





San Francisco Juvenile Probation Department

Juvenile Hall Policy and Procedures Manual

Chapter 1 - Administration, Organization, and Management

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| Policy Number: | 1.03 |
| Policy Name: | Establishment and Maintenance of Manuals |
| Authority: | Title 15, 1324 |
| Replaces: | 1.7 Establishment and Maintenance of Manuals (04/01/2014) |
| Effective Date: | January 1, 2019 |
| Revision Date: | October 17, 2018 |
| Related Policies and Procedures: | |
| Related Forms: | |
| Director of Juvenile Hall: | Bobby Uppal  |
| Chief Probation Officer: | Katherine Weinstein Miller  |

I. POLICY

The San Francisco Juvenile Probation Department Administrator shall develop, publish, and implement a manual of written policies and procedures that address, at a minimum, all regulations that are applicable to Juvenile Hall. The Juvenile Hall manual shall be made available to all employees, reviewed by all employees, and shall be administratively reviewed at a minimum every two years, and updated as necessary.

A. Those records relating to the standards and requirements set forth in Title 15 Minimum Standards for Juvenile Facilities shall be accessible to the Board upon request.

B. The manual shall include:

- i. Table of organization including channels of communication and a description of job classifications.
- ii. Responsibility of the Probation Department, purpose of programs, relationship to the Juvenile Court, Probation Commission, Juvenile Justice Commission, Probation Staff, Woodside Learning Center Staff, Department of Public Health's Special Programs for Youth Staff, and other agencies that are involved in Juvenile Hall Programs.
- iii. Responsibilities of all employees.
- iv. Initial orientation and training programs for employees.
- v. Initial orientation including safety and security issues and anti-discrimination policies for support staff, contract employees, school department employees, mental/behavioral health and medical employees, program providers, and volunteers.
- vi. Maintenance of record keeping statistics and communication systems to ensure:

- a. Efficient operation of Juvenile Hall.
 - b. Legal and proper care of youth.
 - c. Maintenance of individual youth's records.
 - d. Supply of information to the Juvenile Court and those authorized by the Court or by the law and
 - e. Release of information regarding youth.
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- vii. Ethical responsibilities.
 - viii. Trauma-informed approaches.
 - ix. Culturally responsive approaches.
 - x. Gender responsive approaches.
 - xi. A non-discrimination provision that provides that all youth within Juvenile Hall shall have fair and equal access to all available services, placement, care, treatment, and benefits, and provides that no person shall be subject to discrimination or harassment on the basis of actual or perceived race, ethnic group identification, ancestry, national origin, immigration status, color, religion, gender, sexual orientation, gender identity, gender expression, mental or physical disability, or HIV status including restrictive housing or classification decisions based solely on any of the above mentioned categories.
 - xii. Storage and maintenance requirements for any chemical agents related security devices, and weapons and ammunition, where applicable (Note: Juvenile Hall does not authorize chemical agents).

- xiii. Establishment of procedures for collection of Medi-Cal eligibility information and enrollment of eligible youth and
- xiv. Establishment of a policy that prohibits all forms of sexual abuse, sexual assault and sexual harassment. The policy shall include an approach to preventing, detecting and responding to such conduct and any retaliation for reporting such conduct, as well as a provision for reporting such conduct by youth, staff, or a third party.

II. PROCEDURES

- A. The Juvenile Hall Policy and Procedures Manual documents the policies and procedures for the facility. The original manual was developed by a taskforce including administrators and Juvenile Hall staff as well as administrators and staff of the Department of Public Health's Special Programs for Youth (SPY) and Woodside Learning Center (San Francisco Unified School District).
- B. The Policy and Procedures Manual outlines management policies and establishes procedures for staff to follow when providing supervision and implementing the facility programs. The manual is the statement of practice and provides accountability because it describes the basic elements for operating the Juvenile Justice Center. Each policy should describe:
 - i. What must be done
 - ii. Why it must be done
 - iii. Who is to do it
 - iv. When it is to be done
 - v. How it is to be done

- vi. Who supervises whom
 - vii. Who is accountable to whom
- C. The policy and procedures manual delineates management's expectations for operations. It establishes accountability and is a training tool. The manual should contain everything required to operate the facility efficiently and effectively. The manual may also consist of overall policies and procedures, plus a series of position orders designed to be used at the individual job sites within the facility. It is important that the manual reflects management intent and supervisory staff shall monitor actual practice to assure consistency with written policies and procedures. The manual provides good supporting documentation in the event of litigation, provided it is reflected in actual practice.
- D. A current and accurate manual shall be readily available to staff in each living unit and the Admissions Office. Easy electronic access ensures staff can retrieve the most up to date information. Staff should also be encouraged to use the manual and stay updated. Staff should be trained about Juvenile Hall policies and procedures and briefed to the extent necessary when there are changes. The manual should be incorporated into training of new employees, and they should be tested to assess what they learn. Staff shall be aware that they are accountable for knowing and following the procedures in the manual.
- E. The Director of Juvenile Hall shall review the manual and the goals of Juvenile Hall and translate them into measurable goals at a minimum of every two years and update as necessary. The Director of Juvenile Hall or designee invites staff and volunteers to submit written recommendations for new or revised policies and procedures.
- F. New or revised policies and procedures shall be disseminated to staff and, when appropriate, to volunteers and youth prior to implementation.

G. The Senior Counselor responsible for training shall ensure that all policy and procedure manuals are updated by placing additions and revisions in the appropriate sections and table of contents.

H. Training

An instructional training plan shall be used to apprise each staff member of the manual and to ensure compliance with laws, rules, and regulations applicable to Juvenile Hall.