





San Francisco Juvenile Probation Department

Juvenile Hall Policy and Procedures Manual

Chapter 10 - Security and Control

Policy Number:	10.15
Policy Name:	Emergency Response Team/Condition Response
Authority:	Title 15, 1357
Replaces:	9.20 Conditions and Response (05/01/2000)
Effective Date:	January 1, 2019
Revision Date:	April 16, 2018
Related Policies and Procedures:	10.14 - Nonviolent Crisis Intervention 10.16 - Use of Force 10.17 - Use of Physical Restraints
Related Forms:	Incident Reports
Director of Juvenile Hall:	Bobby Uppal 
Chief Probation Officer:	Katherine Weinstein Miller 

I. POLICY

Juvenile Hall shall ensure there will be sufficiently trained and equipped Juvenile Hall staff to respond to emergencies or critical incidents including pre-condition, condition, a medical emergency, and a Code 3.

II. PROCEDURES

A. Emergency Response Membership

- i. Emergency response team membership shall include Permanent staff, Alternates, and Designees.
- ii. Permanent staff shall include all Senior Counselors and Counselor II's.
- iii. Alternates shall include Counselors as designated by the Officer of the Day. These designations will include Counselors assigned to shift posts in the units.
- iv. Designees are those designated by the Officer of the Day to serve as the emergency response team for each shift. Designees will normally be the third counselor.

B. Emergency Response Team Training

- i. All permanent Juvenile Hall staff shall receive annual Defensive Tactics Training.
- ii. All Permanent staff designated to the emergency response team shall receive training which includes the following topics:
 - a. Management of Assaultive Behavior.
 - b. Crisis Prevention/Intervention.

c. **Defensive Tactics, Crowd Control, and the Use of Security Equipment.**

C. **Pre-Condition: Juvenile Hall staff shall make every effort to counsel a youth during pre-condition status.**

- i. **During a crisis, Juvenile Hall staff can often defuse a volatile situation which may prevent injury or damage of property.**
- ii. **Juvenile Hall staff shall radio a 10-32 (request for back-up as an initial response).**
- iii. **Senior Counselors and the Officer of the Day are the primary facilitators in a pre-condition.**
- iv. **Juvenile Hall staff shall make every effort to talk and walk the youth down to a neutral zone.**
- v. **Use of force at this stage is only appropriate when there is an imminent or substantial threat to the youth, other youth, staff, or others.**

D. **Condition: A scan pen or other applicable alarms shall be activated and a "condition" called over a hand held radio when the crisis cannot be immediately managed and there is a need for assistance.**

- i. **Central Control staff will announce over the P.A. system "condition" and the applicable location.**
- ii. **The Emergency Response Team (Permanent staff, Alternates, and Designees) and the Officer of the Day shall respond immediately and render aid or assistance.**
- iii. **Juvenile Hall staff in the other living units or areas shall not respond or disrupt normal programming unless so directed by the Officer of the Day.**

- iv. Youth in the immediate area shall be directed to remain away but shall not be locked down unless individuals or the group present an imminent or substantial threat to themselves, staff, or others or as directed by the Officer of the Day.
- v. If there is a general lockdown of the area or the living unit, the Officer of the Day shall order the resumption of normal programming when it is safe to do so unless the emergency remains unmanageable.
- vi. When a general lockdown continues due to an unmanageable or unsafe environment, the Officer of the Day should notify the Director of Juvenile Hall.
- vii. All Juvenile Hall staff involved in the incident shall complete and submit an incident report to the Officer of the Day.
- viii. Central Control staff shall announce "condition clear" and shall log the information into the Central Control logbook when so instructed.
- ix. Code 3 or "Condition Blue": When a Code 3 or Condition Blue is called over the radio, Central Control staff shall announce "Code 3 or Condition Blue" and the applicable location over the P.A. system three times.
- x. A Code 3 or Condition Blue is considered an extreme security emergency (e.g., fire, an escape, riot, gang fight, etc.).
- xi. The radio shall remain frequency free for maximum communication between the Officer of the Day and Juvenile Hall staff.
- xii. The Officer of the Day shall call an "institution wide lockdown" and direct all available Juvenile Hall staff to

respond as directed.

xiii. The Officer of the Day shall immediately notify the Director of Juvenile Hall or Chief Probation Officer and shall appraise them in detail.

E. Medical Emergency: A medical emergency shall be called as a "Medical Emergency" with the applicable location over the radio. The scan pen or other applicable alarms can also be activated.

- i. Central Control staff shall announce "medical emergency" and the applicable location over the P.A. system.
- ii. Central Control staff shall also notify the charge nurse of the location by calling 3-7811 (Monday through Friday between 7:30am and 4:30pm) or over the P.A. system.
- iii. The Officer of the Day and the Emergency Response Team shall respond and assist as directed by medical staff.
- iv. The immediate area shall be cleared of other youth and nonessential personnel.
- v. Medical staff shall have full authority in triaging and providing first aid.
- vi. The Officer of the Day shall have full authority in coordinating efforts and assigning Juvenile Hall staff.
- vii. Youth in the immediate area shall be directed to remain away but shall not be locked down unless individuals or the group present an imminent or substantial threat to themselves, staff, or others or as directed by the Officer of the Day.

viii. The Officer of the Day shall immediately notify the Director of Juvenile Hall or Chief Probation Officer and shall appraise them in detail.