and/or chargers will not be allowed during the visit.

Special Visitation

Special arrangements will be made for the following:

- Family members from long distances (parents, grandparents, and siblings over 18)
- Treatment professionals and Social Workers
- Visitors that work during the visitation period

The Superintendent of Supportive Services or designee must approve the special visits.

Special visits are approved for one (1) visit only.

Should the JJIC be informed in a timely manner of the verifiable death or critical illness of an immediate family member, the youth, at the request of the family, with the written permission of an Orleans Parish Juvenile Court Judge, whenever statutes and circumstances allow, shall be allowed to go to the bedside or visitation services preceding the funeral under secure escort provided by the JJIC.

Visitation policy is subject to change in the event of a national declared emergency, pandemic, or disaster. A written plan of action regarding visitation during a declared emergency will be implemented and distributed to stakeholders.

VIII.-21: ROOM/DETENTION SECURITY CHECKS

PURPOSE

To establish a procedure to ensure routine supervision of youth who are in their assigned rooms on the detention units. To ensure that circumstances for cross-gender viewing are prohibited.

POLICY

It is the policy of the JJIC to perform routine security inspections of each room in order to ensure the safety and welfare of the youth. When a staff member of the opposite sex enters their room, an announcement will be made to inform the youth.

DEFINITIONS

Exigent Circumstances – A particular set of circumstances that require immediate attention or are urgent and cannot be ignored.

PROCEDURES

Juvenile Detention Counselors shall conduct security checks in a manner that enables residents to shower, perform bodily functions, and change clothing without non-medical staff of the opposite gender viewing their breasts, buttocks, or genitalia, except in exigent circumstances or when such viewing is incidental to routine cell checks (this includes viewing via video camera). An exigent circumstance would be a situation of an urgent nature that required immediate attention such as a suicide attempt. There will be no cross-gender viewing or monitoring of youth during showers or getting dressed.

Individual Room Checks

Room and detention security checks are to be performed anytime youths are secured in their individual rooms. The following procedures shall apply:

- The intervals between routine security checks can be no more than fifteen (15) minutes.
- The Juvenile Detention Counselor assigned to conduct security checks of the youth on each detention unit must make radio contact with Juvenile Detention Counselor Supervisor at the conclusion of each security check to notify them of the completion of the security check.
- Each security check will be logged into the unit control booth logbook by the Juvenile Detention Counselor conducting the search at the time of the security check.
- The routine security check conducted by the Juvenile Detention Counselor must include a visual observation of the detainee and observance of his/her behavior at the time of the check.
- No task will interrupt the performance of the security checks.
- Failure to make routine security checks is grounds for disciplinary action up to and including termination.

Room Confinement Checks

The following procedures shall apply to room confinement checks:

- A Room Confinement Observation Log must be affixed to the outside of the youth's door.
- The intervals between routine status checks can be no more than fifteen (15) minutes. Each fifteen (15) minute check must be logged and initialed on the Room Confinement Observation Log at the appropriate interval. Indication of the observance of the youth's behavior at the time of the status check must be recorded according to the specified codes on the form.
- The Juvenile Detention Counselor assigned to status checks of the youths on each detention unit must make radio contact with the Shift Supervisor at the conclusion of each status check to advise of the same.
- Each status check will be entered in the logbook on the respective units at the time of the status check.
- The routine status check conducted by the Juvenile Detention Counselor must include a visual observation of the detainee and observance of his/her behavior at the time of the check.
- No task will interrupt the performance of the status checks.
- Failure to make routine status checks is grounds for disciplinary action up to and including termination.

VIII.-22: SECURITY INSPECTIONS

PURPOSE

To establish a procedure to assist in maintaining JJIC security through inspections and walk-throughs.

POLICY

It is the policy of the JJIC to perform and document routine security inspections in order to ensure the safe and orderly operation of the facility.

DEFINITIONS

Detention Center Log Sheet – A daily shift report on the activities during a shift prepared by a Shift Supervisor and/or correctional staff submitted to the Superintendent of Residential Life at the end of the shift. Document retention period for this document is three (3) years.

Security Devices – Locks, gates, doors, bars, fences, ceilings, floors, walls, and windows used to confine and control detainees. Also, electronic monitoring equipment, security alarm systems, security light units, auxiliary supply, and other areas/equipment used to maintain facility safety and security.

PROCEDURES

The Shift Supervisor shall ensure that daily security, sanitation, and safety checks are completed and documented accordingly on their respective shifts.

Shift Supervisors are responsible for securing and inspecting the following on each shift:

- All housing unit showers
- Medical rooms for security and sanitation
- Recreation yards
- Property area
- All fire exits located within the Detention Services Bureau area (manually opened/closed)
- All housing unit activity areas and offices
- Staff rest rooms
- Trash control
- Emergency exit doors
- Conduct searches of all housing units' common areas
- Random cell searches
- Visitation areas
- Admissions and release area
- Staff appearance
- Laundry dryer lint traps

If any need for repairs is identified as a result of inspection, the inspecting Supervisor shall file repair/maintenance requests in the FMX system.

Intercom and Fire Alarm System

These are to be monitored on a daily basis by the Control Room Operator. Any malfunctions are to be reported immediately to the Security Manager.

Documentation

Permanent logs shall be maintained that record emergency situations, unusual incidents, and other pertinent information regarding security inspections. Each Shift Supervisor will document and record any deficiencies and in the logbook.

The Security Manager will review the Detention Center Log Sheet and determine which security deficiencies require maintenance action and see that this is handled immediately.

Any severe breach in security is to be brought to the immediate attention of the Chief Operating Officer and Director of the department of Human Services.

Weekly, the Security Manager or designee will inspect any security device that was reported defective during the past week to ensure it is now working properly.

Intervals for Inspection/Reporting

All Juvenile Detention Counselors will conduct an inspection of their post before accepting the post. The inspection and any discrepancies found will be noted in the housing unit permanent logbook. Anything requiring maintenance will have a Request for Maintenance Services filled out and entered into the FMX system.

Each Shift Supervisor will conduct a daily inspection of the youth housing areas including holidays and weekends and document on the Shift Supervisor's Detention Center Log Sheet. Unoccupied areas will be inspected weekly.

All security features will be inspected once a week by the Security Manager or designee. The Weekly Detention Center Inspection Form shall be utilized to ensure inspection and maintenance of all security devices and corrective action is initiated when necessary.

The Chief Operating Officer will visit the living and activity areas at least weekly to encourage informal contact with staff and detainees and to informally observe living and working conditions. The Department of Human Services' higher-level managers will conduct unannounced rounds on one shift per week to identify and deter staff sexual abuse and sexual harassment. These unannounced rounds will occur on the night shifts as well as day shift and will be documented in the unit logbooks and the Central Control log. Control and other staff will not alert unit staff that these supervisory rounds are occurring.

VIII.-23: FIRE PREVENTION PROCEDURES AND EQUIPMENT

PURPOSE

To describe the fire inspection and safety procedures that will be used at the JJIC.

POLICY

Each youth, staff member, and visitor shall be provided with a safe environment through the effective use of fire prevention and safety inspections. The detention center shall comply with all federal, state, and/or local fire and safety codes regarding exit requirements, fire system inspections, monthly tests, annual fire inspections, and locations of fire equipment in the detention center.

DEFINITIONS

Fire and Safety Officer – An employee designated by the Detention Services Bureau Administrator who has completed the required training.

PROCEDURES

Fire Prevention

The JJIC promotes the understanding that the important aspect of an effective fire protection program is prevention. Employees will be constantly alert for fire hazards, such as altered electrical outlets, overloaded electrical units, expended fire extinguishers, and improper trash storage. Employees will make fire prevention a basic part of their daily activities by detecting, reporting, and correcting any fire hazard.

- JJIC staff shall always be on the lookout for fire hazards such as altered electrical outlets, overloaded electrical units, expended fire extinguishers, and improper trash storage.
- It is essential that all staff make fire prevention a basic part of their daily activities. All staff shall be attentive to maintaining good housekeeping standards to augment fire safety, including:
 - Proper storage of combustible material.
 - Training for juveniles in fire safety procedures.
 - Fire drills.
 - Fire control equipment checks.

Furnishings

Furnishings with material made of polyurethane, plywood, and/or plastic shall not be used unless approved by the local fire and safety authority.

All materials used in furnishings shall meet Class A interior finish rating.

Trash Receptacles

All staff shall monitor receptacles located throughout the detention center for possible fires.

Trash receptacles will be constructed of fireproof material, be readily accessible, be outside and covered with tightly fitted lids, and be emptied and cleaned three times a day.

Open burning of trash or garbage is prohibited. The center contracts for transport of refuse to and disposal in a landfill or dump.

Smoking

Smoking is prohibited on the grounds of the JJIC.

All volunteers, visitors, or any other persons entering JJIC shall not carry on their person, lighters, matches, cigarettes, cigars, pipes, vaporizers/electronic cigarettes, or any tobacco product while in the detention center. Visitors shall leave these items in their personal vehicle.

The use of tobacco in any form by youth is strictly prohibited in the center.

Fire Suppression Pre-Plan

To ensure the facility is prepared to deal with a potential fire, the following precautions have been implemented:

- The New Orleans City Fire Department will make periodic on-site pre-fire plan reviews.
- The fire sprinkler system will be inspected twice yearly by facility maintenance personnel to ensure it is properly operational.
- The fire extinguishers will be inspected monthly to determine that they are in proper working order (see Safety Inspections).
- All exits will be routinely inspected to ensure they are operating properly.
- All means of exit shall be maintained so as to provide free and unobstructed egress from all parts of the building at all times. All means of exit shall be available for full instant use in case of fire or another emergency.
- No person shall place, store, or keep any materials whose presence would obstruct an exit or would cause an exit to become hazardous.

Pull Box Locations

Tampering with fire alarms is a violation of state law and JJIC policy. Fire alarm pull stations are in the following locations:

Administration Areas

- Reception
- Director's Office
- Door by entrance of the conference room

Nursing

- Nurse/Exam Office

Living Unit 4

- Hallway (just outside Unit 4)
- Desk
- Utility closet

Living Unit 5

- Next to bulletin board
- Under TV (East Wall)
- Near exit on West Wall.
- Control room
- Dining Hall
- Kitchen
- School hallway
- Gym office

Fire Extinguisher Locations and Procedures

Fire extinguishers are in the following locations:

- Administrative Conference Room
- Administration Reception
- Nurse/Exam Office
- Living Unit 4 Desk
- Living Unit 5 Desk
- Control Room
- Dining Hall
- Kitchen
- Social Service Office
- Classroom 2 & 3

The fire extinguishers' dial should always indicate that the unit is charged. All units are re-charged annually.

Anyone finding an extinguisher below the required charge level must report it immediately to maintenance personnel.

There is an Ansul fire extinguishing system under the hood of the stove in the kitchen. Turning and pulling the chrome-plated switch to the right of the grill area activates this system.

Fire Hydrants

Fire hydrants are in the following locations:

- Directly behind the facility
- Northwest corner of the property

Fire Sprinkler System

JJIC is equipped with sprinklers that are fire activated.

Fire Drills

Fire drills shall be conducted at a minimum one drill per shift every 90 days, at varying times of the day under the direction of the Shift Supervisor and shall be rotated among each of the three shifts (7:00 a.m. – 3:00 p.m., 3:00 p.m. – 11:00 p.m., and 11:00 p.m. – 7:00 a.m.). The Fire Safety Officer shall schedule the drills and notify the Shift Supervisor of the scheduling. Prior notification of the drill shall be limited to increase drill effectiveness.

Documentations of the fire drill shall include the following:

1. Date of drill.
2. Time of the drill.
3. Number of minutes to evacuate to the designated area.
4. Number of staff and youth evacuated.
5. Any problems noted during the drill.
6. Corrective action taken if a problem (or problems) is noted during the drill.
7. Signatures of staff present during drill.

Logs of these drills will be kept in the administrative office.

During the monthly fire inspection, any repair or replacement of fire equipment shall be written, identified, and submitted to the Superintendent of Building & Maintenance.

Fire and Life Safety

There shall be at least one person on duty at all times who meets the training standards for general fire and life safety, which relate specifically to the JJIC.

The training protocol is focused on fire prevention, fire behavior, and equipment, types of fires, emergency response, CPR, first aid, and fire suppression.

Fire Inspections

There shall be four separate and distinct fire inspections within the detention center. Weekly fire inspections shall be conducted by the Maintenance Engineer who shall receive training in and be familiar with the safety and sanitation requirements of the local fire and safety authority.

The fire safety officer is responsible to ensure compliance with the local authority's safety and fire prevention codes. The fire safety officer shall conduct monthly inspections.

The fire safety officer shall receive training in safety and fire prevention and shall provide in-service training to staff regarding applicable regulations and inspections, which will include the use of checklists and methods of documentation.

Annual inspections by the local Fire Marshal shall be conducted. Following this inspection, every effort shall be made to correct all deficiencies noted. When corrections are complete, the Facility Maintenance Engineer shall notify the local Fire Marshal for a re-inspection of the detention center.

Record Keeping

All records, including fire drill, fire marshal discrepancy, and correction reports shall be maintained for the current fiscal year plus the previous three fiscal years. These records shall be kept in a central file.

Distribution of the Fire Plan

A copy of the fire safety plan shall be posted by the fire safety officer in each section of the detention center. A copy of the general emergency instructions shall be displayed in a conspicuous place in each occupied area along with a drawing of the floor plan for that area which reflects the location of fire extinguisher, primary and secondary exits, and any emergency equipment.

Training

The detention center staff receives fire and life safety training every two years. First aid, CPR and medical responses are also included in the Block Training, which is done yearly.

The training records are kept with the Training Coordinator.

All detention center staff shall be trained to communicate using handheld radios.

Equipment

Equipment in the facility for emergency response is available, such as a generator, a weather alert radio, and fire extinguishers.

All emergency power backup systems will be operated in accordance with applicable standards. The emergency power backup systems will include testing and logging of the date and results of such tests by Facility Maintenance.

Emergency generators will be inspected weekly by the Facility Maintenance Department.

The facility will have emergency backup lighting to provide sufficient illumination to egress areas and stairwells during emergencies.

Emergency means to communicate with outside agencies is available.

Automatic sprinklers are installed throughout the facility including the housing units. Fire doors will not be blocked or propped in an open position.

There shall be an up-to-date inventory of all fire extinguishers located throughout the JJIC which will be inspected monthly by the JJIC's Fire and Safety Officer. Signed and dated documentation of the monthly inspection shall be submitted to the Chief Operating Officer by the Fire and Safety Officer no later than the twenty-fifth (25th) of each month.

VIII.-24: TOOL CONTROL

PURPOSE

To ensure the accountability and safe use of all tools, culinary, and medical equipment, including their appropriate storage, inventory, and supervision within the JJIC.

POLICY

Since the daily operation of the detention center requires that staff have access to various tools and culinary equipment, a system of internal accountability shall be established. All tools, culinary, and medical equipment, including their appropriate storage, inventory, and supervision within the JJIC, shall follow the written guidelines provided in this section.

DEFINITIONS

Culinary Equipment – Tools used in the preparation of food within the secure kitchen area, as designated by the Food Services Manager or designee excluding food service trays, pots and pans and other large items.

Medical Equipment – Permanent and disposable tools used in the performance of medical assessments, exams, and treatment.

Mechanical Restraints – Departmentally approved restraints for juveniles, to include handcuffs, leg irons, and waist belt and chain.

Tool – An implement, especially one held in the hand, for performing mechanical operations. For the purposes of this policy, culinary equipment and medical equipment will not be considered "tools."

PROCEDURES

Culinary Equipment Control

The Food Services Manager or designee will maintain a current copy of the culinary equipment inventory and be accountable and responsible for all operations within their Division.

No youth or personnel other than Food Services personnel shall ever be allowed in the area where food is prepared at any time.

At no time are youth or non-Food Services JJIC personnel allowed any contact with any of the culinary equipment.

All culinary equipment shall remain within the secure kitchen area and the responsibility of the Food Services Division.

Tool Control

The Superintendent of Building & Maintenance shall designate a staff member as the Tool Control Officer to inspect and log any and all tools coming into the JJIC.

All tools shall be inventoried and recorded onto the Tool Control Log as they enter the JJIC and again upon departure from the JJIC.

Youth are forbidden the use of or access to any tools. Youth may use cleaning items such as mop, brooms, and buckets and other common household items under direct supervision only.

The Juvenile Detention Counselor Supervisor shall initiate a mandatory search of affected areas when items are reported lost or there is reasonable suspicion that a youth may be in possession of a missing item. All movement within the facility must cease while the search is being conducted.

When repairs are completed or work has ceased for the day, the Shift Supervisor shall ensure that working areas are thoroughly cleaned and inspected for contraband before allowing detainee access.

All tools shall be kept in the maintenance workspace area/office in appropriate locked tool storage cabinets. When used, these items shall be signed out and recorded on the Tool Items Check Out Form.

Larger tools will be placed on a shadow board for easy identification.

No sharp objects or tools will be kept on any living unit. Juveniles are not permitted to use any tools or any sharp instruments.

Youth may use blunt end scissors, safety scissors and personal hygiene items such as nail files and clippers, with staff permission and direct supervision.

Lost Tools

When the Engineer/Contractor determines that a tool, which has entered the JJIC, cannot be accounted for, the Security Manager and the Juvenile Detention Counselor Supervisor will be notified immediately.

The Juvenile Detention Counselor Supervisor shall call for a Cease I (code 10-6 on the radio) Movement and secure the JJIC.

A complete search of the JJIC will be conducted, which may include but may not be limited to room searches and strip searches, for the lost tool until the item is recovered.

The Juvenile Detention Counselor Supervisor will report and document the incident according to the JJIC's Policy and Procedure, Serious Incident Reporting.

Private Contract Repair and Maintenance Workers

All private contract repair and maintenance workers shall be required to submit a copy of any inventory of tools they bring into the JJIC.

The contractor shall submit to an inspection and inventory of all tools, toolboxes and equipment that could be used as weapons before entering and leaving the JJIC.

Any contractor shall be accompanied throughout the JJIC to ensure that security and safety precautions and procedures are followed at all times.

MEDICAL TOOLS/INSTRUMENTS

Storage

Health Authority personnel shall:

- Use appropriate security measures for controlling access to tools and instruments at all times;
- Maintain medical equipment, handheld instruments, needles, syringes, and disposable sets in a secure area;
- Inventory of all needles, syringes, and related sharps shall be kept as indicated in the JJIC Policy and Procedure, Medication Management, XII-4.
- Youth are forbidden the use of or access to medical tools.
- Youth are forbidden to be unsupervised in any of the designated medical areas or Health Authority offices.

Mechanical Restraints Inventory and Storage

- All assigned mechanical restraints shall be attached to the Juvenile Detention Counselor to whom the restraints are assigned at all times. All unassigned mechanical restraints shall be stored a secured cabinet in the Control Room
- The Superintendent of Residential Life shall maintain an inventory of all mechanical restraints assigned to any personnel and control booths within the JJIC.
- The Superintendent of Residential Life shall maintain an inventory of all unassigned mechanical restraints used in the Detention Services Bureau.
- The Superintendent of Residential Life shall maintain an inventory and a log of usage of the mechanical restraints in the Control Room for the purposes of transporting youth.
- Restraint sign out logs shall be retained pursuant to the document retention schedule of current year plus one year.

Inventory Check of Security Items

- A list of all items and the number of each item shall be placed in the unit's security cabinet.
- Within thirty (30) minutes of the start of each shift, an inventory check of all security items assigned to a living unit's security cabinet (blunt end scissors, nail files, nail clippers, razors, tweezers, etc.) shall be made by a Juvenile Detention Counselor.
- When the inventory is completed, it shall be noted in the living unit logbook. If any item is missing, a room search will be completed and a pat down of all youth on the living unit will be performed to locate the item(s).
- If the item(s) cannot be accounted for, it is to be logged on the unit logbook and the Juvenile Detention Counselor must notify a Supervisor.

IX – YOUTH BEHAVIOR MANAGEMENT

IX.-1: BEHAVIORAL MANAGEMENT

PURPOSE

To ensure a behavior management system that places emphasis upon recognition and reinforcement of positive behaviors. Measures of accountability shall also be provided to deter negative behaviors.

POLICY

To provide a system of rewarding the positive behavior of youth through the use of a standardized behavior management system designed to promote the development of self-control and to teach and encourage positive behavior and interaction with others. To give youth opportunities to understand and internalize appropriate behavior so that past mistakes are not repeated and growth and maturity are developed.

DEFINITIONS

Positive Behavior Intervention System – A framework for decision-making and organizational change that supports the installation of evidence-based, research-validated prevention and intervention strategies using a three-tiered approach to improving behavioral and academic outcomes for youth.

Points – Rewards for completing assignments or benefits received as result of following prescribed behaviors.

Restriction – A written correction that follows a verbal correction and is noted on the Youth's Point Sheet.

Reward – A privilege, recognition or benefit that is granted in return for specific positive behavior or achievements, rewards are accrued and awarded on a weekly basis.

Verbal Correction – A notice to the youth in a firm assertive manner that his/her behavior is not appropriate and a directive as to what the staff specifically wants him/her to do. There is no loss of points for a verbal correction.

Universal Prevention Strategies – Evidence-based approaches applied consistently and systemically to all youth detained at the JJIC.

PROCEDURES

Eligibility

A youth becomes eligible to participate in the Positive Behavior Management System after he/she has been provided orientation on the residential unit. Within the first twenty-four (24) hours, the youth is oriented to the rules and regulations of the JJIC including the behavioral point system and are made aware of what is expected of him/her. A youth is not eligible for the Positive Behavior Management System if he/she is on in Room Confinement.

Participation

The JJIC will utilize a trauma-informed Positive Behavior Intervention System, which balances accountability with an understanding of the impact of trauma on young people. It is based on standard behavior modification principles and designed as a tool to help manage the behaviors of the youth secured in the facility. The JJIC will support the behavior management program through the consistent and fair application of awards and penalties. By providing consistent rules and consequences the goal is to minimize disruptions in the facility's daily schedule with an emphasis on positive behavioral supports and behavioral intervention plans.

Youth will receive instructions about the JJIC behavioral expectations, possible sanctions for not meeting those expectations and/or violating the rules, and the behavior management system during their Orientation, this information will be reviewed and explained in greater detail when the youth meets with their facility Social Worker which will occur within 24 hours of their arrival at the facility.

The JJIC's point system is based on rewarding youth for their behavior as opposed to penalizing them for violating the rules. The facility's rules are clear and emphasize the youth's rights, responsibilities, and consequences for noncompliance. Rewards and consequences are directly related to the seriousness of the youth's behavior and are printed in the Orientation Handbook and posted in areas readily accessible to youth.

Each day a designated JDC will be assigned, as a part of the daily post assignment, to complete the Point Sheets for every youth under their supervision. The points earned and penalties will be calculated daily and confirmed at the youth's bedtime.

Privilege suspension must not include the loss of meals, clothing, sleep, health care services, school, exercise, and correspondence privileges. Contact with parents, guardians, or attorneys will never be denied.

Youth are never permitted to discipline other youth.

Earning Points

The assigned Juvenile Detention Counselor designated to the Positive Behavior Intervention System for that shift will award the participating youth all, some, or none of the points for the activities throughout the day. All of the points will be awarded when youth fully participates in the activity. Partial points will be awarded when the youth's behavior approximates the desired behavior. No points will be awarded if the youth does not display the desired behaviors.

Points are awarded in five domains:

Domain	Maximum Points Earned
- School	30
- Transitions	15

- Chores	15
- Respect	10
- Group participation/Individual participation	30

Behavioral Expectations

School Behavior

- Is on time
- Remains in seat when required
- Participates in classroom discussions
- Completes work and assignments
- Positive interaction with their peers
- Respectful to school staff

Transitions

- Is on time
- Walks in single file
- No talking
- Stays with their group
- Enters room when directed
- Hands and feet to yourself

Chores

- Bed is on bed slab
- Blanket and sheets folded neatly
- Clothing is folded neatly on mattress
- Nothing is on the floor
- Only authorized items in room
- No graffiti in room
- Helps straighten pod when asked

Respect

- No shouting to peers or staff
- No profanity
- Thanks server in dining hall
- Follows instructions
- Brushes hair/washes face
- Answers when spoken to
- Does not disrupt activities

Group Participation

- Participates as instructed
- Obeys the rules of the activity
- Listens when others speak
 - Speaks respectfully
 - Follows staff instructions
 - Does not start arguments

Rewards

The designated Juvenile Detention Counselor at the conclusion of each day's activities will calculate each youth's points earned on the JJIC Point Card. The Level sheets are posted in each living unit's Social Worker's office.

On Sunday evening, each youth's total point scores are tallied by the Juvenile Detention Counselor Supervisor working the overnight shift. The total point tally and resulting Level are provided by 10:00 a.m. each Monday morning and are in effect for a full week.

Youth who disagree with their Level assignment can grieve the decision and follow the due process procedures outlined in section 5 of this chapter.

Level assignments are in effect for a full week (Monday – Sunday). If a youth engages in behavior which affects his/her points, immediate consequences will be provided to

ensure the continued safety of the facility and help the youth gain control over their emotions. However, the youth's Level assignment will not be changed (unless the youth has engaged in behavior which calls for an automatic reset of Level) until the following week.

Level 1 (0-399 points)

- Bedtime at 8:00 p.m., one additional phone call per week

Level 2 (400-449 points)

- Bedtime at 8:45 p.m., one additional phone call per week

Level 3 (450-499 points)

- Bedtime at 9:15 p.m., two additional phone calls per week

Level 4 (500 points)

- Bedtime at 10:45 p.m., three additional phone calls per week

Automatic Level Restart

Youth are automatically "reset" to Level I if they engage in any of the following behaviors:

- Refusing to go into their room when requested
- Consistently banging on their room doors
- Tampering with the sprinkler system
- Destruction of property (flooding rooms, graffiti, arson)
- Assault on youth or staff
- Gang-affiliated behavior
- Possession of contraband

If a youth is suspended from school, that youth will not be able to receive any rewards or use of any type of reward for the duration of their suspension or expulsion.

Anytime a youth refuses to attend school, that youth will not be able to receive any points or use of any type of rewards for the period they refuse to attend school.

When a youth has had to have their level reset, an appointment with their assigned facility Social Worker will be scheduled within twenty-four (24) hours to counsel with the youth to aid him/her in earning his/her way back to a higher level.

The corrective action plan with the youth can include writing a report for their Social Worker, in order to learn better ways to deal with conflict, anger, authority, etc., participation in a restorative circle, or other interventions as seems appropriate.

After the youth completes the assignment, he/she will return to zero points and may once again begin earning points.

The youth can use free time to meet corrective action plan requirements. He/she must not miss school to complete the corrective action plan requirements, nor will the youth be denied any rights to complete the requirements.

Youth who are not successful in completing the requirements of a corrective action plan within one (1) week will be referred for consideration for a Special Management Plan to be determined by the Superintendent of Supportive Services.

Penalties

Penalties are negative reinforcements designed to reduce the frequency of misbehavior when rewards do not produce the desired behavior. Before a penalty is given, detainees will be given an explanation of the misbehavior and given a chance to explain his/her behavior. An explanation or excuse by the youth does not mean that the sanction will be removed.

The following types of penalties will be used:

- Verbal correction
- Restriction from participation in recreational or cultural programming
- Room confinement

The Positive Behavior Intervention System Policy and Procedures shall prohibit the following:

- Corporal punishment
- Group punishment
- Physical and psychological degradation
- Humiliation
- Retaliation

Staff Development

1. Documented pre-service training shall be provided for all staff. Training shall include all elements of the Staff Manual to ensure staff has a working knowledge of the JJIC positive behavior system, including the youth level advancement processes and incentives allowed per stage as outlined by the JJIC.
2. The Superintendent of Supportive Services and other relevant staff members shall provide continuous staff development on the positive behavior system during training sessions or other formal meetings as needed. Documented training shall include the youth level advancement process and subsequent youth incentives allowed per stage.
3. Supervisors shall provide continuous documented training during staff meetings, with an emphasis on the importance of subsequent youth incentives allowed per stage.

Quality Assurance

1. The Superintendent of Supportive Services or designee shall continuously monitor the progress and usage of the Positive Behavior Intervention System.
2. Once per quarter, the Superintendent of Supportive Services or designee shall conduct a review of the youth records to ensure Youth Level Advancements are being considered.
3. A meeting shall occur at the end of the review process, with the Superintendent of Supportive Services and designated facility staff to discuss progress and concerns, and to provide support as needed.
4. A written report of findings shall be forwarded to JJIC's Data Manager for inclusion in the bi-annual monitoring report.
5. The Superintendent of Supportive Services shall monitor the advancement process by reviewing the number of Level Work Sheets presented by Social Workers at Program Committee Meetings weekly.

IX.-2: RULE VIOLATIONS

PURPOSE

This section establishes activities and behaviors that are classified as “minor” rule violations and “major” rule violations at the JJIC.

POLICY

The behaviors that violate the policies and procedures established at the JJIC must be clearly stated to all youth and staff. Consequences may be imposed when in violation of policy. The JJIC Policy Manual is designed to be used as a guideline for both youth and staff.

DEFINITIONS

Minor Rule Violations – Minor rule violations are generally defined as those offenses by a youth that are less serious in nature and have the effect of impeding the smooth operation of the facility and/or disturbing the right of other youth and staff to reasonable respect and good order.

Major Rule Violations – Major rule violations may be defined as actions by a youth which may have significant impact on staff and/or other youths and have a major impact on the security and operation of the facility.

PROCEDURES

Staff shall consult the following lists when determining the severity of a rule violation. The Superintendent will determine the severity of any violation which is deemed significantly disruptive or dangerous but is not clearly classified as a “major” or “minor” rule violation.

Minor Rule Violations

1. **Non-Compliance:** Refusal to participate in any scheduled activity or programming.
2. **Horseplay:** Rowdy or rough play in which all participants are willfully participating, which may or may not result in injury (e.g., fake fighting).
3. **Being Out of Assigned Area:** Any of the following:
 - a. Failure to go to a place of assignment as directed by staff.
 - b. Leaving from an assigned area without permission of a staff member.
 - c. Being in an unauthorized area or being in an area without staff permission.
4. **Refusing to Follow Staff Instructions:** Refusing to follow staff directives.
5. **Verbal Abuse:** Subjecting another person to abusive language, remarks, or gestures, in writing or verbally. This includes insulting or disrespecting another person. This also includes making fun of or taunting another peer.
6. **Cursing/Use of Profanity:** Cursing or insulting other youth, staff members, or visitors.

7. **Gang/Occult Graffiti:** Drawing on personal possessions, drawing gang or occult symbols, or having materials that are gang related. Also, “flashing” gang signs.
8. **Passing Notes:** Giving notes to another youth or receiving notes from another youth.

Major Rule Violations

1. **Fighting:** Fighting with any individual in the detention center. This will result in immediate room confinement.
2. **Assault:** Causing any injury to another youth, staff member, visitors, or any other persons within the JJIC. Charges may be filed with the New Orleans Police Department. Examples of assaultive behavior are:
 - a. Fighting
 - b. Hitting
 - c. Spitting
 - d. Throwing objects or other substances, including any body fluids.
3. **Inciting Others to Fight or Assault Other Youth or Staff:** Attempting to organize or encourage others to act out in a physically aggressive manner.
4. **Intimidating or Threatening Behavior:** To verbally or physically intimidate or threaten another person with physical harm.
5. **Gang Activity:** Youth may not create or join any group that has not been authorized by the Facility Administration. Youth shall not draw or otherwise display symbols associated with gang or gang-like activity.
6. **Destruction of Property:** Intentionally damaging or writing on walls, furniture, tampering with the sprinkler systems, defacing property, or any other property that does not belong to the youth. Youth’s guardian will be responsible for the cost of damages to city property.
7. **Stealing:** Taking any item from any person without his/her permission.
8. **Sexual Harassment:** Any unwelcomed and unwanted sexual gesture or sexual comment directed at another person.
9. **Sexual Misconduct:** Engaging in sexual behavior with any other person or in front of any other person or threatening to conduct sexual acts with staff or youth. Examples of this include, but are not limited to:
 - a. Sexual intercourse or oral sex
 - b. Exposing of genitals to others
 - c. Masturbation
 - d. Making sexually aggressive statements to staff or youth
 - e. Groping, touching or fondling
 - f. Sexual coercion, which is the use of debt, threats of physical harm, peer pressure, deceit, personal favors or positional authority to force or lure

sexual favors from a person, including but not limited to, sexual fondling, oral sex and sexual intercourse

- g. Solicitation of sexual favors from a youth or a JJIC staff member

10. **Sexual Assault**

- a. Rape is the act of anal, oral, or vaginal sexual intercourse with a male or female person committed without the person's lawful consent.
- b. Emission is not necessary, nor any sexual penetration to be considered rape; when the rape involves vaginal or anal intercourse, however slight, it is sufficient to complete the crime.
- c. For purposes of this Subpart, "oral sexual intercourse" means the intentional engaging in any of the following acts with another person:
 - i. The touching of the anus or genitals of the victim by the offender using the mouth or tongue of the offender.
 - ii. The touching of the anus or genitals of the offender by the victim using the mouth or tongue of the victim.

11. **Possession of Major Contraband:** Possessing items that are detrimental to the security of the Juvenile Justice Intervention Center or prohibited by law. Some examples of contraband include:

- drugs
- medications without a prescription
- tattoo machines
- syringes
- weapons
- nude pictures
- money
- cigarettes

Possession of any illegal drug will result in charges being filed with the New Orleans Police Department.

12. **Attempt to Escape:** Talking about or writing about attempting to escape from the JJIC or the custody of JJIC Staff will result in room confinement. Actual escape will result in the filing of charges with the New Orleans Police Department.

13. **Intimidation:** Making any slurs or comments directed at another person that is threatening or offensive.

Bullying: Seeking to harm, intimidate, or coerce (someone perceived as vulnerable).

IX.-3: STRUCTURED PROGRAMMING STATUS

PURPOSE

This section establishes policy and procedures for youth participation in structured programming as a part of the continuum of interventions used by the JJIC to promote the safety of youth and staff.

POLICY

Structured programming shall meet the youths' physical, emotional and educational needs; provide protection, guidance, and supervision; ensure the delivery of program services; and meet the objectives of any individual service plan.

Programming schedules shall be followed for all weekday and weekend programs and activities. Deviations from the schedule shall be documented.

DEFINITIONS

Programming – Youth(s) active participation in facility structured programming activities according to the facility daily programming schedule.

Out of programming- The removal of a youth(s) from facility structured programming activities and temporarily confined into his/her assigned sleeping room due to disruptive and/or unsafe behavior.

Modified programming-Youth(s) structured programming is individualized to meet the current needs of the youth, such as safety, behavioral, medical, or individualized treatment support. Youth may be temporarily confined into his/her assigned sleeping room while on modified programming.

Confinement-Confinement is a short-term intervention intended as a means of controlling seriously disruptive or dangerous behavior to maintain the safety of youth and staff.

Individual Intensive Strategies – An intervention designed for youth who have demonstrated an inability or unwillingness to stop aggressive acts. The youth must have documented history of assault on other youth or staff which has not been substantially reduced by prior intervention efforts. These strategies are meant to provide youth with a sense of accountability for his/her actions, to enable youth to learn adaptive methods of resolving, and to provide ongoing support to enable youth to generalize and maintain positive changes.

PROCEDURES

Confinement

1. Confinement may be used for a **major rule** violation, though shall not exceed three (3) hours (exclusive of sleeping time) in a twenty-four (24) hour period.
2. The staff member(s) initiating the room confinement shall complete an "Out of Programming Confinement" form and which is signed by the Superintendent of Residential Services or designee. The reason for the room

confinement must be clearly indicated on the room confinement form. Staff will inform the youth of the reason(s) he/she is placed on room confinement.

3. Staff will make fifteen (15) minute visual checks while the youth is on room confinement and these checks shall be documented in the living unit logbook.
4. If a youth is subject to room confinement for one (1) hour, a JDC Supervisor must notify a Facility Social Worker. The Social Worker will assess the youth and provide the Supervisor with recommendations as to whether the youth should be removed from room confinement. The supervisor will then determine if the youth can be removed from room confinement.
5. If the Supervisor determines that the youth's room confinement should exceed one (1) hour, the Supervisor must first get approval from either the Superintendent of Residential Services or the Superintendent of Support Services.
6. If the youth is subject to room confinement for two (2) hours, the facility Social Worker will again perform an assessment of the youth and provide recommendations to the Supervisor as to whether the youth should be removed from room confinement. The Supervisor will then determine if the youth can be removed from room confinement.
7. If the Supervisor determines that the youth's room confinement should exceed two (2) hours, the Supervisor must first get additional approval from both the Superintendent of Residential Services and Supportive Services or designee.
8. Youth placed in room confinement shall be afforded living conditions, rights, and appropriate educational services approximating those available to the general youth population.
9. Under no circumstances may a youth be deprived of his or her basic rights. Basic rights for each youth include:
 - A place to sleep (e.g. mattress, pillow, blankets, and sheets).
 - Full meals and evening snacks.
 - A full complement of clean clothes.
 - Personal hygiene items.
 - Daily opportunity for one (1) hour of large muscle exercise.
 - The right to receive and send mail.
 - A regular daily educational program.
 - An opportunity for daily shower and access to toilet and drinking water as needed.
 - An opportunity to obtain religious counseling of the youth's choice.
 - Clean and sanitary living conditions.
 - Access to reading materials.
 - Visitors and the telephone; however, visits and telephone calls are subject to the following considerations:

1. Staff availability to supervise
2. The youth's behavior
3. The identity of the visitor or caller as long as the visitation or call is consistent with the youth's visitation and phone restrictions

Staff shall not use "group punishment" as a behavioral intervention or consequence.

Modified Programming Confinement and Extreme Behavior Intervention (EBI)

1. An individualized EBI plan shall be developed by social services for each youth on EBI. Appropriate educational services and other program services will be provided to each juvenile on a special management program.
2. The youth's EBI plan will be reviewed by the youth's assigned Social Worker and Superintendent of Supportive Service after seventy-two (72) hours to determine if the EBI needs to be continued or modified. If it is determined the youth should remain on the EBI plan, the Superintendent of Supportive Services or Senior Social Worker shall review the EBI plan daily to assess the possibility of the youth returning to the regular program. They will document such review in the unit logbook and Shift Supervisor Logbook.

If there is a need to continue the EBI beyond ten (10) consecutive days, the Director of the agency should review and approve the Superintendent's recommendation. No youth shall be placed on EBI longer than fifteen (15) consecutive days.

IX.-4: RESOLUTION OF RULE VIOLATIONS

PURPOSE

This section establishes policy and procedures for resolving behavior violations. This section describes interventions and consequences for both "major" and "minor" rule violations.

POLICY

The objectives of behavior interventions shall be consistent with the JJIC's mission, which includes the positive approach in assisting the youth to be responsible for his/her actions. "Minor" and "Major" rule violations by a youth shall be resolved using the least restrictive approach and shall be informed by the impact of trauma on youth behavior and be proportional to the severity of the rule violation.

The staff can use various measures along a continuum of interventions that include verbal redirection, prompting, reduction of access to facility activities and the use of short-term room confinement depending on the nature and severity of the rule violation.

Behavior interventions shall not be used indiscriminately or for retaliation/vengeance. If a youth feels that he or she has been treated unfairly, the youth has a right to file a grievance about the disciplinary sanction imposed.

DEFINITIONS

Behavior Interventions – Behavioral interventions and consequences are administered to create and maintain a safe and positive learning experience for youth. These interventions and consequences shall never be administered in a way that would degrade or humiliate a youth.

PROCEDURES

Minor Rule Violations

The following levels of behavioral interventions/consequences may be used in the JJIC to resolve minor infractions. Staff should always start with the most appropriate and proportionally least restrictive intervention(s):

1. **Verbal Prompts, Redirection, or Reminder:** This is usually the first intervention for minor offenses and/or behaviors. Staff may elect to ignore some youth violations, such as small-scale ventilation after reprimand.
2. **Verbal Warning:** The warning shall communicate the offense and the expectation, with the understanding that, if the offense is repeated, specific disciplinary action will be taken. For example: "[Name of youth], if you choose to continue this behavior, you will receive a consequence."
3. **Writing Assignment:** i.e. Thinking Report, Journal, Accountability Paper or other appropriate measure that allows for the youth to do a critical examination of his/her behavior.

4. **Activity Restriction:** Restriction from participation in a scheduled activity. Generally, this restriction occurs when there is a serious violation during or just prior to a scheduled activity. It may be utilized for longer-term negative behavior when other interventions have not been successful.
5. **Level Suspension:** Privileges may be suspended for a specific period.

Major Rule Violation

1. **Use of Short-term Room Confinement:** After all other interventions listed above have been tried and have failed, or when a youth's behavior presents an imminent threat to other youths or staff, the youth will be placed in his/her room.
2. **Revocation of Privilege:** Revoking a youth's privileges.
3. **Loss of a Level Classification:** Being dropped a stage. This is used when there are consistent ongoing rule infractions and other interventions have not been successful. It can also be because of a major offense. The youth cannot lose stage privileges without express authorization of a Supervisor.
4. **Non-monetary Restitution:** Chores or service work that is assigned to the youth.
5. **Change in Assignment:** A change in housing unit assignment.
6. **Restorative Justice:** Participation in a restorative justice activity as outlined by the JJIC.

Prohibited Interventions

Examples of Prohibited Interventions: The following actions are prohibited as a means to discipline or punish:

1. Corporal (physical) or unusual punishment
2. Denial of access to medical and dental care, courts, legal counsel, government officials, grievance procedures, personal legal papers, and legal research materials
3. Different meals than those provided to other youth in that facility or program, or withholding of snacks
4. Humiliation or mental abuse

Before a penalty is given, youth are given an explanation of the misbehavior and given a chance to explain his/her behavior. An explanation or excuse by the youth does not mean that the sanction will be removed.

Youth who are unresponsive to penalties as outlined in the program plan and continue to violate rules will have a written intervention plan.

At a minimum, room confinement as the result of a disciplinary hearing for a Major Violation will result in the loss of the use of points for the number of days to be determined by the Disciplinary Hearing/Grievance Officer.

Room restriction for minor misbehavior will be considered a time-out period for a minimum of 15 minutes and a maximum of 60 minutes. Youth will be removed from the time-out as soon as the youth demonstrates compliance with the rules.

Youth who attempt to escape from the JJIC will be placed on Room Confinement will not be allowed to participate in the Positive Behavior Intervention System.

Note: School behaviors are monitored during school hours by school personnel. Points earned will be forwarded at the week's end by the Travis Hill School staff to the Senior Social Worker to be added to the youth's cumulative balance.

IX.-5: DUE PROCESS HEARING

PURPOSE

This section establishes policy and procedures regarding the Due Process Hearing.

POLICY

All youth charged with a “major” rule violation, or any youth that is subject to an Intensive Intervention Strategy, shall have a right to a Due Process Hearing to determine the appropriateness of the consequence or the Intensive Intervention Strategy.

DEFINITIONS

Due Process Hearing – A hearing conducted by the Due Process Committee that has been convened to hear Violation Reports and provides the youth with an opportunity to be heard.

Due Process Officer – The administrative staff member that manages the process and proceedings.

Violation Report – Document which records the behavior that is violating facility policy. The Violation Report is written by the reporting staff member and, with the exception of violations that are found through video review or that are being investigated, given to the youth within 24 hours of the time of the violation.

Due Process Committee – A three-person committee composed of the Due Process Officer (Expeditor), Juvenile Detention Counselor (JDC), and Educational Staff member selected to hear the case, discuss the youth's behavior, and encourage the youth to identify and change the negative behavior to positive behavior by imposing consequences.

Major Violation – Behavior which disrupts the provision of services or threatens the safety of the facility, the youth, visitors, and/or staff. Major Violations may result in a Due Process Hearing before the Hearing Committee.

Intensive Intervention Strategy – This intervention is designed for youth who have demonstrated an inability or unwillingness to stop aggressive acts.

PROCEDURES

Pre-hearing Procedures

1. When a youth is charged with a “major” rule violation, or it is deemed necessary for a youth to be subject to IIS, the reporting staff member must complete an “Incident Report” form and submit it to a Supervisor within 24 hours of the violation. Staff shall also provide a copy of the “Incident Report” to the youth within 24 hours. Violations found through video review shall be provided to the youth.
2. The youth must acknowledge and sign the Violation Report. If the youth refuses or is unable to sign the Violation Report, the reason must be documented on the form along with 2 employee’s signatures who witnessed the refusal or inability to sign. Refusal to sign shall not in any way delay the hearing process.

3. Failure to obtain the witnessing staff signatures or failure by staff to present the Violation Report to the youth within the twenty-four (24) hour period shall result in a dismissal of the Violation Report.

Due Process Hearing Committee

The Hearing Officer is responsible for coordinating, scheduling, publishing hearing notices, conducting and chairing the Due Process Hearings or selecting and training others to conduct and chair the hearings. The hearings shall take place in a private setting. All hearings must be audio recorded and retained.

The Due Process Hearing Committee shall be composed of three (3) impartial members:

1. Expeditor
2. Juvenile Justice Specialist
3. Social Services staff member

If the Hearing Officer is unavailable to report to work on the day of a committee hearing, the Superintendent of Supportive Services shall appoint an appropriate impartial third committee member.

The Hearing Officer shall ensure that committee members are appropriately trained in the process, its rules, and the proper way to conduct a hearing.

Hearing Procedures

1. The Due Process Hearing shall take place within three (3) days, excluding weekends and holidays, following the issuance of the Violation Report. If the Hearing is not held within three (3) days, excluding weekends and holidays, the Violation Report must be "dismissed."
2. The Due Process Hearing shall be conducted on Monday, Wednesday, and Friday at the JJIC.
3. The Due Process Hearings may be deferred only in the case of a natural disaster, facility emergency (i.e. escape), or emergency situation which renders the youth unavailable for the hearing. If deferred, the hearing must be held within three (3) days, excluding holidays and weekends, following the facility resuming normal operations or the youth being available. Youth must be notified on the record of the reason for the deferral. Hearings must be rescheduled in a timely manner.
4. The Hearing Officer must, on the record before the hearing, advise the youth of their hearing rights and ask if the youth understands their rights. The youth's answer must be recorded on the Violation Report.
5. Youth wishing to waive the twenty-four (24) hours "Notice of Hearing" and/or their presence at the hearing shall complete a waiver form prior to or at the beginning of the Hearing.

Due Process Hearing

1. Before an individual youth enters the room for his/her hearing, the Hearing Officer shall provide a copy of the Violation Report to the Committee members or ensure that the Committee reads the Violation Report into the record at the beginning of the hearing.
2. The youth and/or their representative shall have an opportunity to respond to the Violation Report by presenting his/her case to the Committee.
3. The youth shall have the opportunity to make a statement and present documentary evidence and witnesses (another youth or staff) on his/her behalf. If the Committee denies the youth's request for a witness or for documentary evidence, the youth's request and reasons for that denial shall be recorded on the Violation Report.
4. Each hearing shall last as long as necessary to allow a full statement by the youth and/or their staff representative, and for the Chairman and Committee members to ask questions.
5. The youth whose violation is being heard may be excluded during the testimony of another youth/witness whose testimony must be given in confidence. Reasons for the removal or exclusion of a youth from the hearing process must be stated on the record in the youth's presence.

Hearing Decision

Once all parties are heard, the Committee shall deliberate with the youth present, shall complete the voting section of the Violation Report and shall indicate the decision as "guilty", "not guilty" or "dismissed."

The Committee shall only consider evidence and testimony that it hears or receives during the hearing. Additional evidence shall not be considered after the Due Process Hearing has been completed and a decision rendered.

At least 2 of the 3-member Committee must concur to render a decision.

At the completion of the hearing, the youth shall be provided a copy of the completed Violation Report. The original shall be maintained in the youth's Master Record. A copy shall be maintained by the Hearing Officer.

Youth Rights and Notices

1. A youth has the right to receive a copy of the Violation Report before the end of the reporting employee's shift, but no later than twenty-four (24) hours from the time of the violation.
2. A youth has the right to receive notice of the time and date of the hearing a minimum of twenty-four (24) hours prior to the hearing. A "Notice of Hearing" shall be handed to the youth or posted in his housing unit.
3. The "Notice of Hearing" shall include the following:

- a. The youth's name
 - b. Date of Violation Report
 - c. Violation code(s)
 - d. Date and time of hearing
 - e. Name of Hearing Officer
 - f. The date and time the notice is posted and by whom the notice is posted
 - g. An attached copy of the "Due Process Hearing Rights"
4. A youth has the right to be present at the Due Process Hearing, unless he/she waves in writing or by exhibiting disruptive behavior, which shall be documented on the record. The youth's signature on a waiver must be witnessed by a staff member. If the youth refuses or is unable to sign the waiver, this must be documented on the form with the Due Process Officer/staff member signature and another employee signature who witnessed the refusal or inability to sign.
 5. A youth has the right to request a staff member to represent him during the Due Process Hearing. The youth shall make this selection on the Violation Report at the same time he/she is given the report and signs for it or at the Due Process Hearing. If his/her specified representative is not reasonably available, another staff member shall be appointed by a superintendent.
 6. A youth has the opportunity to present evidence and may request witnesses (another youth or staff) to provide testimony on his/her behalf. This "Motion to Call Witnesses" shall be made at the time of the hearing. The Committee and the youth may also agree to the content of the witness's testimony (stipulate) rather than obtaining the witness's presence. If the youth is denied the opportunity to present evidence or request witnesses, the youth's request and the reason for the denial shall be documented on the Violation Report.
 7. A youth has the right to receive a copy of the decision, including reasons for the disposition and consequence(s) at the conclusion of the Due Process Hearing.
 8. A youth has the right to appeal the decision to the Superintendent and to receive a copy of that decision.
 9. A youth has the right to have the Director of Human Services review the Superintendent's decision, and to receive a copy of that decision.
 10. The Due Process Officer or designee shall ensure that the "Notice of Hearing" is posted and that all the necessary waivers and forms are made available to the youth in advance of the Due Process Hearing.

Review of Hearing

At the conclusion of the Due Process Hearing, the Hearing Record shall be forwarded to the Superintendent for review to ensure that the hearing was conducted in accordance

with stated procedures, and that the action taken conforms to the procedures outlined in this policy.

Appeal Process

Youth may appeal restrictions, fines, and other matters related to the Positive Behavior Management System through the Youth Grievance Procedure. Youth may complete a Grievance Form; The Chief Operating officer will assign an Appeal Officer to hear appeals regarding the Positive Behavior Management System. The Appeal Officer will have the last say over disagreements regarding point calculation, use of points, and fines.

Detainees may file a grievance regarding bias treatment from staff, particularly prejudice against them based on race, color, national origin, or religion.

1. At the conclusion of a Due Process Hearing, after the Committee has made its findings and imposed consequences, the Committee Chairman shall ask the youth if they wish to appeal.
2. During an appeal process, the youth's consequence(s) are suspended until the final decision is made.
3. Youth may appeal the findings to the Superintendent in the following way:
 - a. Appeal must be made within two (2) days.
 - b. The Hearing Officer shall forward all relevant materials to the Superintendent; include the Violation Report and any evidence.
 - c. The Superintendent or designee shall render a written decision no later than two (2) calendar days from the date they received the appeal.
 - d. If an appeal is granted, all consequences are invalidated, and references removed from the youth's record.
 - e. Within five (5) calendar days of receiving the Superintendent's or designee's decision, a youth may request a review of the decision by the Director of Human Services. The Superintendent shall forward all relevant documents to the Director of Human Services. The Director of Human Services shall render a written decision no later than three (3) calendar days from the date they receive the appeal.

Training

Staff shall receive annual training regarding Due Process and be trained to conduct due process hearing.

X – YOUTH RIGHTS AND RESPONSIBILITIES

X.-1: NON-DISCRIMINATION

POLICY

Youth are protected from discrimination based upon race, color, national origin, religion political beliefs, sex, sexual orientation, and physical and mental disability. All youth will have access to programs and services at the Juvenile Justice Intervention Center.

All Youth at the JJIC are covered under the Civil Rights of Institutionalize Persons (CRIPA) which protects the civil rights of people confined in a state or locally operated institution. CRIPA doesn't create new rights for detainees, but rather it provides for a process to the U.S. Department of Justice to enforce already existing rights.

Significant areas covered by CRIPA are:

- Abuse and neglect in nursing homes and juvenile facilities.
- Sexual victimization of woman prisoners.
- Inadequate education in facilities serving children and young adolescents.
- Unmet health needs of inmates and pre-trial detainees.
- Rights of institutionalized persons with disabilities to receive adequate rehabilitation and active treatment.

PROCEDURES

JJIC staff shall ensure by their words, actions, and intentions:

Equal Access to Activity: There shall be equal access to programs, services, and activities for all youth.

Non-Discriminatory Assignments: There shall be no discrimination in the assignment to cells, work assignments, disciplinary measures, or administrative decisions. Consideration may be given to avoid potential harassment or safety concerns of a youth.

Non-Discriminatory Environment: Youth shall not be subject to discrimination based upon race, color, national origin, religion, political beliefs, sex, sexual orientation, and physical and mental disability. Youth with medical conditions precluding them from physical activity should be given the opportunity to participate in such activity as appropriate (e.g., watching activities, structured engagement with activities, etc.). Youth with medical conditions precluding physical activity shall not be subject to segregation while at the Juvenile Justice Intervention Center.

X.-2: YOUTH RIGHTS

POLICY

All youth at the JJIC have certain rights and responsibilities that must be recognized. These rights and responsibilities shall be clearly defined. Both youth and staff shall be familiar with them.

PROCEDURES

Youth Rights

All youth have the following rights while under the care of the JJIC:

1. Youth(s) have the right to be treated respectfully and fairly by all JJIC Staff. This includes the right to not be intimidated, harassed, mocked, or otherwise demeaned by other youth and staff.
2. Youth(s) have the right to be free of corporal punishment.
3. Youth(s) have the right to know the rules, expectations, and schedule of the JJIC.
4. Youth(s) have a right to see case records regarding the youth that are kept by the JJIC. Such records may be released to parent(s), guardian, or legal custodians with a youth's written consent.
5. Youth(s) have the right not to be physical or sexually assaulted or abused by staff or other youth.
6. Youth(s) have the right not to be discriminated against because of the youth's race, color, national origin, religion political beliefs, sex, sexual orientation, and physical and mental disability.
7. Youth(s) have the right to have access to all services and programming at the detention center.
8. Youth(s) have the right to send and receive mail without it being read by anyone other than the addressee, except in circumstances where it is determined the mail may be a risk to the safety and security of the JJIC.
9. Youth(s) have the right to participate in religious services and religious counseling. Youth(s) will have access to pastors, priests, or a spiritual advisor. Youth will be allowed to have a soft bound copy of the Bible, Koran, or other religious publications.
10. Youth(s) have the right to three (3) healthy meals daily, clean bedding, clean clothing, toilet facilities, daily showers, adequate lighting, proper ventilation, and an overall safe environment that is maintained in compliance with local and state fire and safety laws and regulations.
11. Youth(s) have the right to appropriate medical and dental treatment. Youth(s) also have the right to be informed about medical conditions unless

a doctor asks in writing that a youth not be told. Youth(s) that are 18 years or older may refuse recommended medical treatment.

12. Youth(s) have the right to visit with their family at a responsible time (e.g. times when youth(s) are not expecting to be sleeping or engaged in programming).
13. Youth(s) have the right to have clean clothing and properly sized shoes provided by the JJIC.
14. Youth(s) have the right to indoor and outdoor recreational activities and to have access to appropriate recreational items (E.g. basketballs, volleyballs, etc.).
15. Youth(s) have the right to a clean facility and living area.
16. Youth(s) have the right to be free of physical restraint so long as they are not posing a danger to themselves or others. When restraint is deemed necessary, youth(s) have the right to only be physically restrained for the minimum time required.
17. Youth(s) have the right to file a grievance for any problems or complaints he/she may have while in the detention center, without any fear of reprisal.
18. Youth(s) have the right to belong to clubs unless the Superintendent of Residential Life believes that said club presents a risk to the safety of the youth or staff.

Youth Responsibilities

All youth have the following responsibilities while under the care of the JJIC:

1. Youth(s) have the responsibility to treat everyone respectfully. This includes the responsibility to not intimidate, harass, mock, or otherwise demean other youth and staff.
2. Youth(s) have the responsibility to comply with all rules, posted schedules, and staff directives while at the detention center.
3. Youth(s) have the responsibility to not make inappropriate comments regarding someone's race, color, national origin, religion, political beliefs, sex, sexual orientation, and physical and mental disability.
4. Youth(s) have the responsibility to participate to the best of his/her ability in all programming and services offered by the JJIC.
5. Youth(s) have the responsibility to not interfere with other youth's religious freedom or practice.
6. Youth(s) have the responsibility to not damage or destroy any JJIC items, clothing, or property.
7. Youth(s) have the responsibility to ask for medical and dental care. Youth(s) have the responsibility to follow all medical staff directives and orders.

8. Youth(s) have the responsibility to follow the rules regarding sending and receiving mail as outlined by the JJIC.
9. Youth(s) have the responsibility to not damage or alter his/her clothing or shoes in any way. This includes writing gang graffiti on detention center clothing and shoes.
10. Youth(s) have the responsibility to not abuse the recreational equipment and fully participate in recreational activities to the degree that they are physically capable.
11. Youth(s) have the responsibility to maintain good personal hygiene.
12. Youth(s) have the responsibility to complete their assigned chores in the living units, to keep his/her room clean, their beds made, and other activities outlined by JJIC to maintain the cleanliness of the facility.
13. Youth(s) have the responsibility to use proper channels when appealing any disciplinary action against them.
14. Youth(s) have the responsibility to follow the detention center's grievance procedures when making formal complaints.
15. Youth(s) have the responsibility to follow rules and directives during visitation and community outings.

Detention Rules

- No profanity, loud talking, fighting, or use of hand language.
- No smoking.
- Juveniles and/or parents are responsible for damage to JJIC property.
- Show respect to adults by using "sir" and "ma'am."
- Follow Juvenile Detention Counselors' instructions promptly and without question.
- Dress properly — shoes must be on, trousers pulled up, and shirt tail in.
- No paper or other personal articles or items on your person or in your room.
- No food, candy, or gum.
- Use of the telephone is permitted as authorized by the Social Workers.
- Parents are promptly notified and informed of visiting hours.
- Each youth is responsible for the upkeep of his/her room. The occupant of each room is responsible for any damage done to the room as well as contraband found in the room.
- No feet on chairs or furniture.
- Youth are not permitted in the common bathroom or showers unless supervised by a Detention Officer.

X.-3: YOUTH DISCIPLINARY PROCEDURES

POLICY

Any action or attempted action by a youth which violates established JJIC rules and poses a threat to the safe and orderly operation of the facility. These actions shall be dealt with through appropriate disciplinary action following the guidelines for offenses and penalties set out herein.

Discipline will never be of a nature or administered in a way that will degrade or humiliate. A youth's mental disabilities or mental illness will be considered when determining sanctions and if that contributed to the behavior. The following actions will never be used as a means of discipline or punishment:

- Corporal punishment
- Physical restraint
- Humiliation
- Psychological intimidation
- Denial of regular meals
- Denial of medical care
- Denial of sufficient sleep
- Denial of contact with parents/legal guardians
- Denial of legal assistance
- Forced exercise

PROCEDURES

Notice of Offenses and Penalties

A copy of offenses and penalties shall be given, in writing, and explained to each youth upon admission to the JJIC during an orientation session. Any changes in the rules will be communicated to the youth in writing.

Minor Offenses

Being Out of Place – Being in an area that is designated through verbal, written, or posted orders as “off limits” to a youth or all detained youth in general; being away without authorization from an appropriate supervisor, from the place of assignment such as unit, dining hall, gymnasium, school, etc.

Disorderly Conduct – Behavior such as loud talking or yelling, or pushing, which creates a disturbance and/or disrupts the orderly operation of the JJIC.

Failure to Follow Directives – Not following specific rules and/or orders, which have been designated for the clean, safe, orderly operation of the JJIC. These include rules the youth have been told of in advance through postings or have been given verbally by an employee of the JJIC or person who has charge of the youth at the time. This includes not following the procedures set up by the JJIC for taking count.

Failure to Maintain Living Area – Being unsanitary or untidy; failure to keep one’s living area in a sanitary and orderly condition in accordance with the JJIC’s standards.

Failure to Maintain Personal Hygiene – Being unsanitary or untidy; failing to keep one’s person in accordance with the JJIC’s standards.

Possession of Gambling Paraphernalia – Having in one’s control non-allowable items for use in operating or acting in any game of chance involving betting or wagering of goods or other valuables.

Possession of a Non-Allowable Item – Receiving or having in one’s possession an item of any value which has been obtained through false pretenses, threats, or theft.

Profanity – Use of vulgar, obscene, or abusive words and/or phrases.

Movement – Failure to follow JJIC movement protocol.

Major Offenses

Arson – Starting or causing to be started a fire, which could or does cause damage to persons(s) or property.

Assault – An attack upon the body of another person. This includes sexual assault or rape.

Assault on Staff – An attack by a detainee on the body of a staff member.

Conspiracy/Attempted – Encouraging, facilitating, or otherwise conspiring with others to commit any prohibited act.

Destruction/Alteration to Property – Destroying, changing, or damaging the property of the detention center or any other person.

Detaining a Person Against His Will – Keeping a person in or removing from an area without the agreement of the person who is being kept or removed. Example: Taking of hostages.

Escape/Attempted Escape – Leaving the grounds of an institution or from the custody of an employee outside the JJIC without permission.

Fighting – Exchange of words or body contact in anger wherein no injury requiring medical attention occurs.

Forgery or Unauthorized Reproduction – Forging or reproducing without approval any document, article, identification, money, security or official paper.

Gambling – Operating or acting in any game of chance involving betting or waging of goods or other valuables.

Inciting or Rioting – Rioting or inducing others to riot.

Insubordination – Failure to follow lawful orders.

Intimidating or Threatening Another with Harm – Through actions or words, telling someone that harm will come to him.

Possession of Contraband – Having in one's control any item, which has not been approved by the JJIC including weapons or any item, which has been altered for use as a weapon, intoxicants, and drug paraphernalia.

Possession of Stolen Property – Being in possession of property that belongs to someone else.

Repeated Violations of One or More Minor Offenses – Having been found guilty of more than three minor offenses in a one-week period.

Refusing to Be Searched – Refusing to submit to a search, refusing to provide a urine or breath sample.

Self-Mutilation – Inflicting injury on one's self. For example, cutting on one's own body, tattooing.

Sexual Abuse – Engaging in a sexual act with another youth against their will.

Sexual Harassment – Making comments or gestures of a sexual nature toward another youth.

Sexual Misconduct – Actions to include sexual abuse or harassment:

- Taking part in sex act(s) where all parties agree to take part;
- Exposing the genitals or buttocks to an employee or visitor, other than during a shower or using bathroom;
- Masturbating where an employee, visitor, or other detainee can see the act.

Smoking/Possession of Tobacco Products, Including Lighters – Having in one's possession tobacco products or flammable causing instruments.

Theft – Unauthorized taking of something that belongs to someone else.

Unauthorized Use of Mail, Telephone, or Computer – Using the mail, a telephone, or a computer to commit fraud or theft, or against posted times and uses.

Use of Drugs or Other Intoxicants – Use of any drug or intoxicant, which has not been prescribed or approved for the detainee to use.

Penalties

The Hearing Officer can assess two of the penalties listed below after a determination of guilt:

Minor Offenses

- Written reprimand
- Participation in restorative circle
- Restriction in participation in clubs, special activities
- Writing assignment

Major Offenses

- Any penalty that can be assessed for a minor offense
- Room restriction up to 48 hours

Sexual abuse, assault, and/or property damage may result in additional criminal charges.

X.-4: YOUTH GRIEVANCE PROCEDURES

PURPOSE

To explain the procedures by which a youth may file a grievance, receive a response, and appeal the grievance and to ensure that each youth will have an impartial review of complaint/grievances in a fair and expeditious manner and resolved in the best interest of both the youth and the facility.

POLICY

It is the policy of the JJIC to encourage informal resolution of complaints at the lowest level since grievances should be, whenever possible, resolved through direct contact with staff responsible for the particular problem area and the two-way communication encouraged between staff and youth.

All youth have the right to grieve staff actions as well as conditions or circumstances they think violate their rights or are unfair conditions. The purpose is to provide youth an opportunity for a fair consideration and resolution of their complaint and opportunity to have their concerns heard.

The JJIC shall afford all youth the right to grieve any inappropriate or infringing conditions, behavior, or action of staff, volunteers, or other detainees. Youth who choose to file a formal grievance shall not be subject to any retaliation, reprisal, harassment, or discipline for the use or participation in the grievance procedure.

DEFINITIONS

Grievance – A formal complaint regarding a condition, circumstance, or action considered by the grievant to be unjust.

Grievance Officer – A designated officer assigned by the Superintendent of Supportive Services to collect and process detainee grievances within the JJIC.

Grievance Committee – A panel of selected non-bias individuals from various departments selected to hear presenting arguments of all parties and render a fact report to the Superintendent of Residential Life.

Fact Report – Evidence-based information collected during the Grievance appeal process, transcribed and submitted to the Superintendent of Residential Life also referred to as the fact findings.

PROCEDURES

General

1. Youth(s) have the following rights:
 - a. Youth(s) are provided a grievance form when they request one.
 - b. The youth(s) do not have to provide a reason to staff for the request.
 - c. Staff cannot deny a youth's request for a grievance form.
 - d. Staff should provide the grievance form to the youth(s) during the same shift it is requested.

- e. Every effort should be made to address a youth's grievance informally without having to employ the formal grievance procedure.
 - f. Youth(s) have the right to file a formal grievance on any matter, no matter how menial it may seem to staff.
 - g. Youth(s) who file a grievance shall not be retaliated against or suffer any adverse consequence because of filing a grievance.
2. Upon admission, staff shall inform youth of the existence of the grievance procedures, the steps that must be taken to use it, and the name of the person or position designated to resolve grievances. Each youth will be given a Juvenile Handbook, which provides the guidelines regarding the grievance procedure.

Informal Resolution Procedures

Youth may resolve differences by discussing them informally with JJIC personnel. Youth shall not receive any form of reprisal for exercising their right to express a complaint. Informal resolution may be attempted at any stage of the grievance process. Restorative Justice Processes may also be used as a form of Informal resolution procedures.

Youth are encouraged to discuss the situation with a staff member on their living unit. The staff member will make every effort to resolve the youth's grievance.

If the youth is not satisfied with the effort of the staff member, the staff member will inform the youth of his/her right to file a formal grievance. A youth who files a grievance shall not be retaliated against or suffer any adverse consequence for filing a grievance.

Grievance Process

1. Youth will have full access to grievance forms, which shall contain the name of the youth, the date, the person(s) or policy grieved, and the nature of the grievance.
2. The youth will complete the form and give it to a staff member or shall be allowed to place it in a grievance box.
3. Then, within twenty-four (24) hours (excluding weekends and holidays) of receiving the grievance, the Grievance Officer will meet with the juvenile to discuss his/her grievance. The Grievance Officer will work with the youth to resolve his/her grievance. During the discussion, the youth may relate his/her side of the situation and call witnesses. The Grievance Officer will record his/her response on the Grievance Form. A copy will be made and given to the youth.
4. If the youth is not satisfied with the efforts of the Grievance Officer, the youth may appeal to the Superintendent or designee by marking the form and resubmitting it to the Grievance Officer who will initial the receipt of the form and forward it to the Superintendent.

5. The Superintendent shall review the matter, meet with the youth, and record his/her conclusion and/or actions on the Grievance Form. A copy will be given to the youth within three (3) working days of receipt of the grievance form, excluding weekends and holidays.

Formal Grievance Procedures

1. Juvenile Grievance Procedure Forms shall be available on each residential unit and accessible to all youth.
2. JJIC social work staff, who are not directly involved with the grievance, shall provide assistance to detainees when it is believed that a youth will be unable to adequately complete the Grievance Form.
3. Once a youth has completed a Juvenile Grievance Form, it should be placed in the secured grievance box located on each residential unit.
4. Juvenile Grievance Forms will be collected from the secured grievance box by the designated Grievance Officer daily, excluding holidays.
5. All Grievance Forms shall be logged into the Grievance Logbook by the Grievance Officer. The Grievance Logbook will contain: the grievance number; date of receipt; name of grievant; subject of grievance; disposition date, status of the disposition, to include if grievance was granted, denied, or informally resolved; and appeal results, if any.
6. The review of the grievance will be conducted by the Grievance Officer who will prepare a written response to grievances as soon as possible, but always within five (5) days of receipt of the grievance. If special circumstances require additional attention, the Grievance Officer may request up to an additional five (5) days to render the decision. The response will include the reason(s) for the decision. The Grievance Officer will not be the subject of the grievance.
7. Should no appeal be indicated by the youth, a copy of the grievance and decision will be given to the youth and placed in the detainee's case file, and a copy will be forwarded to the Superintendent of Residential Life or designee for administrative review.
8. If the Grievance Officer determines that the grievance involved an emergency (health or safety issue), he/she shall address the situation and conduct the investigation immediately upon receiving the grievance. A response appropriate to the circumstances of the emergency will be issued as soon as practical, but no later than forty-eight (48) hours of its receipt. A final decision will be issued within five (5) calendar days.
9. If a grievance is submitted for review and the youth is released from the JJIC, efforts to resolve the grievance will normally terminate. If the youth wishes to pursue the grievance resolution, as in property losses, it is the youth's responsibility to notify the Grievance Officer of that intention.

10. A youth may utilize the grievance process to report an allegation of sexual abuse or harassment. There is no time limit for filing a grievance relative to a sexual abuse report. The detainee may hand-deliver the grievance to a staff member.
11. Third-party reporting of allegations of sexual abuse will be allowed on behalf of a youth by another youth, a family member, or a legal representative. An outside advocate may assist the youth in filing such a grievance. If the youth declines to have a request processed on their behalf, their decision will be noted on the grievance form. The JJIC will allow parents or legal guardians of residents to file on behalf of the youth, regardless of whether the youth agrees to having the grievance filed on their behalf.
12. The Director of the Department of Human Services or designee will have up to ninety (90) days of the initial filing to issue a final decision. This will not include time taken by youth to prepare an administrative appeal. If needed, the Administrator may claim an extension of up to seventy (70) days to respond. The youth will be notified in writing if the response is extended.
13. If the youth does not receive a reply within the noted time frames or notice of an extension, then the youth may consider the absence of a reply to be a denial and may proceed with an appeal.
14. If a youth knowingly files a false grievance alleging sexual abuse in bad faith, he/she will be subject to further administrative charges and/or it could result in a criminal charge.

Appeal of the Hearing Officer's Decision

1. If the youth is not satisfied with the decision of the Grievance Officer, he/she may request further review of the grievance by indicating the same on their original Grievance Form.
2. Upon receipt of a notification of appeal, the grievance will be forwarded to the Superintendent of Residential Services within twenty-four (24) hours of the notice of the desire to appeal, along with any documentation developed during the grievance process.
3. The process will continue in the same manner as the grievance, including the time limits, except that the response will be heard by the Grievance Committee, a fact report of information will be generated and submitted to the Superintendent of Residential Services.
4. The Superintendent of Residential Services will review the report submitted by the Grievance Committee, meet with the youth, and attempt to resolve the problem. The Superintendent of Residential Services will be the respondent and all decisions will be final. A copy of the grievance/appeals/decisions will automatically be forwarded to the Director of the Department of Human Services for review.

Administrative Review of Grievances

The Superintendent of Residential Services will review the findings of the Grievance Officer in all grievances; regardless of the level at which settlement occurs, within seven (7) judicial days. If the Superintendent of Residential Services makes changes in the disposition of the grievance, written notification of all changes in the decision will be forwarded to the Grievance Officer, appropriate JJIC personnel, and detainee(s) involved within five (5) judicial days of the review of the findings.

Records and Documentation

All youth will be provided a verbal orientation upon admission to the residential units, to include the Youth Grievance Procedure. All youth shall sign an Acknowledgement the Youth Handbook indicating receipt of written information about the Youth Grievance Procedure.

Documentation Retention

All documentation related to any grievance must be retained three (3) years from the date of the filing of the grievance.

X.-5: NON-DISCRIMINATORY SERVICES TO LESBIAN, GAY, BISEXUAL, TRANSGENDER, QUESTIONING, INTERSEX, AND NONCONFORMING YOUTH

POLICY

The JJIC shall provide an inclusive culture where the dignity of every youth is respected, and all youth are safe.

Staff shall not discriminate against or harass, physically or verbally, any youth because of the youth's sexual orientation or gender identity, or because of a staff member's perception of a youth's sexual orientation or gender identity.

Staff must protect youth from being discriminated against or harassed, physically or verbally, by other youth or staff due to their sexual orientation or gender identity, or because of other youths' perception of their sexual orientation or gender identity.

All staff will ensure that all youth are safe and accepted regardless of their sexual orientation or gender identity. All staff will support LGBTQI youth with fair and equal treatment, without bias, and in a professional and confidential manner.

DEFINITIONS

Bisexual – A person who is emotionally, romantically, and sexually attracted to both males and females.

Gay – A boy or man who primarily is emotionally, romantically, and sexually attracted to individuals of the same sex.

Gender Identity – A person's internal, deeply felt sense of being male or female, regardless of the person's assigned sex at birth.

Gender Nonconforming – A person whose appearance or manner does not conform to traditional societal gender expectations.

Harassment – Includes but is not limited to: repeated and unwanted name calling; disrespectful gestures, jokes, or comments; inappropriate touching; threats of physical or emotional acts, or negative consequences (including religious condemnation); physical abuse; sexual abuse, including unwanted sex acts; touching, pantomime, and threats; and emotional abuse, such as shunning or isolation. Attempting to change a youth's sexual orientation or gender identity is also a form of harassment.

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 disorders of sex development.

LGBTQI – Youth who have identified themselves as lesbian, gay, bisexual, transgender, intersex or questioning their sexual orientation, or gender nonconforming youth.

Pan Sexual – A person who is attracted to all genders not limited in sexual choice with regard to biological sex, gender or gender identity.

Transgender – A person whose gender identity (their understanding of themselves as male or female) does not correspond with their birth/assigned sex.

Questioning – Refers to a person, often an adolescent, who is exploring or questioning issues of sexual orientation or gender identity or expression in his or her life. Some

questioning people will ultimately identify as gay, lesbian, bisexual, or transgender; others will ultimately self-identify as heterosexual.

Lesbian – A girl or woman who primarily is emotionally, romantically, and sexually attracted to girls or women.

Discrimination – Any act, policy, or practice that, regardless of intent, has the effect of subjecting any individual to non-beneficial differential treatment as a result of that youth's actual or perceived sexual orientation or gender identity.

PROCEDURES

Direct Intake Procedure

1. When youth arrive at the detention center, they will be told in intake and on their unit by staff and other youth that name-calling and other harassment is disrespectful and not accepted. Employees will remind juveniles that harassment of LGBTQI juveniles is not acceptable every time they are aware of an incident of harassment.
2. Staff shall not, during their employment, use terms that convey hatred, contempt, or prejudice toward LGBT juveniles, including in their own conversations while on the grounds of the JJIC.
3. LGBTQI youth must not be made to feel that they are abnormal, bad, or unacceptable, or be told that they can or should choose to change their sexual orientation or gender identity. Staff members who violate this policy may be subject to discipline.
4. Staff must promptly and consistently intervene to stop other youth from using terms that convey hatred, contempt, or prejudice toward LGBTQI juveniles, and initiate disciplinary action against youth who harass others.
5. Respectful and inclusive terminology that does not make assumptions about sexual orientation or gender identity will be used in interviews with all youth at the juvenile facility.
6. All direct care staff, Shift Supervisors, Social Workers, medical staff, and Administrators will be trained to be sensitive in questioning LGBTQI youth without embarrassing them or making them feel judged.
7. Staff will be aware that youth are in various stages of awareness and comfort with their sexual orientation and gender identity.
8. At intake, youth interviews will sensitively inquire about fears the youth has of being picked on in the facility.
9. Staff will not disclose a youth's sexual orientation or gender identity to family, friends, the court, or outside agencies without the youth's permission.
10. Classification and housing decisions will be individualized based on the particular youth's physical and emotional well-being. A male to female transgender youth will not be treated as a male guest on the girls' unit, but as a girl.

11. Some youth identify as lesbian or gay before identifying as transgender. During their stay, youth will have access to counseling.
12. Transgender youth will be called by the first name and pronoun they request even if their name has not been legally changed.
13. LGBTQI youth will not be placed in isolation as a means of keeping them safe from discrimination, harassment, or abuse. Staff will actively intervene in behaviors by other youth that make the youth feel unsafe or disrespected.
14. Transgender youth will not be required to use the shower, bathroom or dress in front of youth or staff, and staff efforts to ensure privacy will be done in a way that is not humiliating. LGBTQI youth will not be treated as sex offenders unless they have been found guilty of non-consenting sexual behavior.
15. Books about being LGBTQI and LGBTQI-inclusive magazines will be made available to youth. LGBTQI youth will be offered counseling by non-judgmental individuals knowledgeable about sexual orientation and gender identity. If a transgender youth has been receiving hormone treatment prior to arriving at the juvenile detention center and requests maintenance of the treatment, medical staff will evaluate its continuation and provide authorization for transition-related treatments when they are medically necessary according to accepted professional standards. The detention center will provide referral to programs that are sensitive to and trained in serving LGBTQI youth.
16. Staff shall not prohibit or discourage communication between youth of the same sex that is not also prohibited or discouraged between youth of different sexes. Staff shall not otherwise hold LGBTQI youth to a different standard than other youth at the facility.
17. All direct care staff, supervisors, social services, and service providers will be trained and affirmatively demonstrate their commitment to creating and maintaining a safe and accepting environment. This commitment will be a condition of being hired and for continued employment at the detention center. This policy will be provided to all new staff, and new staff training will include understanding and protecting LGBTQI youth.

XI – INTAKE, ADMISSIONS, AND DISCHARGE

XI.-1: ADMISSIONS

PURPOSE

To standardize the admittance process and ensure consistency in the gathering of all relevant information when utilizing the master electronic case file FAMCare system ensuring maximum accountability and the safety and welfare of the youth.

POLICY

It is the policy of the JJIC to accept those youth for admission who are appropriately referred by the Courts and New Orleans Police Department Juvenile Booking having detention placement authority. All admissions will meet the requirements as specified in the Louisiana Children’s Code.

DEFINITIONS

Constant/Direct Observation – The level of observation for the youth who is in a state of emergent need to the degree that staff should observe them on a continuous, uninterrupted basis. One youth is to be assigned to one designated staff member at all times in order for that staff member to closely and directly supervise all of the youth’s activities so as to protect him/her from harm. Youth on this level of observation will remain so and documented as such every five (5) minutes until such time as the Health Authority determines otherwise or the youth is moved to another appropriate facility.

Delinquent Juvenile – A juvenile charged with an offense for which an adult can also be charged.

FAMCare – The electronic case management system used at JJIC.

Holding Area – The area within the JJIC where new admissions are held pending release or admission into the facility.

IJS – The electronic court case file and data collection system used to track juveniles who come into contact with the Juvenile Court of Orleans Parish.

PROCEDURES

Documents and Requirements

1. The youth cannot be admitted if there is no official accompanying documentation from the courts, New Orleans Police Department, or NOPD Juvenile Booking such as a police report, court order, or both showing cause for admission to the JJIC.
2. The admitting staff member shall refuse to accept any youth who is in need of emergency medical care, requires mental health crisis intervention, or is under the influence of alcohol or any other intoxicant/drug. The youth must be cleared by a licensed medical practitioner, (e.g., medical doctor, physician assistant, advanced practice registered nurse, or paramedic) prior to admission.

Juveniles who exhibit any of the following behaviors or symptoms must receive medical clearance from a physician, hospital emergency room, or emergency medical service (EMS) (911):

- Obvious pain or bleeding or other symptoms that suggest the need for emergency care
- Sweating, anxious, or shaky (i.e., withdrawal symptoms)
- Incapacitated or not able to walk or stand
- Groggy, slurred speech or not alert
- Having difficulty breathing

When the youth appears to exhibit any of the above behaviors or symptoms, the JJIC medical staff on duty will be immediately notified and will be asked to interview the juvenile before the juvenile will be accepted into the JJIC. JJIC medical staff will then determine whether the juvenile should be transported to a hospital and medically cleared prior to admission to the facility. Should the JJIC medical staff make this determination after the transporting officer has already left the Central Detention Control area, the juvenile will be placed under constant/direct observation and documented at five (5) minute intervals until the juvenile is transported (by a mode to be determined by the JJIC medical staff) to a more appropriate facility. If there is a medical emergency, such as trauma, unresponsiveness or difficulty breathing the admitting staff must use the 911 emergency response system.

JJIC reserves the right to refuse a youth who appears to be in medical distress.

Admission

Upon a juvenile's arrival at the facility, a Juvenile Detention Counselor Supervisor or designee will confirm legal authority for detention of the juvenile by reviewing available documents and verifying the identity of the juvenile.

Newly admitted juveniles to the Intake area will be immediately added to the master count of the facility and identified as pending intake.

A Juvenile Detention Counselor Supervisor, Juvenile Detention Counselor III or I are the only staff who can conduct an intake for a youth.

The JJIC staff responsible for the admission shall verify the youth's information, sign for the physical custody of the youth, and establish a master record for the youth in FAMCare.

Upon entrance to the Intake area, the staff responsible shall immediately perform an initial search of the juvenile pursuant to JJIC Policy and Procedure, Searches and Contraband Control Procedures.

XI.-2: INTAKE

PURPOSE

To standardize the intake process and ensure consistency in the gathering of all relevant information when utilizing the master electronic case file FAMCare system, ensuring maximum accountability and the safety and welfare of the youth.

POLICY

It is the policy of the JJIC to conduct an intake process which allows for the gathering of all necessary information to ensure the youth's guardian with have contact with their child and facility staff can plan accordingly to meet the youth's needs.

PROCEDURES

Intake Process

1. The youth is to surrender all property by emptying pockets, taking off belt, removing all jewelry, and removing all second layer of clothing including socks and shoes.
2. The youth's personal property shall be inventoried pursuant to JJIC policy VIII-3 using the correct documentation, cleaned, and when necessary, disinfected. The personal property record shall be reviewed and signed by the youth and staff. A copy of the list shall be provided to the youth, and the hard copy with signatures placed in the youth's records.
3. Personal items shall be retained at the facility and stored in a secure area for a maximum of 30 days following admission. The parent(s) or guardian(s) shall be notified so that all personal items can be retrieved.
4. The youth shall be photographed and the photo included in their FAMCare case file. The photo will be taken along the unit wall, along with the date of admission.
5. A trained staff Juvenile Detention Counselor Supervisor or Juvenile Detention Counselor II or III will conduct the intake interview. The staff member will log into the FAMCare electronic case file of that juvenile with their assigned JCS user ID and confidential password, gather the determined information, and enter and/or update the information in FAMCare. The following information will be time stamped and electronically identified as having been entered by that specific trained staff member:
 - All juvenile social data
 - Parental information
 - Complaint information
 - Gang information
 - Placement information
 - Property information

6. A trained facility Social Worker will complete the MAISY and conduct a Health/Medical Screening in a confidential setting on those youth who are required to be admitted into the detention center:

All information will be entered into the youth's electronic case file in the FAMCare system. At the time of admission, the youth's rights and responsibilities while at the JJIC shall be completed, explained to and signed by the youth indicating he/she has had his/her rights explained. The signed and completed form shall be included in the youth's electronic case file.

Any child admitted to the JJIC shall have a Medical Record created unless they have a prior history and one already exists. Should one already be on file, the Medical Record will be pulled by the Health Authority at the time of admission to the JJIC.

At the time of admission to the JJIC, any special medical problems or physical problems that might require medical attention are to be identified. The Food Services Division is advised of any detainee with special diet needs pursuant to JJIC Policy and Procedure, Food Services, X-4, and the use of the Special Diet Form.

When a direct care staff member or Social Worker finds the youth to be at risk of selected behaviors, a Youth at Risk-Staff Form shall be completed. Such selected behaviors include the following:

- If the youth has escaped or has attempted to escape JJIC in the past.
- Any medical needs or concerns that will need to be addressed during their stay.
- Any indications of suicidal behavior. Please see XII.-10 for the JJIC policy regarding suicidal youth.

After completion of Intake and assessment forms, the Facility Social Worker, or if unavailable the Juvenile Detention Counselor II or II, will immediately notify the juvenile's parent or guardian of their arrival. The parent/guardian/legal custodian will be notified of the juvenile's charges, procedures that should be followed, and visitation schedules and requirements.

The juvenile shall be afforded two (2) local or collect long-distance telephone calls to family members, attorneys or other approved individuals during the admissions process.

To ensure that all persons presenting to the facility are afforded a consistent and effective way to communicate, juveniles with hearing and/or speech disabilities, and juveniles who wish to communicate with parties who have such disabilities, shall be afforded access to Telecommunications Device for the Deaf (TDD) pursuant to Detention Services Bureau Policy and Procedure, Detainee Telephone Use, VI-25.

Youth with Language Barriers

Juveniles with language barriers, or who wish to communicate with a parent/guardian/custodian who has a language barrier, shall be afforded access to interpretative services through the *Language Line* by dialing 1-877-245-0386. **Enter the digit six (6) and Client ID Number 518232** when requested by the automated system. Press one (1) for Spanish and two (2) for all other languages. If you do not know the language of the detainee, press zero (0) for assistance. When an interpreter is connected to the call, summarize the reason for the call and provide any special instructions prior to providing the telephone to the detainee.

At the conclusion of the data gathering process between the youth and JJIC staff, be seen by the facility's medical services for an admissions medical screening,

Admission Medical Screening

A brief screening shall take place immediately upon arrival, meant to detect any urgent health or mental health issues and to identify ongoing health concerns that require immediate attention, including the continuation of prescribed medication.

The screening should reflect the different health issues in the male and female populations and include:

1. Inquiry into current and past illness, and history of medical and mental health problems and conditions including medical, dental, and psychiatric/mental health problems (including all past mental health diagnoses, treatment, and suicide attempts), and infectious and communicable diseases.
2. Medications needed for ongoing conditions and other special health needs.
3. Allergies.
4. Symptom screening for tuberculosis, including questions regarding cough, night sweats, weight loss, or recent exposure to someone who might have tuberculosis.
5. Use of drugs or alcohol, including types, methods of use, amounts, frequency, time of last use, previous history of problems after ceased use, and any recent hiding of drugs in his/her body.
6. Recent injuries (e.g. injuries at or near time of arrest).
7. History of gynecological problems or pregnancies, evaluation of current pregnancy status, and related medical needs.

Observation of the following should also be noted:

- Behavior and appearance, including alcohol or drug intoxication, state of consciousness, mental status (including suicidal ideation, emotional distress, or signs of depression), and sweating.
- Disabilities, including vision, hearing, mobility issues, and mental retardation or developmental disabilities.

- Condition of skin, including evidence of trauma, bruises, lesions, jaundice, rash, infestation (e.g., lice, scabies), and needle marks or other indications of drug use.

Youth who are identified in the screen as requiring additional medical services are referred for medical follow-up within twenty-four (24) hours.

The medical screening form shall be placed in the medical basket upon completion for pickup by the medical staff. The medical screening form shall be reviewed and initialed by medical staff and be included in the medical record.

The Juvenile Detention Counselor Supervisor will note those youth who are eligible for placement in the Intensive In-Home Community Supervision Program and will contact the Superintendent of Supportive Services to begin the process to gather the necessary assessment information on the youth and their parents/guardian to provide a recommendation at the continued custody hearing.

Upon completion of the steps outlined above, the youth shall be placed in the Intake Unit until they are staffed at the weekly case hearings and placed in an appropriate residential unit based on the JJIC classification system.

XI.-3: YOUTH ORIENTATION

PURPOSE

To acquaint and familiarize the youth with the JJIC and its procedures so as to minimize their anxieties, which result from the detention process.

POLICY

The JJIC shall conduct a standardized orientation for all youth as part of their admissions/intake process.

PROCEDURES

Initial Orientation

The orientation process will begin immediately upon the youth's arrival, with staff providing an explanation of the admission process and providing a copy of the PREA brochure. All youth will initial and sign a Notification and Information Form, indicating their understanding of their basic rights while in the JJIC.

The youth will be informed where he/she is and what the charges are that have been placed against him/her.

A child who is detained in the JJIC on any allegations of delinquent behavior shall, by statutory authority, be given a continued custody hearing within seventy-two (72) hours of the date of detention, excluding non-judicial days.

The rules and regulations of the JJIC will be reviewed when the youth appears to be receptive and cooperative but no later than admission to the Intake Unit of the JJIC. The youth will be given the opportunity to ask any questions regarding his/her detention.

The youth will be informed that a Juvenile Detention Counselor will be checking his/her detention room every fifteen (15) minutes or less and that he/she should inform the Juvenile Detention Counselor of any problems. In an emergency, he/she should call out his/her name and request assistance at any given time.

A copy of the JJIC Center Rules as part of the Youth Handbook will be given to the youth at the conclusion of the intake process. A facility Social Worker or Juvenile Detention Counselor conducting the intake shall review the contents of the booklet with the youth. All efforts will be made to accommodate juveniles with written materials and/or translations in their own language if they do not understand English. If the youth is of limited English proficiency, accommodations shall be made as outlined in the JJIC policy and procedure Manual III.-11. When a literacy problem exists, a Detention Officer will assist the detainee in understanding the material.

All youth will sign and date an Acknowledgement of Receipt form, indicating they have received the rules of the JJIC and a Youth Handbook and have been advised of the PREA guidelines.

Youth will have full access to all JJIC programs, services and activities during the orientation period.

Continuing Orientation

Youth will not be assigned their residential unit until they have had their case staffed by the collaborative team meeting which occurs on a weekly basis at the JJIC and is attended by representatives of the Medical Authority, school representatives, Superintendent of Supportive Services, clinical and Residential Services personnel, and other legal representatives and external service providers as deemed appropriate.

Youth do not attend school but received educational services on the Intake Unit until the following Monday after admissions to the JJIC.

Each day at 8:30 a.m. following breakfast, those youth who are not scheduled to attend school, and again at 3:30 p.m. after shift change, shall be given a verbal orientation period on the JJIC programs and expectations overview.

The formal orientation presentation will include a verbal review of the Detention Overview Booklet and the PREA Policy. Orientation should include distribution of written materials about the facility's programs, rules and regulations, grievance procedures, behavior management program, and discussion.

The Juvenile Detention Counselors conducting the presentation will be familiar with all aspects of the JJIC's activities and programs.

Youth will be given the opportunity to ask questions of trained Detention Officers during the formal orientation presentation.

Orientation time will also be used to observe the youth's behavior and to identify special problems that should be noted and shared at the weekly collaborative team meeting.

Youth Handbook

Each new youth is issued his/her own copy of the Youth Handbook upon admission to the JJIC at the time of the issuance of any and all court issued clothing and bedding.

The Youth Handbook is available in Spanish if they do not understand English. When literacy or a language problem exists, a staff member or translator from the language line assists the youth in understanding the material. All efforts will be made to

accommodate youth with written materials and/or translations in their own language if they do not understand English.

The Youth Handbook is written in clear, precise language that is easily understood by youth.

XI.-4: YOUTH HYGIENE AND CLOTHING

PURPOSE

To ensure that proper personal hygiene is provided to and maintained by all JJIC youth.

POLICY

Each new youth admission will receive a Health Screen as part of the admissions process. In addition to providing a shower, hair care, if necessary, a complete set of clean clothing and bedding, and the issuance of personal hygiene articles will occur.

PROCEDURES

The following procedures shall apply:

1. Each new youth is advised of proper habits and practices regarding personal hygiene during the initial orientation.
2. The youth is asked to remove his/her street clothing and is then thoroughly strip searched by a Juvenile Detention Counselor II or III who is of the same gender as the youth.
3. Haircuts for detained youth shall be made available upon request, at place and time scheduled by the Superintendent of Residential Life or designee.
4. The street clothing is inventoried on the JJIC Personal Property Log. The Juvenile Detention Counselor ensures that the Personal property Log is explained to the incoming youth and that the youth signs it.
5. The youth's street clothing is then thoroughly, clearly identified and stored in a property bag, sealed with a numerical property tag, and documented the Inventory List. When feasible, detainees' personal clothing will be laundered separately. The youth's clothing sizes are obtained by the Juvenile Detention Counselor and one set of clean JJIC clothing is issued to the youth.

Clothing issued to the detainee at that time shall consist of the following:

- One (1) T-shirt
 - One (1) pair of sweatpants
 - One (1) pair of shorts
 - One (1) undershirt
 - One (1) pair of briefs
 - One (1) bra (female)
 - One (1) pair of socks
 - One (1) pair of shoes
6. Detainee clothing will be changed three times each week. This shall occur on Sunday, Tuesday, and Friday.
 7. Underwear shall be changed daily after showering or when necessary.
 8. All uniforms will be worn with underwear.

The youth is informed that all clothing and bedding issued is their responsibility and that they will be held accountable for usage and maintenance. All damage to the uniforms will be assessed to the parent or guardian.

During admission, each detainee shall be issued clean bedding and linens. The detainee is responsible for the return of these items:

- Two (2) sheets
- Sufficient blankets for warmth under existing temperature control
- One (1) pillow
- One (1) pillowcase

Pillows and mattresses shall be cleaned before reissue, and blankets, linen, and towels shall be laundered before reissue.

The Superintendent of Residential Life or designee will ensure that there is sufficient clothing, linen, and bedding on hand in the storeroom in order to eliminate any delay in the issuing or replacement of needed items.

Articles necessary for maintaining proper personal hygiene are provided to all youth, to include:

- Soap
- Toothbrush
- Comb
- Deodorant
- Toilet tissue

Shaving equipment shall be available upon request and the special hygiene needs of females shall be met.

Replacement and/or additional personal hygiene items will be issued to each unit according to the unit schedule for re-supply or will be issued to individual youth on an as-needed basis by the monitors.

Mattresses and pillows for each detainee shall be maintained in each individual's room. Bed linens shall be laundered/exchanged each time a youth is released or twice a week.

XI.-5: YOUTH CLASSIFICATION SYSTEM

PURPOSE

To standardize the room assignment procedures in the JJIC residential units ensuring maximum accountability, safety, welfare, and rehabilitation of the youth.

POLICY

The JJIC will ensure a standardized process is followed for all detainees admitted to its residential housing units.

PROCEDURES

At the conclusion of the Admissions and Intake process, the youth shall be assigned to the Intake Unit. If there is no room on the unit, they will be assigned a cell in the least populated living unit of the JJIC. These assignments are made pending their Case being discussed at the weekly collaborative team meeting held to discuss individual youth. While it may be necessary to move a detainee from one room to another, the Juvenile Detention Counselor must inspect that room in the youth's presence if the situation permits. Damage reports should be filled out when necessary.

A Facility Social Worker is assigned the caseload of all youth residing in a specific housing unit.

XI.-6: DISCHARGE PLANNING

PURPOSE

Provide guidelines for establishing a plan for follow-up services when youth are discharged from the Juvenile Justice Intervention Center.

POLICY

The JJIC will develop an individualized discharge plan for each youth prior to their discharge from JJIC, to include any of the following potentially needed services for youth and their families:

- Education/Vocational Services
- Healthcare Needs/Medication Management
- Mental/Behavior Health Services
- Community Supportive Services

PROCEDURES

Facility Social Workers are responsible for completing the youth's discharge plan. In completing the plan, the Facility Social Worker shall gather information from the school, Medical Authority, and Residential staff to identify needs and identify and medical follow-up appointments medication management needs.

Development of the Discharge Plan

1. The goal of the discharge plan is to equip the youth with the tools needed to conduct himself/herself in a lawful manner and, therefore, prepare him/her for success within the community.
2. The Facility Service Social Worker will develop an individualized discharge plan with consultation from all relevant departments within the JJIC as well as services providers within the community who were working with the youth and/or their family prior to their detainment and have been identified as helpful for the youth's transition back to the community.
3. The Supportive Services Social Worker Supervisor will approve the discharge summary through the discharge plan template. A case note will be documented indicating approval and forward the plan to the Superintendent of Supportive Services for review.
4. All discharge plans should be provided to the court at the youth's answer or dispositional hearing for the court's consideration. Every effort will be made to review the discharge plan with the youth and their family/guardian prior to their release from the facility.
5. Upon receipt of the signed discharge order, the case will be closed and filed in accordance with the Department of Children and Family Services Detention Procedures.

XI.-7: YOUTH RELEASE

POLICY

It is the policy of the JJIC to provide a structured program to help youth make a satisfactory transition and reintegration from the JJIC to the community.

PROCEDURES

Conditions of Release

Juveniles may only be released under the following conditions:

1. Written order from the Court authorizing the youth's release.
2. Verbal order from a judge authorizing the youth's release. All verbal orders should be made to the Director of the Department of Human Services or designee. A written order from a Judge must be provided within twenty-four (24) hours of the verbal order being issued.

Release Procedures

1. If the release is to a parent or legal guardian, the staff member must verify the person is the youth's parent or legal guardian by seeing a valid photo ID (driver's license or state-issued photo ID). The youth can only be released to the parent or legal guardian identified on the written release court order from the court.
2. If the release is to a placement agency, then the staff member must verify the person's identity with the placement agency by a valid ID from the agency.
3. The Juvenile Detention Counselor Supervisor or designees shall inform the juvenile of his/her pending release and direct him/her to his/her room.
4. Youth shall remove linens from his/her bed, throw away garbage, and gather any personal belongings, i.e., mail, etc., and clean their room. The staff member and youth will inspect the youth's room together. Staff member shall be certain that the room is in the same condition it was in at the time of the youth's initial assignment to that room. If there is any correctable damage noted, i.e. scratches or writings on the back of the door, the walls, etc., the youth must correct the damage at that time.
5. The mattress and pillow are to be wiped down with bleach and water solution, then sprayed with the proper disinfectant using the proper safety precautions, i.e., gloved hands.
6. The staff member shall obtain the juvenile's personal property from his/her assigned personal bag and the safe, if necessary.
7. The staff member shall have the juvenile change into his/her civilian clothes. The staff member shall make certain that all detention clothing is returned. If the juvenile is in need of a particular clothing item(s), i.e. socks, underwear, T-shirt, etc., the staff member shall allow the juvenile to obtain those items required.

8. The staff member shall review all personal items with the youth, checking each against his/her personal property inventory sheet. The staff member shall give the property to the youth and have him/her sign the Personal Property Form and the bottom of the Release Form indicating he/she has had all personal property returned to him/her. The admission and release signatures should be compared to verify the juvenile's identity. The staff member must countersign the forms.
9. These forms are to be scanned and placed in the youth's electronic case file in the FAMCare system. Discrepancies must be noted on the forms and copies forwarded to the Superintendent of Residential Services.

XII – MEDICAL AND HEALTH SERVICES

XII.-1: HEATH AUTHORITY

PURPOSE

To ensure facility health care personnel implement the prescribed medical treatment and pharmaceutical regimen.

POLICY

The JJIC shall provide the youth detained in the facility with essential health care services. The Health Authority will administer treatment prescribed by a physician, dentist, psychologist, optometrist, podiatrist, or other independent provider pursuant to written standing or direct orders by any person authorized by law to give such orders.

DEFINITIONS

Chronic Care – A medical service rendered to a detainee over a long period of time; i.e., treatment of diabetes, asthma, or epilepsy.

Convalescent Care – A medical service rendered to a detainee to assist in recovery from illness or injury.

Direct Order – A written or verbal order for a specific detainee by a medial practitioner licensed by the State of Louisiana to prescribe treatment in the course of his professional practice.

Health Authority – The physician, health administrator, or contract agency responsible for the provision of health care services at the JJIC. The responsible physician for the JJIC.

Health Care Professional – The JJIC’s health care provider whose primary duty is to provide health care services to youth consistent with his/her respective level of education, training, and experience. The provider may be a physician, family nurse practitioner, physician assistant, nurse, and/or medical assistant under the supervision the physician.

License – A permit issued by the Louisiana Board of Nursing to practice nursing as a registered nurse, including a renewal, or a permit issued by the Louisiana Medical Board to practice as a registered physician or physician’s assistant including a license renewal.

Standing Orders – Written orders issued by a medical practitioner who is licensed in the State of Louisiana to prescribe medications in the course of his/her professional practice. Standing orders shall be written for a definitive treatment of identified conditions and for on-site treatment of emergency conditions for any youth having the condition to which the order pertains. The orders are written for the benefit of all the juveniles.

PROCEDURES

Direct Orders

All direct orders shall be written or given verbally by telephone (considered a verbal order) by authorized physician, physician assistant, and/or family nurse practitioner.

Verbal direct orders shall be accepted and written only by health care professionals who are authorized to administer the treatment or medication being ordered.

When a verbal direct order is given, the health care professional who receives the order shall record the order on the youth's Request for Medical Services, and file it in the youth's Medical Record.

Standing Orders

Any written standing order(s) signed and dated by a physician, physician assistant, or family nurse practitioner may be used to initiate treatment of minor ailments.

Standing orders shall include provisions for health care personnel consultation in the event the ailment is not responsive to treatment.

These orders shall:

- Be in writing;
- Be signed and dated by the health care professional;
- Specify those persons who may perform the treatment required under the standing order;
- State under what circumstances the prescribed treatment is to be performed;
- Specify the scope of supervision required for performance of treatment under a standing order;
- Set forth any specialized circumstances under which health care personnel performing treatment under the standing order shall communicate with the detainee's physician concerning the detainee's condition;
- Specify any limitation in the JJIC, if any, in which the standing order may or may not be performed. This is to include written documentation indicating, should a youth warrant Critical Needs Status due to medical conditions as indicated by the Health Authority, the Health Authority shall dictate in writing to the Juvenile Detention Counselor Supervisor that segregation from the general population is necessary. The Health Authority shall specifically indicate what limitations the detainee requires and for the specified period of time.

A Staff Alert shall be entered by the Juvenile Detention Counselor Supervisor to alert the personnel as to the youth's status. The youth shall be placed on Critical Needs Status until otherwise released by the Health Authority, in writing.

Special Orders

Chronic care and convalescent care shall be provided when indicated by a prescribing physician, physician assistant, and/or family nurse practitioner.

Health care personnel shall provide medical preventive maintenance along with instruction in self-care for chronic conditions.

Prosthesis

Medical and dental prosthesis are provided when the health of the juvenile would otherwise be adversely affected as determined by the responsible physician.

Quality Assurance

The Health Authority and the JJIC shall meet at least quarterly. The Health Authority shall submit statistical summaries and quarterly reports on the health care delivery system and health environment.

The JJIC will provide any policy and procedure updates as it relates to the health services delivery system as they occur. Each policy, procedure, and program in the health care delivery system is reviewed at least annually by the Health Care Authority and the JJIC designee and revised if necessary. Documentation to that effect of the date of the most recent review or revision and signature of the reviewer will be kept on file in the office of the Director of the Department of Human Services or designee.

XII.-2: MEDICAL SCREEN

PURPOSE

To protect the health and well-being of the youth and personnel through the early detection and appraisal of the health status of each admitted youth.

POLICY

All youth admitted to the JJIC will be screened by medical staff.

This information will be updated and stored in the youth medical file.

DEFINITIONS

Detention Center Screening – The medical intake screening record is used to identify those youth with illnesses, dental problems, or health conditions in need of further attention or evaluation.

Health Authority – The physician, health administrator, or contract agency responsible for the provision of health care services at the JJIC and the responsible physician for the JJIC.

PROCEDURES

- At the time of a youth's admission to the JJIC, the medical staff member will initiate the JJIC Receiving Screening Record and document the updated and stored information in the youth health record.
- The admitting staff member will inquire from the transporting law enforcement personnel and the youth as to the youth's current medical condition prior to releasing the law enforcement personnel.
- Should law enforcement personnel or the youth advise that the youth is presently suicidal or having thoughts of suicide, the youth will NOT be accepted into the JJIC. Law enforcement personnel will immediately be diverted to the appropriate local hospital for medical clearance prior to acceptance of the youth by the JJIC.
- Should the youth appear to be in a non-functioning intoxicated state, the youth will not be accepted from law enforcement personnel and will be immediately diverted to the appropriate local hospital for medical clearance prior to acceptance of the youth by JJIC.
- Once the youth is determined to be legally committed and appropriate for acceptance to the detention center, the admitting staff member will advise the medical staff.
- The Medical Screening Staff will complete the Receiving Screening, to include a physical review, a mental health review, and a drug and alcohol screening for a history of use or abuse.
- The QMHP or other qualified mental health staff will complete the screening within twenty-four (24) hours of the youth's admission to the facility.
- Should a detainee be transferred to the JJIC from a hospital or

treatment center, the Intake Officer will immediately complete a Request for Medical Services to alert the Health Authority that the detainee may require some form of follow-up or triage.

- JJIC staff who are conducting the youth's intake are responsible for ensuring that the medical staff are notified when a youth is admitted with any prescription medication.
- Should a youth be admitted to the JJIC with no significant medical issues, the youth will be admitted to the general population unless other indicators such as behavior issues are prevalent to the degree that the Superintendent of Residential Services or designee has determined otherwise and this information is documented accordingly.
- The following medical/dental data is reviewed in the detainee's medical record and any needed updated data obtained:
 1. Possibility of venereal disease
 2. Current illness and health problems
 3. Medications taken and special health requirements
 4. Visual and auditory acuity examinations
 5. Nutritional status
 6. Behavioral observations, including state of consciousness and mental status
 7. Notation of handicap, body deformities, trauma markings, bruises, lesions, ease of movement, jaundice, etc.
 8. Condition of skin and body orifices, including rashes and infestations
 9. Allergies, chronic conditions, and alcohol and drug use
 10. Screening of other health problems such as needed consultative medical appointments
 11. Last dental examination and when needed again
 12. The Health Authority will triage the situation and determine the necessity for a dental examination within seven (7) days
 13. Any current dental problems the detainee may be experiencing
- Recommendations for further care, further examinations, treatment, and immunizations are handled by the Health Authority and/or Emergency Services.
- Immunization records for every detainee detained for more than fifteen (15) days shall be requested by the Health Authority from the parent, guardian, custodian, or other available source. The immunization record shall be reviewed by the Health Authority upon receipt.

Collection and Recording of Data

- The Receiving Screening Health Record, and JJIC Health Record and Physical Exam, are reviewed and approved annually by the Health Authority.
- The process is completed in a uniform manner as determined by the

Health Authority.

- The health history and vital signs are collected by the Health Authority.
- A review of the results of the medical examination, tests, and identification of problems is performed by a physician or other health care personnel, if such is authorized in the medical practice act.
- Collection of all other health appraisal data is performed only by qualified health personnel as determined by the Health Authority.

XII.-3: MEDICAL RECORDS

PURPOSE

To establish and maintain uniformity of the individual health record for each detainee where all health care, available behavioral health, and any performed dental services are documented in a timely, accurate, and consistent manner.

POLICY

The JJIC shall ensure that any medical, dental and behavioral health services performed during any period of detention are appropriately documented to provide consistency and continuity of care.

DEFINITIONS

Inactive Record – Records retained for youth who has been released from the JJIC.

Health Authority – The physician, health administrator, or contract agency responsible for the provision of health care services at the facility. The responsible physician for the facility.

HIPPA-The privacy rule that addresses the use and disclosure of an individuals' health information.

Medical Record – Records having to do with medical study or practice based on active treatment and observation of a detainee.

Treatment – The provision, coordination, or management of health care, including consultations and referrals between health care providers.

PROCEDURES

General Procedures

- A complete health record file shall be maintained for each youth to document accurately all health care services provided throughout the period of detention
- Medical records of detainees previously admitted to the JJIC will be re-activated
- Medical records, maintained in accordance with JJIC Rules relating to security and privacy, shall be retained after a youth's release for a period of time sufficient to allow treatment continuity. The medical records shall be maintained to provide evidence of the health care service provided
- A medical record file established for each youth which shall contain a record of:
 - Completed intake screening
 - Physical examination forms and/or health appraisal data form
 - Health history records
 - Chronological notes and all documented findings for all health care visitations, treatments, medical findings, dispositions, and diagnoses
 - Prescribed medications, their administrations, Special Diet Form, and other treatments

- Laboratory, X-ray, and diagnostic studies
- Signature and title of documenter
- Place, date, and time of health encounters
- Health service reports and consultations, including dental and psychiatric
- Treatment plan, including nursing care, if indicated
- Progress reports, if indicated
- Discharge summaries of hospitalization and other termination summaries, if indicated
- Refusal and consent forms
- Releases of Information

Files on youth presently at the JJIC (active) shall be kept separate from those that have been discharged (inactive).

Medical records of prior detentions will be kept in the permanent medical record. Records shall include each significant health encounter with the Health Authority including sick call appearances.

Each entry shall be written in black ink or typed in the medical file and signed by the appropriate designee from the Health Authority.

All youth medical records shall be maintained separately from the youth's confinement records.

Collection and Recording of Services

Only qualified Health Authority personnel, designated Intake personnel, and Supportive Services personnel shall collect and record health history, vital signs, and other health appraisal data onto the approved medical records forms. Each youth encounter shall be recorded in the appropriate section of the medical records.

The method of recording entries in the records, the form and format of the records, and the procedures for their maintenance and safekeeping are approved by the Health Authority.

The contents of the medical records are identified and separated according to an established format as approved by the Health Authority in conjunction with the Superintendent of Supportive Services.

Confidentiality

Access to all medical records shall be controlled by the Health Authority.

Routine access to the medical record room shall be limited to those personnel as designated by the Health Authority or those personnel which require records from supplying clinical services to the detainee and to those personnel performing an investigation of the JJIC.

All medical records are safeguarded from unauthorized and improper disclosure. All manual medical records are marked confidential.

Any medical information contained in the youth's electronic case file in the FAMCare system is ensured confidentiality through employee access password protection and security clearance assigned to their position by Information Systems.

Medical records shall be released to other persons only on written authorization of the youth on a Release of Information.

The Health Authority or designee shall, however, have access to a youth's confinement record when the Health Authority believes information contained therein may be relevant to the youth's health.

Health Insurance Portability and Accountability Act (HIPAA) The JJIC shall adhere to the privacy rule standards that address the use and disclosure of an individual's health information (known as "protected health information") by entities subject to the Privacy Rule. These individuals and organizations are called "covered entities". All medical information and records are covered by the HIPAA Privacy Rule. The Privacy Rule also contains standards for individuals' rights to understand and control how their health information is used. A major goal of the Privacy Rule is the flow of health information needed to provide and promote high quality health care and to protect the public's health and well-being. The Privacy Rule strikes a balance that permits important uses of information while protecting the privacy of people who seek care and healing. The HIPAA regulations remain in effect even after a youth/detainee leaves JJIC

Storage

The Chief Operating Officer shall maintain an adequate system of identification and filing which ensures rapid access to each youth's record.

The JJIC provides adequate space and equipment for the storage of medical records in a manner safe from fire and water damage and secure from unauthorized use.

All medical records shall be maintained separately from the confinement record.

The medical records are the responsibility of the Health Authority, which shall control access to the medical record. Access to the health record is controlled by the Health Authority.

Medical records shall be maintained in a separate, secure room.

All inactive medical records shall be stored in the inactive record section of detainee records, separated from the active records.

Access to inactive records shall be limited to those persons specifically approved by the Health Authority.

All medical records shall be retained until the juvenile's youth's nineteenth (19th) birthday.

Transfer of Health Records

Whenever a youth is transferred to another detention center or health care facility, a summary or copy of one medical record shall accompany the youth.

Juvenile Detention Counselor Supervisor personnel shall notify medical personnel at least twenty-four (24) hours prior to a routine transfer whenever feasible.

Any portion of the medical record that reasonably cannot be copied at the time of transfer shall be forwarded to the receiving authority within twenty-four (24) hours after transfer.

All medical information regarding special needs must accompany a youth's transfer. If necessary, a written summary of possible medication and/or treatment needs during transit shall be prepared by the Health Authority who completes the exit medical authorization.

The following information shall accompany all youth being transferred:

- Medication needs during transit;
- Special medical problems or needs, such as (but not limited to) diabetes or epilepsy;
- Psychiatric problems, especially suicidal tendencies;
- Handicaps, which may require special procedures during transportation.

XII.-4: MEDICATION MANAGEMENT

PURPOSE

To ensure proper accountability for the distribution of medication.

POLICY

Medical personnel under the supervision of the Health Authority shall provide for the proper storage and safe allocation of medication and treatments for all youth.

DEFINITIONS

Controlled Substance – A drug or chemical substance whose possession and use are regulated under the Controlled Substance Act. Controlled substances are drugs including but not limited to narcotics, hallucinogens, depressants, and stimulants.

Health Authority – The physician, health administrator, or contract agency responsible for the provision of health care services at the facility. The responsible physician for the facility.

Over-the-Counter Drug – A drug for which a prescription is not needed.

PROCEDURES

Standard Prescription Medication Distribution

Any prescription medication in possession of a youth at the time of admission to the JJIC shall be taken from the detainee and the identification of such medication shall be verified by the Health Authority prior to being administered to the youth.

A Request for Medication Verification Form shall be completed upon receipt of the medication from the youth or parent or guardian.

The medication shall be logged in the Medication Logbook pending verification by the Health Authority and shall be secured by the supervisor in the Health Authority's office in the medical cart.

Prescription medication shall only be administered upon the written order of a licensed physician, nurse practitioner, or physician's assistant for a specific youth with a documented clinical need unless otherwise authorized by the Health Authority. The Health Authority will reevaluate the prescription prior to any renewal.

The Health Authority or designee will distribute the morning medication to the youth daily.

The Health Authority or designee will prepare the evening medication in single dose packaging with the youth's name to be distributed by the nurse on shift. Each prescription shall be labeled with the youth's name, date, unit, time to be given, and name and dosage of the medication. A separate medication sheet will be made for each medication that a youth is taking.

If for any reason, the medication is not administered, it shall be returned to the Health Authority or designee and logged in the youth's medical folder and the Medication Distribution Record. At the time of distribution of the medication, the indication of the same will also be noted in the Medication Distribution Record.

No medication will be administered to a youth without the approval from the Health Authority.

Purchasing of Prescription Medication

Psychotropic Medication

Upon arrival at the JJIC with psychotropic medications, the prescription medication shall be taken from the youth and the identification of such medication shall be verified by the Health Authority prior to being administered to the youth.

The Health Authority shall evaluate any youth prescribed psychotropic medication, oversee the administration of the same, and provide for additional prescription refills as indicated.

Psychotropic medication shall only be administered by a licensed medical professional under the direction of the Health Authority. The administration of medicine shall be closely monitored to ensure that the medication is taken as ordered and is not being retained by the youth for future use and the risk of overdose.

Over-the-Counter-Medication

Over the counter (OTC) medication may be administered by a licensed healthcare professional for minor ailments (e.g., common headaches, simple constipation, and diarrhea) according to the standing orders written by the Health Authority. All information relative to the nature of the complaint, medication administered, and staff administering the medication shall be documented in the medication administration record.

If symptoms worsen or persist, the youth shall be referred to clinic for evaluation and treatment by a provider. Any urgent concerns will be addressed by the on-call provider.

Training

Training in the administration of medication shall be developed and delivered by the Health Authority in consultation with the Superintendent of Supportive Services and provided by the Health Authority for all staff responsible for administering medication.

The training shall include:

- Reviewing medications most commonly prescribed.
- Side effects, overdose, and allergic reaction.

- Interaction with other medication.
- Procedures of what to do in case of an overdose, allergic reaction, or missed dose.
- How to properly administer the medication, to include but not limited to, the "5 Rights of Medication Administration":
 1. Right Patient
 2. Right Drug
 3. Right Amount
 4. Right Route
 5. Right Time
- How to document when the medication is administered or refused.

XII.-5: SECURITY, STORAGE, AND INVENTORY OF CONTROLLED SUBSTANCES

PURPOSE

To ensure that controlled substances are being handled in accordance with state and federal regulations.

PROCEDURES

Security and Storage

Controlled substance shall be stored by the Health Authority or designee in a locked cabinet in the secured medical room. All controlled substances shall be stored in a secured area located in medical personnel's office. Access to the medical personnel's office shall be limited to the medical personnel as authorized by the Health Authority and the Director of the Department of Human Services.

The medical personnel shall store insulin, pre-filled insulin syringes, and other medications requiring refrigeration in a refrigerator in the office of the Health Authority.

Needles, syringes, and all related sharps shall be stored in a locked cabinet in the secured medical room. Access to medical personnel's office shall be limited to the medical personnel as authorized by the Health Authority and the Director of the Department of Human Services.

Over the counter (OTC) medications shall be stored in the secured, main examination room or as authorized in limited supply in the Control Booth areas in the first aid kits on the residential units.

Each container for dispensed medication is to be labeled as followed:

- Name and number of the detainee
- Name of the medication and direction for its use
- Date of filling and dispensing
- Amount to be dispensed

Inventory

Medical personnel shall maintain a complete record of the following, which are stored in the medical personnel's office:

- Any controlled substances
- Overstock of needles, syringes, and all related sharps
- Related equipment

Medical personnel shall be responsible for the monthly inventory of the following in the secured, medical room:

- Any prescription drugs
- All needles, syringes, and all related sharps
- OTC medication

XII.-6: SICK CALL/MEDICAL ACCESS PROCEDURES

PURPOSE

To provide youth with ongoing routine medical care and to ensure that detainees have unimpeded access to medically staffed sick call and other medical services.

POLICY

The JJIC shall provide a system for unimpeded access to sick call and triaging of youth medical/dental complaints by medical personnel. Youth shall be oriented to these procedures orally and in writing by the screening officer during the intake screening process. Youth medical complaints are monitored and responded to daily as required.

DEFINITIONS

Emergency Call – The treatment of an acute illness or unanticipated medical/dental needs, which requires the immediate attention of qualified, licensed medical or dental personnel. This cannot be scheduled or deferred.

Health Authority – The physician, health administrator, or contract agency responsible for the provision of health care services at the facility. The responsible physician for the facility.

Routine Medical Services – A process through which a detainee receives individualized and appropriate medical services for non-emergency illnesses or injuries according to a designated procedure of which the entire detention population is informed.

Sick Call – A procedure through which a detainee receives individualized and appropriate medical services for non-emergency illnesses or injuries according to designated procedures of which the entire detention population is informed.

Triage – The sorting or allocation of treatment to patients according to a system of medical priorities.

PROCEDURES

Upon admission to the JJIC, youth is oriented to sick call procedures by the Juvenile Detention Counselor III conducting the intake. The Sick Call Roster is explained to the youth. Counselors and other Detention Services Bureau personnel should reinforce this orientation process once the youth is on the residential unit.

Providing for Sick Call

JJIC personnel are not to deny a youth a request to attend sick call. Youth unable to attend sick call are to have equal access to sick call.

The Health Authority shall see the youth on the residential units or during programmatic activities if needed.

Formal Sick Call

Youth Request for Medical Services shall be available on each residential unit and accessible to all detainees.

Once a youth has completed a Youth Request for Medical Services, it should be placed in the secured Detainee Request for Medical Services box located on each residential unit.

The Health Authority will check the Youth Request for Medical Services box daily and record the requests into the Health Authority Electronic Log.

The Health Authority will pull the medical records for the indicated sick call requests and proceed accordingly with medical triage.

Sick call will be held a minimum of one time per day on each residential unit.

The Health Authority is available/on call should the Shift Supervisor determine it necessary to contact him/her.

The Juvenile Detention Counselors also observe detainees' activities in various settings throughout the day to monitor detainees' health, thus functioning as "case finders" for potential health problems.

Recording Sick Call in Youth's Medical Record

The Health Authority shall be responsible for the update of the youth's medical record after the triage or subsequent treatment of the youth. All care, diagnosis, special instructions, and follow-up referrals shall be noted accordingly.

The Health Authority returns the Medical Record to the Medical File Room and files the file accordingly in a timely manner.

Medical Referrals

If it is determined that a referral to an outside agency is indicated, all pertinent information should be sent with the youth to the physician, hospital, or receiving facility. Health Authority personnel shall ensure that the appropriate referral forms are completed and sent with the youth.

Self-care, consultant care, continuing/chronic care, convalescent care, and health preventive maintenance are available at the JJIC.

Hospital care is provided as needed in a local hospital by way of an intra-agency county agreement. If a youth needs emergency or specialized care that the Medical Authority cannot provide, the youth is referred to a health care specialist or hospital that can provide the service.

The assigned Transportation Officer shall provide the necessary transportation to the required appointment and return all documents and the youth to the JJIC for filing in the youth's medical file as required.

Emergency Medical Services

When a situation arises in which a youth requires emergency medical care, the staff person shall respond to the situation within the required four (4) minute response time, immediately administer appropriate first aid, and request assistance using the appropriate radio communication codes.

Nursing staff on site at the time of the emergency and the Control Booth Operator shall locate those medical personnel and dispatch them to the scene of the emergency to assist.

If the Medical Authority has directed JJIC personnel to transport the youth directly to the Emergency Room, JJIC personnel shall either transport to the Emergency Room at Children's Hospital or contact the Emergency Rescue Squad.

The Juvenile Detention Counselor Supervisor shall contact the parent/guardian to inform them of the situation, shall request authorization of services, and shall request that the parent/guardian contact the Emergency Room to consent to services.

The Superintendent of Residential Life shall be immediately notified and in turn will notify the Director of the Department of Human Services.

Pursuant to JJIC policy on detainee transportation, the assigned officer will remain with the youth throughout the admissions and treatment process.

Personnel on duty during the emergency shall complete a Serious Incident Report and submit the completed form to the Superintendent of Residential Life prior to the end of their shift.

The following individuals shall continue to receive follow-up on the condition of the detainee until notified otherwise by the Director of the Department of Human Services:

- Parent/guardian
- Superintendent of Residential Life
- Superintendent of Supportive Services
- The Judge of Juvenile Court of Orleans on detention duty

Specialized Care

In the event a youth requires specialized medical supervision, the Health Authority shall work with the treating physician, dentist, or qualified mental health provider to transition the youth into the JJIC environment. The treating physician, dentist, or qualified mental health provider shall send a written individual treatment plan or discharge summary to the Health Authority, which includes directives for follow-up care

and supervision of the youth. The Health Authority shall coordinate all such follow-up care.

XII.-7: FIRST AID KITS

PURPOSE

To provide the necessary medical equipment, supplies, and materials for first aid treatment in emergency situations.

POLICY

The Health Authority will ensure that first aid kits are strategically placed in secure areas throughout the facility and are readily available. The Health Authority shall approve annually and in writing the contents, number, locations, and procedure for periodic inspection of the kits.

PROCEDURES

First aid kits shall be placed in the following locations:

- Central Detention Control
- The Control Booths on each detention unit
- The kitchen on each detention unit
- Travis Hill School

First aid kits shall be used by JJIC personnel in the event of a serious injury where a delay in transporting a youth to the emergency room would be detrimental to the youth's condition.

The following is an approved inventory of the contents to be stocked in each first aid kit:

- Thermometer
- Bandages (various sizes)
- Eye wash
- Sterile gauze pads
- Adhesive tape
- Scissors
- Antiseptic wipes
- Hydrocortisone anti-itch cream 1%
- First aid antibiotic ointment
- Instant ICE PACK
- Albuterol sulfate inhalation solution 0.083%
- Q-Tips
- EpiPens (these are also located in the nurses' office in the event of an emergency)
- First aid burn cream
- Hand sanitizer
- Tweezers
- Gloves
- CPR one-way valve/face shield, latex free
- Slings

The Superintendent of Security shall be notified in the event of an emergency as soon as possible. Medical personnel will provide instruction on the use of the first aid kit at the time of the emergency.

The JJIC Juvenile Detention Counselor Supervisors assigned to the morning shift will be responsible for the weekly restocking of all first aid kits. The Medical Authority or designee will inspect all first aid kits once monthly and document the inspection in the First Aid Kit Inspection Log accordingly.

XII.-8: YOUTH PARTICIPATION IN MEDICAL RESEARCH

PURPOSE

To prohibit all medical, pharmaceutical, or cosmetic experimental research in the JJIC as it relates to the youth.

POLICY

It is the policy of the JJIC to prohibit the use of youth for medical, pharmaceutical, or cosmetic experiments. This policy does not preclude individual treatment of a youth based on his or her need for a specific medical procedure that is not generally available.

DEFINITIONS

Experimental Medical Procedure – A procedure in which there is the expectation that the patient/subject shall benefit, but the uncertainty about the benefit and risks is typically greater compared with the standard treatment.

Research – A systematic search for facts or scientific investigation designed to develop or contribute to knowledge.

PROCEDURES

All JJIC personnel and contracted personnel including, but not limited to, Health Authority personnel are prohibited from performing medical, pharmaceutical, or cosmetic experiments on youth in the custody of the JJIC. This does not preclude the individual treatment of a youth based upon his/her need for a specific medical procedure that is not generally available.

XII.-9: INFECTION CONTROL

PURPOSE

To effectively reduce the spread and incidence of communicable diseases, promote a safe and healthy environment, and provide proper treatment.

POLICY

The JJIC shall utilize standard precautions when engaging in activities involving the potential for exposure to blood or body fluids. Employees and youth shall use personal protective equipment, as necessary, when it could be reasonably anticipated, as the result of job duties, to be exposed to blood or body fluids.

DEFINITIONS

Code Blue Pack – A secure emergency response pack on each of the residential units and in the Central Detention Control Booth. This pack includes: one (1) hook knife, one (1) pair of gloves, gauze, and CPR one-way valve.

Personal Protective Equipment (PPE) – Equipment designed to protect from serious injuries or illness resulting from contact with blood or other body fluids by creating a barrier between the person and the blood/body fluid.

Universal Precautions – Standard/universal infection control guidelines designed to protect personnel and detainees from exposure to blood-borne and other contagious/infectious diseases spread by assuming that all blood/body fluids, excretions, and secretions are potentially infectious.

PROCEDURES

General Infection Control

Prior to the beginning of flu season, the JJIC will disseminate any and all information provided by the Orleans Parish Health Department to all personnel under its direction in reference to education about flu prevention and vaccination. All employees will be encouraged to contact their health care provider or the Orleans Parish Health Department regarding the influenza vaccine.

Universal precautions shall be used whenever staff or youth come into contact with blood or body fluids of another person.

PPE will be readily available and appropriate to the task for staff performing tasks with exposure potential. At a minimum, the following PPE items are readily available throughout the JJIC:

- Latex gloves
- Face shields
- Goggles
- CPR one-way valve
- Body shields
- Eye wash flush/station (in each work area on the residential units and in Central Detention Control)
- Code Blue Pack (secured in the control booths on the residential unit

and in Central Detention Control only)

Gloves will be used for the prevention of contact with blood, body fluids, mucous membranes, and non-intact skin. Employees must wear gloves when:

- Coming into contact with blood, body fluids, excretions, or secretions;
- Collecting blood or body fluid specimens;
- Performing invasive procedures;
- Performing direct care duties, including first aid;
- Handling soiled linen;
- Cleaning up blood or body fluids; and
- Cleaning soiled supplies and equipment.

When cleaning spilled blood or body fluids, the employee must wear gloves. Spilled blood and other body fluids will be contained with paper towels and a spill kit. After removal of the spilled blood or other body fluids, the area will be cleaned thoroughly with a 10% bleach solution. Paper towels and other items used to clean the area will be discarded in a red biohazard plastic trash liner. The employee must wash his/her hands with soap and water after removing the gloves.

Employees will wash their hands thoroughly with soap and water or antiseptic hand-washing agent after the removal of gloves and anytime there is exposure to blood or body fluids, excretions, or secretions.

Each residential unit and the Central Detention Control area will have hand sanitizer that is readily available for all staff members in common areas.

Food and Drink Storage

Food and drink items will not be stored in medication or Health Authority refrigerators or with chemicals.

Food items and drinks will not be kept on countertops and work surfaces where blood or body fluids are handled.

Youth Grooming Supplies

Razors for youth shall be kept in the secure inventory control closet and inventoried semi-annually.

Razors shall be checked out through inventory control on the appropriate sign-out sheet with a Shift Supervisor prior to being taken on the residential unit.

Youth shall never be allowed to share razor blades, toothbrushes, or other personal items.

Detainee Drug Screening

Youth urine drug screening will be performed in a designated area that is free of food and drink and has a surface that can be sanitized.

JJIC and Health Authority employees must wear gloves when handling urine specimens or the screening device.

After screening is completed, the urine will be discarded in the toilet. The cup will be rinsed with water, and the water disposed of in the toilet. The cup will be discarded in the trash.

The screening device will be placed in a sealable plastic bag.

All used screening devices will be discarded in the trash. (The screening device will not be placed in any records.)

After discarding the cup and screening device in the trash, the employee will remove the gloves and wash his/her hands with soap and water. The gloves must be removed and hands washed prior to handling any paperwork or handling other equipment (computer, phone, pens, etc.).

After performing drug screens, the work surface must be cleaned with a disinfectant and paper towels. The employee will wear gloves when cleaning the work surface. The employee will wash their hands with soap and water.

Laundry

The JJIC will provide for the separation of all clean and dirty laundry to be handled, including storing and transporting clean and dirty laundry in separate containers (i.e., containers designated solely for clean laundry or dirty laundry).

Contaminated laundry will be bagged prior to being handled and handled as little as possible. Contaminated laundry will be laundered separately.

Personal protective equipment will be worn when collecting and handling dirty laundry, linen, and clothing.

Neither clean nor dirty laundry, linen, and clothing will be placed on the floor.

All laundry must be washed in the hot water cycle with detergent.

Washers and dryers will not be overloaded.

All laundry will be completely dry before being removed from the dryer and distributed or stored.

When feasible, youths' personal clothing will be laundered separately. Clothing will be returned to the youth upon discharge from the JJIC pursuant to its Policy and Procedure,

Mattresses

Mattresses and pillows must be encased in a non-porous, fire-retardant material.

Mattresses and pillows will be disinfected before being issued to a new youth.

Mattresses and pillows with tears and rips will be reported to the Shift Supervisor and recommended for disposal.

Mattress inspection will occur at least semi-annually and logged accordingly each residential unit.

Medical Isolation

Medical isolation shall be supervised by the Health Authority and may only be used if it is medically indicated, submitted in writing by the Health Authority, and approved by a licensed medical professional. To that end, only a licensed medical professional can order a release of a youth from medical isolation.

The following precautions shall be instituted:

- Procedural protocols shall be outlined, to include hand washing upon entering and leaving, proper handling and disposal of infectious materials, proper isolation methods, and oral and written instructions in each case to the youth and staff regarding modes of transmission.
- Daily cleaning of the isolation room floor and surfaces with a 1:10 bleach solution or approved antiseptic alternative.
- Meals shall be served to youth on disposable dishes and there shall be daily disposal of paper products in plastic bags.
- Proper handling of food utensils and dishes, proper handling of patient care equipment and cleaning and disinfection of isolation accommodations.
- Laundering of youth's linen separate from other detainee's laundry.

Sharps/Syringes and Biohazard Materials

Safety needles and syringes will be used for all injections by the Health Authority. Needles will never be re-capped, bent, or broken after use. Needles and other sharps will be disposed of intact in designated, puncture-resistant containers. Puncture-resistant containers will be secured in a manner to prevent youth access to contaminated sharps. When full, puncture-resistant containers will be securely closed prior to placement in a biohazard storage container.

All disposable, non-sharp infectious waste will be disposed of in a red trash bag marked for biohazardous waste. The red bags will be securely stored pending pickup by the biohazardous waste disposal vendor.

Training

Education and training shall be provided for all personnel of the JJIC on the transmission and prevention of communicable, blood, and airborne diseases, precautions to be taken, and the use of personal protective equipment prior to engaging in these tasks or activities.

Testing of Youth

Testing for communicable, blood, and airborne disease shall occur following the youth's informed consent or by court order if:

1. Clinical symptoms of the disease exist.
2. The youth requests to be tested.
3. The youth exhibited high-risk behavior in which there was an exchange of blood products, semen, or vaginal fluid.

Youth testing positive for communicable, blood, and airborne diseases shall be maintained in the general population unless clinical symptoms require isolation, medical treatment is not available in the facility, or otherwise indicated by the Health Authority.

Disclosure/Medical Records

Disclosure of medical information regarding youth testing positive for a communicable, blood and airborne disease shall be consistent with state and federal law, as well as Rules of the State of Louisiana pertaining to public access to records and confidentiality of records.

Youths' rooms will be disinfected after each youth is discharged from a room prior to any new youth's placement in that room. The bed frame, toilet, and sink will be disinfected, the floor mopped, and the door area wiped clean.

Restraint Disinfection

Restraints will be cleaned after each use by the JJIC staff member removing the restraint.

Metal handcuffs and leg irons will be wiped or sprayed with a disinfectant cleaner. Care will be taken not to saturate the cuffs and to protect the locking mechanism.

Leather restraints will be wiped with a disinfectant cleaner, rinsed with water, and then wiped dry. The restraint will be allowed to air dry at least thirty (30) minutes.

Youth and Infectious Disease

Youth who advise that they are positive for tuberculosis or are known to have previously tested positive for tuberculosis are immediately referred to the Health Authority and are medically isolated until otherwise instructed by the Health Authority, in writing.

If the youth is symptomatic for tuberculosis, he/she will be isolated until tuberculosis is ruled out. The youth will be evaluated by the Health Authority for preventive therapy.

Youth will receive testing for sexually transmitted infections (to include HIV) at the direction of the Health Authority as clinically indicated. Health information regarding sexually transmitted infections (to include HIV) will not be disclosed to anyone without the specific written authorization of the individual youth.

Pre-test counseling will be provided by a trained health professional at the JJIC prior to the administration of the sexually transmitted disease testing (this shall include any HIV testing). Should any testing return positive, post-test counseling will also be provided.

All youth will be required to sign a Consent to Treat form prior to the performing of any sexually transmitted disease or HIV test.

All follow-up treatment shall be coordinated through the Health Authority prior to the discharge from the JJIC. Should any medical records require release, a Release of Information will be required prior to the release of any records.

XII.-10: SUICIDE PREVENTION

PURPOSE

To define and establish the suicide prevention and intervention program and procedures to be followed and to designate the procedural response to suicidal individuals at the JJIC.

POLICY

The JJIC shall ensure that the facility has a written suicide prevention and intervention program to be utilized by appropriate staff that is reviewed and approved annually by the JJIC's Health Authority. Any employee of the JJIC who discovers or is alerted to a youth who is attempting suicide, has attempted suicide, or has made suicidal or homicidal gestures or threats, or who otherwise believes a youth is at risk for suicide shall safeguard the youth, secure whatever immediate medical attention for the detainee is indicated, and immediately notify the Shift Supervisor.

DEFINITIONS

General Population – Routine Observation, General Population: – Level of supervision requiring no special services or precautions due to the absence of any apparent risk of harm. Direct observation and documentation of the youth's behavior occurs at irregular intervals at least every fifteen (15) minutes while in the sleeping quarters.

Critical Incident Stress Debriefing (CISD) – A team comprised of professionals trained in crisis intervention and traumatic stress awareness who provide affected staff and detainees an opportunity to process their feelings about the incident, develop an understanding of critical stress symptoms, and seek ways of dealing with those symptoms.

Close Observation – Level of supervision reserved for the youth who is not actively suicidal, but expresses suicidal ideation (e.g., expressing a wish to die without a specific threat or plan) and/or has a recent prior history of self-destructive behavior. In addition, a detainee who denies suicidal ideation or does not threaten suicide but demonstrates other concerning behavior (through actions, current circumstances, or recent history), indicating the potential for self-injury, should be placed under close observation. Staff shall observe the youth in the housing unit at staggered intervals not to exceed every ten (10) minutes (e.g., 5, 10, 7 minutes).

Constant/Direct Observation – Is reserved for the youth who is actively suicidal, either threatening or engaging in suicidal behavior. Staff should observe such a detainee on a continuous, uninterrupted basis. One youth is to be assigned to one designated staff member at all times in order for that staff member to closely and directly supervise all of that youth's activities in an effort to protect him/her from harm. Constant/Direct Supervision Status will be documented every five (5) minutes while the youth is in the room or removed from regular programming. Youth on this level of supervision will be required to be assessed by a Qualified Mental Health Professional to determine the appropriate level of services.

Emergency Response Bag (ERB) – The emergency response bags are located in the control booth on all housing units that at a minimum shall include a first aid kit, pocket mask or face shield, Ambu-bag, and rescue tool.

Psychological Autopsy – A procedure for investigating a person's death by reconstructing what the person thought, felt, and did before death, based on information gathered from personal documents, police reports, medical and coroner's records, and face-to-face interviews with families, friends, and others who had contact with the person before the death.

Qualified Mental Health Professional (QMHP) – An individual with a minimum of a master's-level education and training in psychiatry, psychology, counseling, social work, or psychiatric nursing, who is currently licensed by the State of Louisiana to deliver those mental health services he or she has undertaken to provide

Isolation – Any physical confinement initiated by a staff person that intentionally confines a youth alone in any area of the Facility, including housing or classroom areas.

Self-Injury – An overt act or expression of intentional self-harm.

Suicide – The intentional taking of one's life.

Suicidal – Preoccupation with thoughts of self-harm or actively engaging in behavior that is likely to cause serious bodily harm, with the intended and explicit purpose of ending one's life.

Serious Suicide Attempt – A suicide attempt that is either potentially life-threatening or that requires medical treatment for serious harm.

Suicidal Gestures – Statements, threats, and behavior that suggests thoughts, intent, or plan to harm oneself.

Suicide Precautions – Any level of watch, observation, or measures to prevent self-harm to youth confined in the Facility. Close Observation and Constant Observation are levels of suicide precautions.

Suicide Watch – Direct Supervision (Constant/Direct Observation) requires staff to observe the detainee on a continuous, uninterrupted basis. One youth is to be assigned to one designated staff.

Train – To instruct in the skills addressed to a level that the trainee has the demonstrated proficiency to implement those skills as, and when called for, in the training and the setting with which those skills are required. "Trained" means to have achieved such proficiency.

PROCEDURES

Staff Training

All JJIC personnel with direct care responsibilities, medical, and mental health personnel, as well as any staff who have regular contact with youth, shall receive eight (8) hours of competency-based initial suicide prevention training during Pre-Service Qualification , followed by two (2) hours of refresher training on the same

content each year. This training shall include an interactive component with sample cases, responses, feedback and testing to ensure retention.

The initial training shall include:

- Description of environmental risk factors for suicide;
- Individually predisposing factors;
- High risk periods for incarcerated youth;
- Warning signs and symptoms;
- Known sources of stress to potentially suicidal youth;
- Specific risks posed;
- Coping mechanisms or activities that may help to mitigate the risk of harm;
- Discussion of the facility's suicide prevention procedures;
- Discussion of liability issues;
- Discussion of recent suicide attempts at the facility;
- Discussion of searches of youth placed on suicide precautions;
- Discussion of proper evaluation of intake screening forms for signs of suicidal ideation;
- Discussion of institutional barriers that might render suicide prevention ineffective;
- Mock demonstrations regarding proper response to suicide attempt; and
- Proper use of suicide rescue tool (Hoffman knife).

Mock drills for suicide attempts shall be required throughout the year.

All detention staff shall be certified in CPR and first aid.

The Administrator shall review and revise the suicide prevention training curriculum to incorporate the requirements listed above.

Identification of Suicide Risk

Intake screening and assessment will be completed in the JJIC by social work staff upon the youth's admission to the facility.

Any youth who presents at JJIC escorted by law enforcement and maintains that they are suicidal will be redirected to the appropriate medical facility for written medical clearance prior to admission to the facility.

Prior to admission to the JJIC, every youth will be screened using the MAYSI-2 screening instrument. The screening for suicide risk and other mental health concerns will be conducted in a confidential environment by a Facility Social Worker for the following:

- Past or current suicidal ideations and/or attempts

- Prior mental health treatment
- Recent significant loss, such as death of a family member or a close friend
- History of mental health diagnosis or suicidal behavior by family members and/or close friends
- Suicidal issues
- Mental health diagnosis during any prior confinement

Initiating and Terminating Suicide Precautions

The Juvenile Detention Counselor Supervisor may place a youth on constant or direct supervision when said youth displays suicidal behavior or makes suicidal threats pending assessment by the facility psychologist or licensed clinical social worker.

The facility psychologist or licensed clinical social worker may place a youth on suicide precautions and may adjust said precautions as deemed necessary and may remove a youth from suicide precautions when deemed appropriate.

Supervision/Management

JJIC has three (3) levels of observation. All youth will be classified into only one of the three levels.

1. **Routine Observation – General Population** – Level of supervision requiring no special services or precautions due to the absence of any apparent risk or harm. Direct observation and documentation of the youth’s behavior occurs at irregular intervals at least every fifteen (15) minutes while in the sleeping quarters.
2. **Close Observation** – Level of supervision typically reserved for those youth who deny suicidal ideation or do not threaten but demonstrate other concerning behavior (through actions, current circumstances or recent history) indicating the potential for self-injury. Such youth are assessed by the facility psychologist or licensed clinical social worker on a daily basis. Staff should observe such a youth at staggered intervals not to exceed every 10 minutes (e.g., 5, 10, 7 minutes).
3. **Constant Observation** – A youth who is actively suicidal, either threatening or engaging in suicidal behavior, is placed on Constant Observation. One staff member shall be assigned to continuously monitor one youth. Staff should observe such youth on a continuous, uninterrupted basis. Youth on this level of supervision will be required to be evaluated by the facility psychologist or licensed clinical social worker within two (2) hours and evaluated for a recommended level of placement to remain in the JJIC or moved to another appropriate facility.

The facility psychologist or licensed clinical social worker shall regularly, but no less than daily, reassess children on suicide precautions to determine whether the level of

precaution or supervision shall be raised or lowered and shall record these reassessments in the child's medical chart.

Although not generally recommended, the facility psychologist or licensed clinical social worker may place a youth on isolation for suicide precautions, but the isolation and its justification shall be thoroughly documented in the accompanying incident report, a copy of which shall be maintained in the youth's file.

An individualized treatment plan shall be provided and documentation should include youth's risk for suicide and justification for level of observation. Only the facility psychologist or licensed clinical social worker may raise, lower, or terminate a child's precaution level or status.

Following each daily assessment, the facility psychologist or licensed clinical social worker shall provide direct care staff via the Supervisor with relevant information regarding a child on suicide precautions that affects the direct care staff's duties and responsibilities for supervising children, including at least:

- Known sources of stress for the potentially suicidal youth;
- Specific risks posed;
- Current behavior;
- Brief mental status;
- Risk factors for the youth;
- Coping mechanisms or activities that may mitigate the risk of harm.

Removal from Suicide Watch

Youth who are removed from suicide precautions shall receive a regularly scheduled follow-up assessment by the facility psychologist or licensed clinical social worker while housed in the Facility.

The facility psychologist or licensed clinical social worker will meet with the youth within twenty-four (24) hours, within seven (7) days, and again within thirty (30) days of removal.

Referral

Crisis Disposition/Involuntary Commitment

1. Should the facility psychologist or licensed clinical social worker determine that the youth meets the criteria for emergency psychiatric hospitalization, the Shift Supervisor on duty must ensure Constant Observation level of status for the youth until his/her departure.
2. The facility psychologist or licensed clinical social worker is responsible for the following:
 - a. Referring the detainee to a hospital for commitment
 - b. Contacting the parent or legal guardian to inform them of the referral and gain consent, if applicable

3. The Shift Supervisor is responsible for arranging secure transportation for the child to the hospital.

The psychiatric hospitalization will be noted by the Shift Supervisor in the Chronological Notes section of the youth's electronic file, indicating that the detainee has been referred for hospitalization on the exact date and time.

Follow-up with the psychiatric hospital regarding the youth's status and discharge shall occur on a daily basis by medical or mental health staff.

Housing

The routine use of isolation for youth on suicide precautions is prohibited. Youth on suicide precautions shall not be isolated unless specifically authorized by the facility psychologist or licensed clinical social worker. Any such isolation and its justification shall be thoroughly documented in the accompanying incident report, a copy of which shall be maintained in the youth's file.

All rooms in our facility are designed to be as suicide resistant as is reasonably possible. All youth placed on suicide precautions will be housed as close to the Control Booth as possible.

In determining the most appropriate housing location for a suicidal youth, detention staff shall consult with medical and/or mental health staff to determine housing assignment.

To every extent possible, suicidal youth will be housed in the general population, located close to staff. Further, removal of any youth's clothing (excluding belts and shoelaces) and the use of mechanical restraints (e.g., handcuffs, shackles, suicide smocks) should be avoided whenever possible and used only as a last resort when the detainee is actively engaged in self-destructive behavior.

Housing assignment should be based on the ability to maximize staff interaction with the youth, not on decisions that heighten depersonalizing aspects of confinement. Cancellation of routine privileges or programming will be avoided when possible. Cancellation of routine privileges or programming shall only be utilized as a last resort for periods in which the youth is physically engaging in self-harm behavior.

Suicide Prevention Garments

Suicide protective garments (such as suicide smocks and/or blankets) may be used on a case-by-case basis in a manner that respects the youth's basic needs, sense of dignity, and right to least restrictive interventions.

Suicide protective garments may only be used when clinically indicated for prevention of self-harm following consultation and evaluation by the facility psychologist or licensed clinical social worker. Suicide protective garments will not be used as a "routine precautionary measure" for every youth placed on mental health precautions.

Suicide protective garments will never be used as a means of coercion or punishment. The authorizing facility psychologist or licensed clinical social worker must clearly document the decision to use a suicide protective garment on the youth's Individual Treatment Plan.

A youth clothed in a suicide protective garment will not be moved outside of his/her room except in extreme circumstances. If the youth must be transported to another facility or another unit within the facility, reasonable effort will be made to have the youth change into appropriate clothing.

Physical intervention techniques may not be used to remove a youth's clothing in order to place the youth in a suicide protective garment. If a youth refuses to wear a suicide protective garment, the youth will remain under Direct Supervision and receive daily assessments from a QMHP.

If it becomes apparent that the youth will continue to use other items of clothing for self-harm, all clothing may be removed using the least restrictive alternative.

Inventory of the suicide protective garments shall be kept in the JJIC Master Inventory Control Database. Any use of those garments shall be deducted from the Master Inventory. Semi-Annual Inventory of the suicide protective garments shall be conducted. After each use, the Shift Supervisor will assess a suicide protective garment to determine if it remains in working condition and will document this evaluation in the logbook. If a garment is damaged or soiled beyond the ability to be effectively cleaned, it will be discarded, and the Chief Operating Officer will be notified. Any item discarded shall prompt the reorder of that same item the next business day so as to keep the appropriate amount of suicide protective garments on-site at the facility at all times.

Communication/Reporting

Certain behavioral signs exhibited by youth may be indicative of suicidal behavior and, if detected and communicated to others, can reduce the likelihood of suicide. In addition, most suicides can be prevented by correctional staff who have established trust and rapport with youth, gather pertinent information, and take action. There are essentially three levels of communication in preventing youth suicides in detention:

1. Between the arresting/transporting officer and JJIC staff.
2. Between and among facility staff (including detention, medical, and mental health personnel).
3. Between staff and youth.

JJIC staff will document in the youth's FAMCare file the communication with law enforcement. What a youth says and how they behave while being taken into custody,

transported to the facility, and at intake is crucial in detecting suicidal behavior. The scene of arrest is often the most volatile and emotional time for the youth. JJIC staff should inquire of the transporting officer the following:

- Did the youth exhibit any anxiety or hopelessness while being taken into custody?
- Does the transporting officer know of any pertinent information regarding the youth's well-being?
- In the transporting officer's opinion, does the youth need a mental health screening?

Effective management of a suicidal youth is based on communication among detention personnel and other professional staff in the facility. Because youth can become suicidal at any point during confinement, detention staff must maintain awareness, share information, and make appropriate referrals to mental health and medical staff. Communication between detention staff and mental health staff regarding youth on precautions must be kept free flowing. Detention staff is required to notify mental health staff on any incident involving self-harm.

- The Shift Supervisor shall ensure that appropriate detention staff are properly informed of the status of each youth placed on suicide precautions.
- The Shift Supervisor shall also be responsible for briefing the incoming Shift Supervisor regarding the status of all youth on suicide precautions and ensuring such information is documented in the Supervisor Pass-Down Log at every change of shift.
- Supervisors will contact medical and mental health personnel on a daily basis to discuss the status of youth on suicide precautions. The contact will be documented in JCS and annotated in the supervisor logbook stating who was contacted and list names of the youth discussed.
- The authorization for suicide precautions, any changes in suicide precautions, and observation of youth placed on precautions should be documented on appropriate forms and distributed to appropriate staff.
- Regular weekly team meetings between designated direct care staff, medical staff and mental health staff.

Detention staff must use various communication skills with suicidal youth, including active listening, staying with the youth if they suspect immediate danger, and maintaining contact through conversation, eye contact, and body language. Detention officers must trust their own judgment, training, and observations of risk behavior. If there is any doubt in the mind of staff as to whether a youth is at risk, the youth will always be referred for assessment by the facility psychologist or licensed clinical social worker.

Data Analysis

Each month, the Superintendent of Supportive Services or designee shall aggregate and analyze the data regarding self-harm, suicide attempts, and successful suicides. Monthly statistics shall be assembled to allow assessment of changes over time. The Superintendent of Supportive Services or designee shall review all data regarding self-harm within twenty-four (24) hours after it is reported and shall ensure that the policies and procedures are followed during every incident.

Plant

1. Suicide cut-down tools shall be readily available and safely secured.
 - The cut-down tools shall be placed in the Emergency Response Bags (ERB).
 - The ERB shall be located in the Control Booth on each unit and in Central Detention Control.
 - The Control Booth Operators shall indicate in the logbook the tamper-proof tag's number and if it is intact.
 - The DSB Manager shall monitor the ERB contents on a monthly basis.
 - The DSB Manager shall replace any items in the ERB that are used or become defective.

2. Regular assessment of the physical plant to determine and address any potential suicide risks shall be conducted by the Superintendent of Security.

XII.-11: PREGNANT YOUTH

PURPOSE

To ensure that pregnant female detainees in the JJIC receive proper care and recommended services as authorized by the Health Authority.

POLICY

The JJIC shall refer all pregnant detainees to the Health Authority for proper care, further referral and recommended services.

DEFINITIONS

Health Authority – The physician, health administrator, or contract agency responsible for the provision of health care services at the JJIC. The responsible physician for the JJIC.

PROCEDURES

Screening and Testing

Upon admission to the JJIC, should a detainee suspect she is pregnant, she may request to see the Health Authority.

Upon receipt of such a request, the Juvenile Detention Counselor shall complete a Request for Medical Services, indicating the need for pregnancy testing with the consent of the detainee.

Pregnancy testing, if clinically indicated, shall be provided through the Health Authority.

Counseling and Planning

Once pregnancy has been confirmed, the youth shall meet with the Health Authority for a referral to an appropriate provider for counseling and assistance in keeping with their expressed desires in planning for their unborn child.

The youth shall be encouraged to inform her parent or legal guardian of her condition so as to allow for their participation in the counseling and planning.

Necessary medical appointments shall be scheduled by the Health Authority after pregnancy is confirmed and dates and times provided to the detainee upon discharged from the JJIC so as to encourage appropriate routine prenatal care.

High-Risk Prenatal Care

In recognition of the high-risk nature of adolescent pregnancy, the Health Authority shall make arrangements for prenatal care for high-risk youth remaining in the detention center after pregnancy has been diagnosed.

Management of Chemically Addicted Pregnant Detainees

Any youth who reports being chemically addicted or is reported to be chemically addicted shall be referred to the Health Authority via a completed Request for Medical Services.

Delivery

Any youth suspected to be in labor should be immediately referred to the Health Authority. If the Health Authority is not on site at the time, the Shift Supervisor shall determine if the youth should be transported by ambulance or by the Transportation Team to the local hospital for medical care and delivery as provided in JJIC's Policy and Procedure, Sick Call/Medical Access Procedures.

Postpartum Follow-Up

Should any youth, after childbirth, be determined to be medically cleared to return to the JJIC, the Health Authority shall be charged with making arrangements for any and all postpartum medical follow-up services as prescribed by the attending physician discharging her from the hospital.

Restraints and Transporting

Should a pregnant youth need transportation off-site by the Transportation Team for an appointment as determined and arranged by the Health Authority for counseling or other necessary medical or prenatal needs, the use of leg irons is prohibited on pregnant detainees as per JJIC Policy and Procedure, Youth Transportation.

The use of restraints on female offenders during active labor and delivery of her child is prohibited.

XIII – SUPPORTIVE SERVICES

XIII.-1: SOCIAL SERVICES

PURPOSE

To ensure that an appropriate range of program services and assessment processes are made available for youth detained at the JJIC.

POLICY

To ensure that all identified youth are referred to an appropriate program or service for evaluation, assessment or treatment while in the care and custody of the JJIC.

DEFINITIONS

Youth Support Services – The division of JJIC under the direction of a licensed clinical social worker comprised of Facility Social workers

Health Authority – The physician, psychologist, health administrator, or contract agency responsible for the provision of behavioral health and medical care services at the JJIC.

PROCEDURES

Assessment Services

When a youth is admitted to the JJIC they will be given a number of assessments (MASI-2, Suicide Ideation Assessment, Adverse Childhood Experiences Assessment and a Strengths) and Difficulties Questionnaire) as part of the intake process to help determine their needs for psycho-social counseling, substance abuse issues, past victimization and exposure to trauma and for potential placement in an alternative to detention administered by the Department of Human Services. Assessment tools are used to determine elevations in feelings of anger, depression, self-harm, suicidal ideations and/or psychosis.

Administering assessments are part of the intake process and are conducted by the Facility Social Workers. Initial assessments will be completed within 24hours of the youth's admission to the facility. If the Facility Social Worker is not at the facility due to the time of the intake, the MASI-2 will be completed by a Juvenile Detention Counselor Supervisor at the time of intake and the remaining assessments will be conducted within 24 hours once a Social Worker is at the facility.

The results of these assessment tools, in addition to observations made by JJIC personnel will help the development of an individual case plan and identify the need for counseling by the facility Psychologist or Licensed Clinical Social Workers.

Case Management Services

A facility Social Worker is assigned to each residential pod at the JJIC. The Social Workers carry a caseload of up to eight (8) youths and are responsible for ensuring that

all youth attend school while detained at the facility and/or have arrangements made for the youth to receive educational instruction on their residential unit.

Facility Social Workers are responsible for documenting the youth's individual case notes in the facility's electronic FAMCare database.

Upon intake, Facility Social Workers or Juvenile Detention Counselor may facilitate the initial phone call to parents/guardians. Facility Social Workers are responsible for contacting the youth's parent/guardian, informing them of the visitation policies of the facility, and meeting with them when they come to visit their child. Facility Social Workers are also responsible for sharing information on the youth's adjustment to confinement and facilitating phone calls with the youth's attorney. Facility Social Workers provide interventions when there is conflict among youth and, with assistance from school staff and Juvenile Detention Counselors, facilitate restorative circles to resolve conflicts between youth. Facility Social Workers are also responsible for ensuring the youth on their caseload attend medical and counseling appointments with the facility's behavioral and medical health staff. When requested, Facility Social Workers prepare discharge plans and provide information to the Orleans Parish Juvenile Court on the youth's behavior while detained at the JJIC.

Counseling Services

Facility Social Workers provide individual counseling session with every youth on their caseload. The focus of these session is to help the youth identify their own triggers and mutually create coping techniques. Facility Social Workers are also called to intervene when a youth on their caseload is displaying behavioral problems or is coping with an issue which has occurred at the facility or in the community which is impacting them. Individual sessions are held twice weekly.

Facility Social Workers also provide twice-weekly hourly Life Skills sessions with all the youth assigned to their pods. The Health Authority provides clinical intervention to youth whose needs for cognitive behavioral intervention and/or medical management has been identified through assessments or evidenced by the youth's behavior in the facility.

Youth who request to see any member of the Health Authority staff may ask any JJIC personnel on the unit.

Case Staffing

Once a week the Facility Social Workers, the Health Authority, the Superintendents of Supportive Services and Residential Life, representatives from the school, and Juvenile Detention Counselor Supervisors attend a staffing to discuss youth in the JJIC. Attorneys and external advocates for the youth may be invited to attend the staffing.

At these meetings, all new intakes are discussed and an initial service plan is developed. Youth who are displaying problems, are experiencing new legal or behavioral/academic

problems, or are on suicide watch are also discussed. The goal of these meetings is to develop a short-term behavioral plan and reach consensus on the youth's needs while confined as well as potential discharge placement.

Special Needs Youth

Should the Department of Supportive Services or the Health Authority, through a pre-determined screening process, conclude that a further referral for a youth with mental or emotional challenges or intellectual disabilities may require additional care or a specific level of care outside the JJIC, will solicit parent/guardian approval and coordinate a referral with the Health Authority, the youth's legal representative, and the Court.

All discharge summaries will be confidential and will be placed in the youth's medical record.

Any follow-up appointments will be coordinated through the Health Authority and/or the Division of Youth Supportive Services.

Expeditor

At least one (1) Facility Social Worker is hired in the role of an expeditor. The expeditor's role is to identify youth on a daily basis who, based on Louisiana law, is eligible for a continued custody hearing. The expeditor also works with the state Department of Juvenile Justice to assist in preparing all the necessary paperwork, including behavioral and medical history reports, for moving the youth from the JJIC to the state facility. The expeditor reviews court orders and coordinates the delivery of services as required in the court orders. They attend court sessions for all securely detained youth to ensure the youth's legal representation is present.

XIII.-2: EDUCATION SERVICES

POLICY

The JJIC, working collaboratively with the Orleans Parish School Board, shall make available to each youth comprehensive year-round educational and vocational programs which include a broad variety of components appropriate to the needs of youth assigned to a secure care facility.

The Orleans Parish School Board has responsibility for all educational services provided at the JJIC. All policies and procedures for the educational program are directed and guided by the Orleans Parish School Board and the Orleans Parish Superintendent of Education.

Any youth on one-to-one supervision, or who cannot attend school for significant behavior-related, disciplinary, and/or safety issues, shall receive an education program comparable to youth in the detention center consistent with safety needs. Behavior intervention plans shall be developed for these youths.

PROCEDURES

The Orleans Parish School Board by way of the Interagency Memorandum of Understanding shall:

- Implement and administer year-round Detention School in a lead capacity.
- Provide for a year-round educational program that is consistent with the needs of the juvenile population.
- Provide academic instruction with teachers, certified by the Louisiana Department of Education for the purpose of academic instruction.
- Complete logs to document contact with targeted students.
- Provide and implement appropriate curriculum for year-round academic instruction that is recognized, certified, or licensed by the Louisiana State Department of Education.
- Provide certified teachers to determine the need for and provide special education services compliant with federal, state, and local laws, and regulations.
- Provide software for computers, textbooks, classroom materials, and supplies needed for minimum state education standards instruction.
- Track and monitor students' progress and submit reports to the Orleans Parish School Board.
- Provide a liaison to work with the LEA of the student's residence after

the student is no longer detained by the JJIC in transitioning the student to the respective LEA of residence, if such placement is agreeable to the respective LEA.

The JJIC will:

- Ensure security supervision at a level appropriate for the detention center before, during, and upon class dismissal maintaining the eight-to-one (8:1) youth-to-staff ration required by the Louisiana Department of Children and Family Services.
- Shall provide orientation and training to the contractual providers of educational services personnel on processes, procedures, and security protocol of the JJIC.

Louisiana School Attendance Law- Louisiana State Law mandates compulsory school attendance and students are expected to be in attendance every school day scheduled by the local school board until their eighteenth (18th) birthday.

NOTE: JJIC staff are not authorized to withhold a youth from school for any reason without the approval from the appointing authority or the appointing authority designee.

Attendance terms:

Absence- Only under unique circumstances the following exceptions are the definitions for a youths' absence:

1. **Prevention Hold:** This term is used when we believe something may happen between certain students and we need to hold a restorative conversation to understand what is happening, create a plan, and ensure the situation is remediated.
2. **Intervention Hold:** This term is used when a situation has already occurred between students and the YSC and THS team will come together to ensure the restorative process begins. (This should start the same day and follow the RP Timeline for Major Behaviors.)
3. **Court:** This term is used when a student is out of the building attending court.
4. **Sick:** This term is used when a student is sick or out of the building for a medical appointment.
5. **Refusal:** This term is used when a student refuses to come to school. Our joint response will be a visit from a YSC SW, followed by THS Restorative Practices Coordinator if the student persists with the refusal.

Present

1. **Present - In School:** This term is used when a student is in attendance and in the school (whether in classes or engaging in the restorative process).
2. **Present - Receiving School on the Unit:** This term is used when a young person is not coming to the school building and being taught by teachers in the living unit space. There is a maximum of two students daily that can possibly be given this designation. Students with this designation will automatically be referred to the Treatment Team and immediately placed on the next agenda in order to create a supportive plan

Records

By way of the Memorandum of Understanding, the JJIC and the Orleans Parish School Board shall:

- Agree to share educational records if a Family Educational Rights and Privacy Act release is properly executed by the youth's parents if the youth is under the age of eighteen (18) or by the student if eighteen (18) years of age or older.
- Agree to abide by all applicable local, state, and federal laws concerning protected and confidential youth's records.

The MOU shall be reviewed annually and revised in accordance with each party's needs if mutually agreed to in writing by all parties.

The Orleans Parish School Board shall be responsible for annual evaluation to measure the effectiveness of the education program against stated objectives.

XIII.-3: RECREATIONAL SERVICES

POLICY

Recreational and leisure opportunities shall be provided for the social development and enjoyment of youth. Recreational and leisure activities shall be supervised by designated staff and planned for the purpose of maintaining good morale, improving physical fitness and well-being, teaching new leisure-time skills, and preventing idleness. The JJIC will also promote activities for participation by youth in community services and youth volunteer programs when feasible.

PROCEDURES

Recreational Activities

- A minimum of one (1) hour per day of physical/outdoor exercise for large muscle development and one (1) hour per day of structured leisure activities shall be provided each youth, weather permitting. A contingency plan shall be developed for physical exercise in the event of inclement weather.
- Recreational activity limitations are exercised only in instances of program capacity or health restrictions, or when unacceptable behavior and/or security would prohibit such activity.
- Planning, scheduling, and supervision of evening activities are the responsibility of recreation staff and shall include a wide variety of physical activities, physical skill building to help maintain lifetime health and fitness, encouragement of youth to self-monitor and set personal fitness goals, as well as expressed interests of the youth, and a means to individualize the intensity of activities and measure individual improvement.
- The staff-to-juvenile ratio for supervision of youth during recreational activities will be a minimum of one-to-eight (1:8). When two staff members are supervising a group in the gymnasium or outdoor recreation area, one staff member must supervise the juveniles without directly participating with them. In the absence of recreation staff, it is the responsibility of the Shift Supervisor to provide staff coverage for scheduled evening activities.
- The outdoor exercise and leisure activity shall be documented in accordance with the routine documentation of daily schedule of activities.
- All residents shall be permitted to participate in recreation unless medical reasons do not allow. Reasons for a resident not participating shall be determined by medical staff examination or by a medical history supplying sufficient information to justify a recreation excuse. Notification will be given in written notice from medical staff.

Equipment

Adequate outdoor/indoor recreational equipment and activities shall be available for all youth and shall include equipment and activities for special needs youth, when applicable.

Television Programming

- The Facility Director or designee may utilize local television programming, cable television services, satellite dishes, videotape and DVD rentals and sales, or other appropriate means to provide basic and educational television in accordance with state and federal laws and regulations.
- Video games and DVDs for audiences 13 and over (e.g., rated "T," "M," PG-13, R, etc.), are not allowed.
- The Superintendent of Residential Life may choose to disallow any television at any time if the Superintendent feels it is violating this policy.
- A Public Performance Site License for video performance shall be obtained by the JJIC Central Office. This license is required to allow secure care facilities to show rented or purchased movies or films for recreational leisure activities. No such license is required to show movies or films for educational or training purposes. No films taped or dubbed from other tapes and/or pay television shall be shown, due to copyright laws.

Behavior Management Youth

All youth on Closed Status and/or time-out/room restriction shall receive a minimum of one (1) hour daily of large muscle recreation and leisure activities.

Disabled Detainees

Planning of programs will consider the needs and interests of youth, including those with disabilities.

Participation

All youth will have access to recreation and leisure activities and will be encouraged to participate. Participation by an individual detainee may be modified as necessary because of security concerns, disciplinary reasons, or the mental/physical condition of the youth.

Suspension of Programming

Like all JJIC programs and activities, recreation and leisure activities may be curtailed or suspended by order of the Administrator or designee in the event of an emergency. Suspension or curtailing of recreation or leisure activities must be documented, including the reason.

Quality Assessments

The Director of the Department of Human Services or designee shall evaluate the quality of the recreational activities on an annual basis with input from juveniles and staff.

XIII.-4: FOOD SERVICES

POLICY

Juveniles shall be provided meals which are nutritionally adequate, properly prepared, and served in pleasant surroundings. Youth are provided three (3) meals per day, of which two (2) are hot. All meals shall meet the minimum daily requirements established by the American Dietary Association (ADA). Meals are provided at regular times during each twenty-four (24) hour period, with no more than fourteen (14) hours between the evening meal and breakfast. JJIC staff working directly with youth, and/or whose job requires eating with youth, will receive their meal free of charge. Food shall never be withheld or reduced as a form of punishment or offered as a reward.

All menus shall be evaluated annually by a certified dietician. Meals shall be served with as little regimentation as possible and taking into consideration texture, temperature, appearance, and palatability.

The food service area, staff, procedures and equipment shall meet federal, state, and local safety and health requirements. The Food Services Division shall comply with the applicable sanitation and health codes as promulgated by federal, state, and local authorities.

Special diets shall be provided as required for those youth whose religious beliefs require adherence to religious dietary laws or as indicated in writing by the Health Authority for those with special dietary needs for medical purposes.

Menus and/or food portions shall not be altered or withheld for disciplinary or punitive sanctions.

The JJIC shall provide all supervision for youth during mealtimes.

DEFINITIONS

ADA – American Dietary Association.

PROCEDURES

Food Services will be supervised by a full-time Food Services Manager who is experienced in food management and given the resources to provide three (3) meals a day based on the standardized menu cycle.

Menu Plan

The Food Services Supervisor with the Dietician will develop menus that recognize the needs of the general youth population, including distinctions such as age, sex, physical activity, medical status, etc.

- The menu plan is based on a twenty-one (21) day rotating basis. This serves as the cycle menu for the detention center. It may be varied according to the season, availability of certain foods, temporary conditions that arise, holidays, or special observances that occur. A separate menu may be used to plan holiday meals for the entire year, listing seasonal variations. The food service plan provides a single menu for staff and juveniles.
- Establish and approve recipes to be used.
- Recipes must be used in the preparation of food items. Recipes represent the best informational guide for ensuring consistent quality and quantity.
- Ensure a diet of 3,000 calories per day, unless youth is on a special/restricted diet prescribed by a medical or dietary professional.
- Menus shall be planned to ensure the efficient use of money, labor, and materials (food and equipment).
- Menus will be posted in a conspicuous location in the dining room and on the living units so that juveniles can examine it prior to reaching the serving counter. The menu board will include appropriate notations indicating whether number and/or size of portions are limited. The menu board must be complete in all respects and show the full title of each dish or item.
- All staff, visitors, guests, and youth shall be served the same menu and portions, with the exception of officially approved religious diets and/or therapeutic diets for youth, planned special functions, or other special events or approval by the JJIC's Director or designee.
- Adequate steps shall be taken to ensure that sufficient quantities of food are prepared to serve each youth and avoid shortages. It is recognized however, that despite the best of intentions, shortages may occur. When this happens, a reasonable substitute shall be served. The Food Services Supervisor shall keep on hand a reasonable supply of emergency stores for use in the event of unexpected shortages or other incidents. Insofar as possible, food shall be prepared in relatively small quantities and as near to the time of service as possible.
- All detainees shall be served the same food in the same quantities.

Menus and/or meal portions will not be altered for detainees in isolation, detention, segregation, etc. (Isolated detainees determined to be at risk of self-harm may be served a special diet, as ordered by the Health Authority or other appropriate professional.)

Meal Schedule

Monday through Friday

Breakfast 7:00 a.m.- 7:45 a.m. (*Youth and Staff*)
Lunch 12:00 p.m.-12:45 p.m. (*Youth and Staff*)
Dinner 5:00 p.m. - 5:45 p.m. (*Youth and Staff*)

Special menus may be prepared on selected holidays. Some holidays may include: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. In addition, it is desirable to recognize other days of special note through menu items.

Meal Preparation

The Food Services Supervisor shall ensure that food preparation, particularly cooking or baking, meets all requirements for the particular item in an economical and sanitary manner.

- Fruits and vegetables shall be carefully trimmed, washed, and otherwise made ready and refrigerated until needed. Meats shall be carefully stored under refrigeration until needed.
- Proper equipment and utensils for the work to be done will be supplied. Food Services staff and other staff members coming in contact with food will conduct a visual inspection prior to cooking to see if there is any indication that food is not fresh or contains impurities. If so, it will be immediately replaced.
- Proper equipment will always be available. Temperature, time, and preparation shall be carefully controlled and watched. Actual cooking or baking will be scheduled so that preparation is completed as near to serving time as possible. Special attention shall be given to ensure that foreign material has not found its way into the product.

Special Menus

Holiday Menu – Served on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. In addition, it is desirable to recognize other days of special note through menu items.

Medical Diets – Residents who have been determined by medical and/or dental personnel to require therapeutic or other special diets will have them provided, upon written prescription to the Food Services Supervisor from a physician or dentist. Therapeutic special diets must be approved by a physician, dentist, or certified dietician.

Religious Diets – Religious diets are served after consultation with the appropriate religious leader(s) in the community. Regular menu items must be used unless the Superintendent or Assistant Superintendent approves substitutions. Substituted foods will be of the same approximate nutritional value as regular menu foods. Menu items shall not exceed the quantity or quality of food provided to the rest of juveniles. Special handling or cooking procedures must be followed as closely as possible according to the juvenile's religious beliefs.

Food Inventory

An up-to-date inventory is to be kept on all commodities received. The following information will be recorded on the inventory sheet: Date received, amount received, amount used, amount lost, transfer in and out, unit cost, and balance on hand. This inventory is to be taken and maintained by the Food Services Supervisor.

Weekly Freezer Inventory

The Senior Food Services Worker shall conduct a weekly inventory of all food items in the freezer before ordering the next week's supply. This inventory will be conducted every Tuesday, with all frozen meat items received on Wednesday recorded with what is presently in freezer. A second inventory is to be taken on Thursday and fresh meat ordered for Friday delivery.

Food Ordering Protocol

After the food inventory and weekly freezer Inventory has been conducted the Dietary Manager will prepare a proposed list of food items to be ordered and the list will be approved by the Superintendent of Residential Life.

Service Counter

The serving counter is constructed to provide suitable arrangements for displaying and serving hot and refrigerated foods. The serving counter is neatly set up, with foods arranged for service with suitable utensils for dispensing.

In all cases, pans/containers holding cold food items are properly placed on an ice-packed salad bar section of the service counter. Condiments such as salad dressing, ketchup, mustard, etc., are served by Food Services staff from enclosed containers. Individual packets are also utilized. Table service items such as salt, pepper, sugar, etc.,

must be in proper enclosed containers. No "open bowls" are allowed for service of these items.

After the counter has been set up, and prior to the beginning of service, this counter is inspected to ensure that all food items are in proper pans/containers. Thereafter, suitable procedures are used to keep an ample supply of food on the serving counter for the duration of the serving period and the keeping of hot foods hot and cold foods cold. One (1) Food Services Worker shall be assigned to keep the counter neat and clean during serving periods by immediately wiping up spills or splatters and otherwise keeping the counter sanitary and presentable.

Meals Served on the Units

Meals served on the units are to be the same as the meals served in the dining hall. Meals are served on the units by staff. Meals are sent up in heated carts or coolers with ice to ensure proper serving temperature.

Returning Trays/Leaving the Dining Room

After eating utensils have been collected and counted by the staff, the juveniles will return their trays to the dining room service window, one unit at a time. A staff member will supervise juveniles to clean the tables and ensure that tables and chairs are left in an orderly fashion.

Training Related to Food Safety and Sanitation

Orientation and annual training for Food Services staff shall be the responsibility of the Senior Food Services Worker. At a minimum, staff shall be trained in the following:

- Safe use of each kitchen appliance.
- Safe use and storage of hazardous tools.
- Proper storage techniques for foods.
- Facility and food service fire plans.
- Proper use of fire extinguishers.
- First aid procedures for scalds, burns, falls, and other injuries.
- Proper report procedures for accidents and hazardous conditions.

Responsibilities of Food Services Staff

All Food Services staff shall be required to do the following:

- Have clean hands and fingernails and wash after using toilet facilities.
- Practice overall good hygiene and wear clean clothing that is changed daily.
- Wear a cap or hairnet at all times when in the food service area.

- Wear proper sanitary gloves at all times when serving or preparing food.
- Keep the food service area clean.
- Wash all equipment in hot water and sanitize immediately after use.
- Keep accurate records of all meals served and of any food substitutions made.
- Notify the Assistant Superintendent immediately of any health or safety code violation(s) observed.

Food service workers shall check the temperatures of food being served to ensure proper temperatures and that all safety standards are being met.

Food Services workers shall check the temperatures of the walk-in freezer, walk-in refrigerator, small refrigerator, and dry storage area once per day. The rinse cycle temperature on the dishwasher shall be checked and recorded once during lunch cleanup and once during dinner cleanup. The actual temperature and the initials of the Food Services worker are to be recorded on the Temperature Reading Form located on the clipboard on the kitchen desk.

Acceptable temperature levels are:

- Small Refrigerator: 35-40 degrees Fahrenheit
- Walk-in Refrigerator: 35-40 degrees Fahrenheit
- Walk-in Freezer: 0 degrees Fahrenheit or below
- Dry Storage/Shelf Goods: 45-80 degrees Fahrenheit

Acceptable temperature levels for the dishwasher are:

- Wash Cycle: 150-160 degrees Fahrenheit
- Final Rinse: Minimum of 180 degrees Fahrenheit
- Final Rinse Pressure: 15-25 P.S.I.

All items will be stored at least six inches above the floor.

Equipment Sanitation

Food service equipment shall be designed to comply with all applicable safety codes and enable efficient and thorough cleaning. This is especially important for equipment in direct contact with foods. All equipment shall be operated and serviced in accordance with the manufacturer's health and safety instructions.

Bacterial growth and disease can result from improperly designed, maintained, or operated equipment; therefore, the food service area shall be equipped with refrigerators, freezers, holding cabinets, and serving tables that maintain foods at proper temperatures. The food service area shall be equipped with sanitary, rodent-proof containers for dry products, such as flour and sugar, and covered containers for food stored in refrigerators.

Safety and Sanitation Inspections

The Senior Food Services Worker shall conduct weekly sanitation inspections of all food service areas, and shall initiate action to correct any deficiencies, documenting the inspection and follow up by completing the Weekly Kitchen Inspection Form.

Once each week the Assistant Superintendent will inspect the food service areas checking all items listed on the inspection form.

No youth or personnel other than Food Services personnel are to be allowed in the kitchen area where food is prepared at any time.

Records

Records will be maintained by the Food Services Manager to document, at a minimum, the following:

- Food expenditures that identify per capita costs per meal.
- Accurate records all meals served.
- Food requirements estimated thirty (30) days in advance.
- Weekly inspection of all food service areas, including dining and food preparation areas and equipment.
- Weekly inspection of all sanitary, temperature-controlled storage facilities for all foods.
- Daily checks of refrigerator and water temperatures by the Food Services Manager or designee.

The Food Services Manager will prepare annual evaluations of the food service operation including records of the following:

- Standard ration compliance
- Menu plans
- Records of all meals served
- Equipment needs
- Staffing patterns
- Costs
- Sanitation

- Special problems
- Storage procedures
- Physical plant

The Food Services Manager will cooperate with state and county inspectors to conduct an outside inspection at least once each year.

XIII.-5: RELIGIOUS SERVICES

POLICY

The facility's administration recognizes the right of juveniles to practice the religion of their choice on a voluntary basis, limited only when necessary to accommodate other legitimate interests, and consistent with the safety, security, and orderly operations of the facility. Every reasonable effort shall be made to facilitate the free practice of religion, limited only to legitimate security and operational considerations.

Youth shall not be subjected to coercion, harassment or ridicule due to religious affiliation.

Religious service providers shall be given reasonable access to the JJIC to minister to youth.

PROCEDURES

Program Guidelines

- A structured Chaplaincy program has been developed and is offered to youths on a voluntary basis. Those who are granted such opportunity must understand that while the detention center administration permits youth to participate in religious activities, residents may not be intimidated or pressured into participation in any religious activity.
- Youth may not be penalized for refusing to participate in religious services.
- Request for visits from a Chaplain shall be submitted to the Social Worker. Any Chaplain requesting to see a youth must tender valid credentials at the time of the visit and must schedule their visit by following JJIC's visitation procedures.
- All volunteers shall undergo a criminal record check.
- All religious groups, organizations, volunteers, and any other group offering religious or spiritual support shall be referred to the Volunteer Coordinator.
- All youth shall be notified regarding available religious services and spiritual programs, including "Religious Food Preference Form" upon intake. Information about the youth's religious background may be taken during the initial intake.
- Youth may request accommodations to practice their faith (e.g. certain ceremonies, baptisms, work restrictions). The JJIC will review and, when appropriate and able, support the youth with these accommodations, providing such rites and accommodations do not conflict with existing JJIC policy, or jeopardize the security and orderly running of the JJIC.

- Space will be made available for the purpose of faith-based programs.
- When an individual submits an application to serve as a volunteer in ministry to youth, and the request is denied following review of the information provided, the “Volunteer Regrets Letter” [see Attachment B.8.4 (b)] shall be completed, signed by the Volunteer Services Coordinator, and forwarded to the volunteer applicant.

Interfaith Services

The following guidelines shall be considered in conducting services:

- Clergy should remember that the congregation will be made up of youth of all faiths. The approach should recognize and respect the diversity of practice and faith and should be designed to meet the needs of all religious expressions.
- Services are not to be seen as evangelistic or as an area of membership recruitment. They are instead to be an experience of worship — celebrative, edifying and enriching. Judgmental themes are to be avoided, as well as references to possible particular lifestyles or situations of those present.

Holiday Services/Programs

Volunteers, in cooperation with the program staff, provide special holiday programs.

Confidentiality

1. The chaplain or volunteer, as a confidant, has a dual responsibility to the youth and the JJIC. He/she must keep confidences intact and at the same time protect and maintain the safety of the JJIC, its staff, and the youth population.
2. The chaplain or volunteer is not required to violate confidence and is compelled only to give information to center staff following the dictates of his/her own conscience and training in this regard.
3. Chaplains are required to disclose any information that threatens the general safety and security of the JJIC.

Access to Religious Resources

The chaplain or religious staff person develops and maintains close relationships with religious resources in the community.

APPENDIX

JJIC Forms

- Acknowledgement of Department of Human Services Drug and Alcohol Testing Policies
- Acknowledgement of Handbook Receipt
- Acknowledgement of Receipt of Policy Manual
- Confidentiality of Computer Information
- Daily Log/Population Sheet
- Daily Point Tally
- Damage Report
- Detention Roster
- Emergency Population report
- FMX Maintenance Request
- Injury/Accident Investigation Report
- Inventory Control Log
- Mail Log
- Material Safety Data Sheet
- Mechanical Restraint Log
- Medical Release of Information
- New Job Assignment form
- Outside Personnel Log
- Overtime Authorization
- Parental Consent for Youth to Participate in Research
- Personal Property Inventory Form
- Personnel Evaluation Form
- Phone Activity Log
- Policy Procedure Manual Change Request Form
- Request for Leave (annual, sick, or LWOP)
- Request for Medical Services
- Restraint and Confinement Log
- Serious Incident Report
- Special Diet Form
- Supply Request Form
- Tardiness Report Form
- Telephone Log

- Tool Check-Out & Control Form
- Visitation Logs
- Volunteer Application
- Volunteer Hour Log
- Volunteer Training Form (to check completion)
- Youth at Risk Staff Form
- Youth Property Receipt