





## San Francisco Juvenile Probation Department

### Juvenile Hall Policy and Procedures Manual

#### Chapter 2 - Personnel

Policy Number:	2.03
Policy Name:	Youth Supervision Staff Orientation and Training
Authority:	Title 15, 1322, 1323, 1464 PREA: 115.331
Replaces:	4.1 Staff Orientation and Training (03/17/2009)
Effective Date:	January 1, 2019
Revision Date:	October 17, 2018
Related Policies and Procedures:	10.01 - Central Control 10.05 - Perimeter Security 10.21 - Building Access
Related Forms:	
Director of Juvenile Hall:	Bobby Uppal 
Chief Probation Officer:	Katherine Weinstein Miller 

## I. POLICY

Juvenile Hall Administration shall ensure that Title 15 requirements for staff training are met. Juvenile Hall Administrators may add more training as appropriate.

## II. PURPOSE

Juvenile Hall recognizes the importance of preparing staff for working with youth in a detention setting. The operational guidelines represent minimum standards that shall be in place and serve as the philosophical foundation for the delivery of quality care services. Juvenile detention, as a service industry, is changing from a custodial model to one with a focus on programming for youth under the direct supervision of supportive adults. This change will occur through orientation and annual training that highlights the importance of safety, structure, and support.

## III. Procedure

### A. Compliance with Training Requirements

- i. The JPD Facility Administrator ensures that staff meet all mandated training requirements

### B. Title 15 Training Requirements

- i. Prior to assuming any responsibilities, each Juvenile Hall youth supervision staff member shall be properly oriented to their duties, including:
  - a. Youth supervision duties;
  - b. Scope of the decisions they shall make;
  - c. The identify of their supervisor;
  - d. The identity of the persons who are responsible to them;

- e. Persons to contact for decisions that are beyond their responsibility; and
  - f. Ethical responsibilities.
- ii. Prior to assuming any responsibility for the supervision of youth, each youth supervision staff member shall receive a minimum of 40 hours of facility-specific orientation, including:
- a. Individual and group supervision techniques;
  - b. Regulations and policies relating to discipline and rights of youth pursuant to law and the provisions of this chapter;
  - c. Basic health, sanitation, and safety measures;
  - d. Suicide prevention and response to suicide attempts;
  - e. Policies regarding use of force, de-escalation techniques, \*chemical agents, mechanical and physical restraints;
  - f. Review of policies and procedures referencing trauma and trauma-informed approaches;
  - g. Procedures to follow in the event of emergencies;
  - h. Routine security measures, including facility perimeter and grounds;
  - i. Crisis intervention and mental health referrals to mental health services;

j. Documentation; and

k. Fire/life safety training.

\* The San Francisco Juvenile Hall does not use chemical agents.

- iii. Prior to assuming sole supervision of youth, each youth supervision staff member shall successfully complete the requirements of the Juvenile Correctional Officer Core Course pursuant to Penal Code Section 6035 [Title 15, 1322(c)].
- iv. Prior to exercising the powers of a peace officer, youth supervision staff shall successfully complete training pursuant to Section 830 et seq of the Penal Code [Title 15, 1322(d)].

#### C. PREA Training Requirements

- i. Staff training shall meet PREA requirements in compliance with PREA 115.331 (see PREA Policy).

#### D. Other Training Requirements

- i. Additionally, staff shall be trained on the following:
  - a. San Francisco City and County's Harassment Free Workplace Policy
  - b. Mandated Reporting
  - c. Staff responsibility to report any personal arrest (or any other event which would impact their ability to perform their job duties) within 72 hours of the occurrence.
  - d. Vehicle Use Policy

e. Cyber Security

f. Outside Employment

E. Continuing Training Requirements

- i. Upon completion of orientation, all staff are required to receive the following hourly minimum of annual trainings:
  - a. Counselors shall complete at least 24 hours of training
  - b. Supervisory staff shall complete at least 40 hours
  - c. Clerical and Support staff shall complete at least 16 hours.
- ii. Training may include participation of criminal justice associations, professional organizations, outside academic programs, professional seminars, training conferences and similar work-related activities. Outside staff training is subject to approval by the Director.
- iii. Central Control Training (see Central Control, Perimeter Security and Building Access policies)
  - a. Juvenile administration shall include Central Control operation training in both the pre-assignment and annual training curricula.
  - b. Prior to working in Central Control, staff shall thoroughly study the security manual and shall be trained in Central Control's daily functions and special procedures, such as emergency reboot.

- c. Staff shall have training signed off by an appropriate official, such as a manager or lead staff with experience in all aspects of Central Control operations.
- iv. The staff person's supervisor shall confirm that all training and preparation has been properly conducted before a staff may begin Central Control duties.

#### F. Training Program Design

- i. Juvenile Hall's training program shall be planned, coordinated, and supervised by the Juvenile Probation Department (JPD) Training Manager in conjunction with the Training Committee which is composed of the Director of Juvenile Hall, the Juvenile Hall Training Coordinator and other representatives within the department.
- ii. The Training Committee shall design and implement a training program that includes the Title 15 requirements and also conforms to laws, codes, and city mandates.
- iii. Annual trainings shall include opportunities to enhance skills, learn new techniques and keep aware of changes in operational procedures.
- iv. Members of the training committee shall conduct an annual assessment that identifies position requirements, professional development needs, current issues, and new theories, techniques and technologies. This assessment shall be an integral part of all training plans and shall include feedback from counselors and JJC staff members.

## G. Training Records

- i. The Department Training Manager shall centralize and maintain all staff training records and establish a separate training record for each staff member and shall include:
  - a. Staff member's name and position title
  - b. Hire date
  - c. Annual training hours required
  - d. Records of training including employee signature
  - e. A chronological list of all trainings completed.
- ii. By signing off on the training the staff member is acknowledging their understanding of the material and their responsibility to implement the material appropriately.
- iii. Each employee's training record shall be reviewed by their supervisor with a complete listing of their training summary included in their annual performance evaluation. This shall also be forwarded to the Director.

## H. Food Service Personnel

- i. A trained and experienced food services manager shall prepare the written food service plan [Title 15, 1464].
- ii. Training Related to Safety and Sanitation: Training for food service staff shall be conducted by the Chef on a regular basis and should include juveniles when

possible. At a minimum, staff should be trained in the following:

- a. Safe use of each appliance in the kitchen area.
- b. Safe use and storage of hazardous tools.
- c. Proper storage techniques for foods.
- d. Facility and Kitchen fire plans.
- e. Use of Fire Extinguishers.
- f. First aid procedures for scalds, burns, falls, and other injuries.
- g. Proper report procedures for accidents and/or hazardous conditions.

**I. Fire and Life Safety**

Whenever there is a youth in a juvenile facility, there shall be at least one wide awake person on duty at all times who meets the training standards established by the Board for general fire and life safety which relate specifically to the facility.