





San Francisco Juvenile Probation Department

Juvenile Hall Policy and Procedures Manual

Chapter 10 - Security and Control

Policy Number:	10.23
Policy Name:	Use of Portable Radios
Authority:	Title 15, 1323
Replaces:	9.19 Use of Portable Radios (05/01/2000)
Effective Date:	March 24, 2022
Revision Date:	February 11, 2022
Related Policies and Procedures:	10.01 - Central Control
Related Forms:	Radio Sign-out/in Sheet
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## I. POLICY

It is Juvenile Hall policy to use portable radios to enhance communication and supplement the safety and security procedures of this chapter. It shall be the responsibility of the Officer of the Day to ensure all Senior Counselors and Juvenile Hall staff are assigned and carry a portable radio while on duty.

## II. PROCEDURES

### A. The Purpose of the Radios is to:

- i. Facilitate communication during emergencies and provide greater efficiency in the deployment of responding personnel to potential emergency situations.
- ii. Provide greater security for outdoor recreational programming.
- iii. Enhance routine communication.
- iv. Reduce the frequency of calling conditions.

### B. Assignment of Radios:

- i. The Director of Juvenile Hall or designee will issue Juvenile Hall staff working between the hours of 7:00am and 11:00pm a radio specifically for their individual use. Juvenile Hall staff will be responsible for the care and storage of their assigned radio.
- ii. The Officer of the Day or designee shall assign radios to the 11:00pm to 7:00am shift and As-Needed Employees for use during their assigned shift. Radios issued to the 11:00pm to 7:00am shift and As-Needed Employees will need to be returned to the Officer of the Day at the conclusion of the assigned shift.

- iii. If a Juvenile Hall Staff member needs to replace a radio battery, the Officer of the Day or designee shall exchange a charged battery for the employee's uncharged or inoperable battery.
- iv. The Director of Juvenile Hall or designee will maintain an inventory of all serial numbers and engraved radio numbers issued to all Juvenile Hall staff.
- v. If a permanent staff member forgets their assigned radio, the permanent staff member is required to provide his or her CA Driver's License to the Officer of the Day or designee in exchange for a loaned radio to ensure the radios are returned after each shift. Once the loaned radio is returned, the Officer of the Day or designee shall return the CA Driver's License to the employee.
- vi. Juvenile Hall staff are responsible for immediately reporting any malfunctioning radio to the Officer of the Day to obtain a replacement radio.
- vii. The Officer of the Day shall replace any malfunctioning radio and deliver the damaged radio to the Director of Juvenile Hall or designee for repair or replacement.
- viii. The Officer of the Day shall count the spare radios at start of each shift and report any radio not accounted for.

#### C. To Receive Transmissions

- i. Maintain radio on channel one.
- ii. Always maintain volume level at medium to high.

**D. To Transmit**

- i. While holding the remote speaker or radio two to three inches from the mouth, key the talk switch on the side of the microphone or radio and speak slowly and clearly.
- ii. The transmitter is to identify themselves (e.g., Senior "X" to Unit 1).
- iii. When the transmission is complete release the key and await a response.
- iv. When a reply is received re-key and relay the message.
- v. Transmissions shall end with "10-4" (message received).
- vi. Do not interrupt or "step" on another's transmission. Wait until the channel is clear.
- vii. All transmissions shall be conducted with the utmost level of professionalism. Information transmitted should be kept to a minimum.

**E. The basic "10 codes" for use in Juvenile Hall include:**

- i. 10-4 Message received
- ii. 10-7 Out of service (on break)
- iii. 10-8 In-service (returning from break)
- iv. 10-9 Repeat message
- v. 10-20 Your location
- vi. 10-21 Call \_\_\_\_\_ (provide telephone number)
- vii. 10-32 Pre-Condition. Back-up needed.

- viii. Condition Blue: Immediate assistance required. Institution lockdown.

#### F. Battery Checks

- i. The battery shall be checked periodically (preferably three times per shift) to ensure the radio is functioning.
- ii. The periodic check shall be done by making an actual radio call (e.g., Unit 5 to Senior "X" or radio check).

#### G. Chargers

Chargers are in each living unit and in the admissions office.

#### H. Possession

All Juvenile Hall staff assigned a radio shall always maintain possession of their assigned radio while on duty (e.g., gym, unit, transports, on break, etc.).

#### I. Citywide Emergency Communication Radios

- i. Multi-channel portable radios for citywide use are assigned to the Juvenile Probation Department. These radios have the ability to communicate with citywide agencies and are preprogrammed by the Department of Emergency Management.
- ii. Radio channel information will be made available to the Transportation Officer when the radios are assigned.
- iii. The citywide radios are stored in the office of the Officer of the Day. The radios also have telephone capacity.

#### J. Appropriate Radio Use

- i. In circumstances that may lead to an emergency, use of

radios can reduce the need to call a condition. When in doubt about whether to call a condition, call a condition and communicate all pertinent information regarding the incident over the radio.

- ii. Youth shall never be allowed to use a radio.
- iii. Transmissions shall follow FCC regulations.
- iv. Inappropriate transmissions are strictly forbidden.
- v. Misuse of the radio is subject to administrative action.

#### K. Lost or Stolen Radios

- i. All lost or stolen radios assigned to Juvenile Hall staff shall immediately be reported to the Director of Juvenile Hall or designee.
- ii. A written report stating the details of circumstances shall be submitted by the end of the employee's work-shift and submitted to the Director of Juvenile Hall or designee.
- iii. Juvenile Hall staff who lose or damage radios through abuse or negligence (unreasonable care) may be held financially responsible for the replacement cost of the radio. The cost of a replacement radio is \$450.00.
- iv. The Department encourages all Juvenile Hall staff to utilize Department issued lockers within Juvenile Hall to store and prevent loss or stolen radios within the community. Department issued lockers within Juvenile Hall will be issued by the Director of Juvenile Hall or designee upon request.