





San Francisco Juvenile Probation Department

Juvenile Hall Policy and Procedures Manual

Chapter 11 - Safety and Emergency

Policy Number:	11.03
Policy Name:	Facility Emergency Plan
Authority:	Title 15, 1311, 1327
Replaces:	10.03 Facility Emergency Plan (05/01/2000)
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Revision Date:	October 24, 2018
Related Policies and Procedures:	10.12 - Tools and Security Equipment 10.18 - Security Threat Emergency Plan 11.02 - Fire Safety Plan 11.04 - Preventive Maintenance Program
Related Forms:	
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I. POLICY

The Juvenile Probation Department has developed specific procedures to be followed in emergency situations. These procedures are made available to all staff members. Facility Emergency Procedures shall be reviewed and updated at least annually and sent to appropriate local authorities. All staff members shall be trained in emergency procedures. The emergency plans shall be conspicuously posted in the facility showing graphically how to evacuate each area of the facility. Confidential policies and procedures that relate to the security of the facility are kept in a separate manual.

- A. The Juvenile Probation Department has a written evacuation plan prepared in the event of a fire or a major emergency that is certified by an independent outside inspector trained in the application of appropriate codes. The plan is reviewed annually, updated as needed, and reissued to the local fire jurisdiction. The plan shall include the following:
- Location of building/room floor plan
 - Use of exit signs and directional arrows for traffic flow
 - Location of publicly posted plan
 - Monthly drills in all occupied locations of the facility
 - Staff drills when evacuation of dangerous youth may not be included.
 - Escape, disturbances, and the taking of hostages.
 - Civil disturbance, active shooter, and terrorist attack.
 - Fire and natural disasters.
 - Periodic testing of emergency equipment.
 - Emergency evacuation of the facility.
 - A program to provide all youth supervision staff with an annual review of emergency procedures.
- B. All Juvenile Hall personnel are trained in the implementation of written emergency plans including work stoppages and riots or disturbances. Plans are communicated to the appropriate supervisors and other personnel directly involved in the implementation of those plans.

- C. Juvenile Hall provides the means for the immediate release of youth from locked areas in case of an emergency and provide for a backup system.
- D. Juvenile Hall has access to an alternate power source to maintain essential service in an emergency.
- E. Emergency Suspension of Standards Requirements

Nothing contained herein shall be construed to deny the power of any facility administrator to temporarily suspend any standard or requirement herein prescribed in the event of any emergency which threatens the safety of a local juvenile facility, youth, staff, or the public. Only such regulations directly affected by the emergency may be suspended. The facility administrator shall notify the Board in writing in the event that such a suspension lasts longer than three days. In no event shall a suspension continue more than 15 days without the approval of the chairperson of the Board of State and Community Corrections for a time specified by the chairperson. [Title 15, 1311]

II. PROCEDURES

A. Evacuation

During an emergency, the Buildings and Grounds Superintendent, the Director of Juvenile Hall, or the Officer of the Day shall have total authority for decisions made affecting the facility, the emergency, and security of the campus.

- i. The Officer of the Day shall notify each Juvenile Hall staff member of the situation using the radio and/or telephone.
- ii. Central Control staff shall make all emergency keys available to authorized Juvenile Hall staff immediately upon notification of a need to evaluate.

- iii. No personal items or supplies shall be moved during any evacuation because of time and transportation limitations.
- iv. The Officer of the Day shall follow all directions of the emergency response agency having authority.
- v. If an evacuation shall last longer than three (3) hours, the Officer of the Day shall arrange for the transfer of all detained youth to other juvenile detention facilities in the Bay Area.
- vi. If feasible, medical logs and any appropriate emergency medical equipment and supplies shall be taken and kept in possession of medical staff for dispensing to youth.
- vii. If a youth's door is jammed in a life and safety emergency (i.e., fire or suicide attempt), Juvenile Hall staff shall call 9-911. Additionally, the Officer of the Day may instruct Juvenile Hall staff to utilize emergency tools to break the door lock or the Buildings and Grounds Division may be able to unjam the door. In a situation when time allows, the Buildings and Grounds Division may call a locksmith.

B. Evacuation Plan

- i. San Francisco Juvenile Hall is located at 375 Woodside Ave near Laguna Honda Hospital. The floor plans for the entire facility are in the Buildings and Grounds Superintendent's office.
- ii. A graphic drawing shall be posted in all sections of the facility showing the exit routes from that area. Primary evacuation routes shall be established enabling youth to be moved to a safe area at least 50 feet from the fire area.

- iii. Use of exit signs or traffic flow: There are lighted exit signs throughout the facility that lead to outside exits as indicated by the lighted exit signs in the facility.
- iv. Use of portable radio during evacuation: Juvenile Hall staff shall carry portable radios when evacuating youth.
- v. Emergency equipment
 - a. Bull Horn for addressing a mass crowd of juveniles.
 - b. Portable radios for emergency communication when telephones and electrical systems are out.
 - c. Battery Radios for Juvenile Hall staff communication.
 - d. Flashlights.

C. Evacuation of Youth

- i. Unlock all youth and evacuate them from their assigned rooms starting with the area closest to the emergency.
- ii. Check all assigned rooms to make sure all youth are accounted for. Leave all doors open except in the case of a fire.
- iii. Evacuate all youth to a safe area for further instructions.
 - a. The primary Command Center shall be posted in the Admission's Office.
 - b. The secondary command post shall be held in the Gymnasium where Juvenile Hall staff shall wait for further instructions from the Officer of the Day.

- c. A calm demeanor by Juvenile Hall staff is essential for expediting evacuations.
- d. The Director of Juvenile Hall or the Officer of the Day is responsible and shall notify all proper personnel.

D. Earthquake

Remember: Duck, Cover, and Hold. In case of an earthquake, if indoors stay indoors.

- i. If youth are in the recreation area, Juvenile Hall staff shall evacuate youth immediately to the entrance door hallway with their bodies in a curl position against the inside wall.
- ii. If an earthquake occurs during meals, Juvenile Hall staff shall have the youth get under the tables at the first shock and then evacuate using the same procedure as above.
- iii. If the youth are in their assigned rooms, Juvenile Hall staff shall instruct the youth to stand at the further corner from the windowpanes. If youth are going in or coming out of their assigned rooms and their assigned doors are opened, Juvenile Hall staff shall instruct the youth to brace their backs on one side of the doorway and their hands on the other side with their heads tucked between their arms.
- iv. After the initial shock, Juvenile Hall staff shall check all youth room locks to ensure the doors are not jammed. If a door is jammed, Juvenile Hall staff shall notify the Officer of the Day and the Buildings and Grounds Division immediately.
- v. Prior to any movements, Juvenile Hall staff shall instruct all youth to wear their slippers or shoes to prevent them from cutting their feet on broken glass or debris.

- vi. Juvenile Hall staff and youth shall stay away from windows, mirrors, light fixtures, and furniture that may fall. Juvenile Hall staff shall unplug electrical equipment if necessary.
- vii. Juvenile Hall staff and youth should not run outside due to the danger of sustaining an injury from falling objects.

E. After Earthquake

- i. Juvenile Hall staff shall remain calm while supporting youth and coworkers if telephone and communication systems are disrupted. Juvenile Hall staff shall utilize portable radios in each living unit to get in touch with the Command Center.
- ii. There shall be a 72-hour emergency food and water supply available in the event of a food and water emergency. Juvenile Hall shall utilize the canned goods in the storage room for food and canned juices for a water substitute up to a period of 72 hours.
- iii. If outdoors, stay outdoors. Juvenile Hall staff shall direct youth to a clear area, stay away from walls, utility poles, and down wires.
- iv. Anytime Juvenile Hall is involved in a mass evacuation of youth, the Officer of the Day shall notify the San Francisco Police Department's Communications Center at (415) 553-0123 or by calling 9-911 for law enforcement assistance.
- v. Upon instruction from the Officer of the Day, Juvenile Hall staff shall conduct a facility evacuation of all detained youth as directed.
- vi. Provisions for medical care and emergency transportation for injured youth and Juvenile Hall staff

shall be the responsibility of the charge nurse and the Officer of the Day.

- vii. If the emergency occurs during visiting hours, evacuation plans for visitors shall be the same as for detained youth except the visitors shall be escorted out of building when safe to do so.
- viii. After evacuating, Juvenile Hall staff shall take a body count and roll call account for all youth. If a youth(s) has/have escaped during this emergency, Juvenile Hall staff shall call the San Francisco Police Department by dialing 911. Juvenile Hall staff shall be prepared to give the San Francisco Police Department a detailed description of the escapee(s).
- ix. If possible, the San Francisco Sheriff's Department shall be contacted to provide buses for the transportation of youth to a safe location. If the San Francisco Sheriff's Department is unable to assist, caged vehicles of the Juvenile Probation Department should be utilized. The primary area of evacuation is Hillcrest (San Mateo Juvenile Hall) located at 222 Paul Scannell Drive San Mateo, CA 94402. The secondary evacuation area is the Alameda Juvenile Justice Center located at 2500 Fairmont Drive San Leandro, CA 94578. The direction of the evacuation shall be determined based on the safety and security of youth, staff, and the community.

F. Severe Weather Situations

All Juvenile Hall staff shall be familiar with the alarm and warning signals used to alert the population.

- i. A weather watch means that a certain weather condition may develop. The Officer of the Day shall take the following steps:

- a. Notify all Juvenile Hall staff of the impending weather conditions.
 - b. Ensure that one telephone line is always open to receive emergency calls.
 - c. Check available living units and the gymnasium to ensure they are in the required condition in the event youth must be relocated.
- ii. A weather warning means that a certain weather condition has developed and will probably affect those areas stated in the weather bulletin.
 - a. The Director of Juvenile Hall or the Officer of the Day shall determine if the weather condition necessitates relocating youth to another juvenile detention facility. If necessary, relocate youth and staff to another juvenile detention facility.
 - b. Juvenile Hall staff shall take a head count to ensure that all youth are accounted for.
 - c. Juvenile Hall staff shall have a transistor radio to keep them informed of changes in the weather condition and flashlights with them.
 - d. Juvenile Hall staff and youth should remain at the juvenile detention facility until the Director of Juvenile Hall or the Officer of the Day indicates they should return based upon weather bulletins.
- iii. Youth shall not be allowed outside the facility if threatening weather conditions are present. In severe thunder and electrical storms, youth should stay away from windows and should refrain from using plumbing, telephones, and electrical appliances.

G. Power Failures and Gas Leaks

Any odor of gas should be investigated by the Buildings and Grounds Division. Strong odors of gas or gas leaks shall result in the immediate evacuation of the facility and Juvenile Hall staff contacting the San Francisco Fire Department by calling 9-911. All staff and youth are prohibited from reentering the facility until the gas company or fire department provide instructions to do so.

Emergency lights and the emergency generator will turn on if the power fails. Additional flashlights will be kept in the facility for added emergency lighting. Any power failure should be reported to the Pacific, Gas, & Electric Company by calling (800) 743-5000. If a power outage is to be prolonged, arrangements will need to be made to ensure the care of youth and perishable foods until power is restored.

H. Bomb Threats

When a bomb threat is called in, it shall be handled in the following manner:

- i. Keep the caller on the line, always remain calm and listen attentively when speaking with the caller.
- ii. If the location or possible detonation time is not given, ask for it while noting the time and date it is received.
- iii. Inform the caller that the building is occupied and the detonation of a bomb could result in serious injury or death.
- iv. Listen for background noises such as a motor running, music, etc. This may aid in ascertaining the location of the caller.
- v. Listen closely to the voice such as a male or female, voice quality, calm or excited, accents or speech impediments.

- vi. If possible, keep the caller on the telephone. It may be possible that a tracer can be put on the call.
- vii. Questions to ask
 - a. Ask the caller to tell you his or her name.
 - b. When is the bomb going to explode?
 - c. Where is the bomb located? Try to get specifics.
 - d. What type of bomb is it?
 - e. What does the bomb look like, etc.?
- viii. Notify the Officer of the Day. The Officer of the Day shall in turn notify the Director of Juvenile Hall and the San Francisco Police Department.
- ix. After a bomb threat has been received, the Officer of the Day will be responsible for ascertaining the seriousness of the threat and direct action to be taken.
 - a. Call a condition to secure all the youth and use the responding Juvenile Hall staff to conduct a search of the suspected area.
 - b. If any strange items are found in any area of the facility, the Officer of the Day shall be notified immediately.
 - c. The Officer of the Day shall be responsible for notifying the San Francisco Police Department and evacuating all youth and Juvenile Hall staff from the endangered area. Juvenile Hall staff shall take mobile radios with them during the evacuation.

- d. Do not utilize portable radios in a potential bomb threat. The frequency of the portable radios may trigger the bomb.
 - e. If a bomb is detonated in the facility, procedures outlined in the earthquake policy shall be followed.
- x. When the San Francisco Police Department arrives, the Officer of the Day shall make the facility and all information from the bomb threat available for search and investigation purposes.

I. Written Threats

- i. Save all materials including any envelope or container. Once the item is recognized as a bomb threat, further unnecessary handling should be avoided. Every possible effort must be made to retain evidence such as fingerprints, handwriting or typewriting, and paper and postal marks which may be essential in identifying the writer.
- ii. Suspicious looking letter or packages
 - a. Do not try to open any letter or package.
 - b. Notify the Officer of the Day who will in turn notify the Director of Juvenile Hall.
 - c. Isolate the area and if the Director of Juvenile Hall orders it, evacuate the building.
 - d. Notify the San Francisco Police Department and wait for their arrival.
 - e. Relay any information regarding the object or telephone call to the San Francisco Police Department such as a description of the

object, size, color, and markings and provide the exact location of the object.

J. Active Shooter and Terrorist Attack

In the event of an Active Shooter the following shall happen:

- i. The first employee to identify an Active Shooter shall alert over the radio Code 3 with a description, type of weapon if known, and location of the Active Shooter.
- ii. Central Control staff shall relay the information over the PA system.
- iii. The Officer of the Day shall call 9-911 and provide the following information:
 - a. Description of the suspect and possible location.
 - b. Number and types of weapons.
 - c. Suspects direction of travel.
 - d. Location and condition of any victims.
 - e. Notify the Director of Juvenile Hall as soon as possible.
- iv. During an Active Shooter or a Terrorist Attack, Juvenile Hall staff shall evaluate the immediate threat with consideration to their own safety and the well-being of the youth under their supervision. As directed by the Officer of the Day, Juvenile Hall staff shall make one of the following determinations:
 - a. Evacuate, if safe to do so.

b. Hide Out, if available.

c. Self-Defense.

K. Work Stoppage

Work stoppage and riot or disturbance plans shall be developed by the Director of Juvenile Hall and made available to personnel directly involved in the implementation of those plans.

L. Emergency Plans Training

Familiarity with emergency plans and the procedures to be followed in the event of an emergency shall be included in the orientation process for all new Juvenile Hall staff. Follow up and supplemental training shall be done at least annually by the Director of Juvenile Hall or designee.

M. Other Facility Emergencies

Other emergency situations that would not normally involve evacuation of the premises shall be addressed in appropriate sections of the policy and procedure manual while emergency medical care will be covered in the medical and health care section.

N. Annual Review

This policy shall be reviewed at least annually and revised as needed.