





San Francisco Juvenile Probation Department

Juvenile Hall Policy and Procedures Manual

Chapter 2 - Personnel

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Policy Name:	Work Rules
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Related Policies and Procedures:	Chapter 5 - Youth Rights
Related Forms:	
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I. POLICY

Work rules ensure efficiency, effectiveness, and accountability in the operations of Juvenile Hall.

II. PROCEDURES

Listed below are some of the most important work rules of Juvenile Hall. This list is not exhaustive. Instead, it is assumed that each employee has a general understanding of what is expected and will work diligently to accomplish the goals of the facility and the Department.

Violations of these rules and regulations shall result in corrective action. Corrective action shall be progressive as follows:

- i. Oral counseling and Remedial training
- ii. Written reprimand
- iii. Suspension
- iv. Dismissal

A. Responsibility to Administrators & Supervisors

- i. Employees shall comply with all written and/or oral directives of administrators and supervisors above their rank including the Chief Probation Officer, Assistant Chief Probation Officer, Director of Juvenile Hall, Assistant Director of Juvenile Hall, Director of Probation Services, Senior Counselors and Counselor II's and those designated as "Acting" in any of these positions.
- ii. All employees below the rank of the Director of Juvenile Hall shall follow the instructions and directives of the Officer of the Day (O.D.) who exercises the responsibility for the daily operations of all units and the facility during the shift.
- iii. Counselors shall follow instructions and directives from Senior

Counselors and/or Counselor II's. In the absence of a Counselor II or a designated lead worker on the unit, the most senior staff on duty shall serve as the lead if more than two Counselors are working on the unit.

B. Staff responsibility to report arrests and convictions

- i. Employees are required to report all arrests and convictions to the Director of Juvenile Hall. An arrest or conviction occurring after the date of hire, particularly for an offense that relates to employment, are subject to corrective action.
- ii. Reports shall be made to the Director of Juvenile Hall or Designee as soon as possible.
- iii. Failure to report an incident immediately constitutes a violation of Departmental policy.

C. Responsibility for Attendance, Punctuality and Performance

- i. It is everyone's obligation to be at work - ready, willing, and able to assume responsibility of his or her unit/post on time. Proper relief and shift change is paramount to good security. Employees shall report for work on time consistently, not leave early, and not be absent without the authorization of a Senior Counselor.
- ii. Absence without official leave (AWOL) is cause for replacement, disciplinary action, or dismissal. Employees are subject to being replaced after 15 minutes. Employees who are tardy or late for work (including training) shall be compensated for only actual hours worked.
- iii. All Counselors and Senior Counselors are on post positions and are expected to arrive to work on time. Employees who are absent without authorization from

work (including training) shall not be compensated for AWOL time.

- iv. Employees who are tardy for work (including training) more than twelve (12) times during a twelve-month period shall be subject to corrective action.
- v. Employees who take thirteen (13) or more days of unprotected leave shall be subject to corrective action.
- vi. Employees shall sign in upon arriving to work and sign out at the end of the work shift.
 - a. Employees shall sign in & sign out by signing their names and documenting their time of arrival on the Juvenile Hall Employee Sign In and Sign Out sheets.
 - b. Employees shall be in possession of their Department ID while on duty. Employees who arrive to work without their Dept. ID shall receive a written warning. If there are repeated incidents, employees shall be subject to corrective action. Corrective action shall be progressive.
 - c. At no time shall employees sign in or sign out for another employee. Doing so shall represent a violation of Department policy and shall be subject corrective action.
- vii. Employees shall sign-out only at the end of their assigned shift.

Any staff leaving early or prior to the end of their assigned shift shall first be cleared by the OD or designee. The OD or designee shall ensure that staff are authorized to leave early or complete a Leave Request

form indicating the time they are leaving and the type of paid or unpaid time they have been authorized to take. Senior Counselors shall seek approval from the Director of Juvenile Hall or designee to modify their assigned shift. Such arrangements shall be documented in the OD log.

- viii. Employees shall remain at their work posts until properly relieved.

Proper relief is the minimum required coverage as approved by the Officer of the Day. Employees who abandon their post without proper relief or leave their assigned area without approval from the OD shall be subject to corrective action.

- D. Employees shall receive written or oral approval from the Officer of the Day before working overtime. All overtime shall be documented by the Officer of the Day who authorized it. Without approval, overtime shall not be paid. The Officer of the Day on the shift on which overtime is worked shall sign the overtime form to verify that the employee worked overtime.
- E. Employees shall always be awake and alert while on duty.
- F. Each employee shall maintain and ensure the accuracy of records including but not limited to logs and reports for which he/she is responsible.
- G. Each employee shall meet established standards, for quantity, quality and timeliness of work, including, but not limited to those published in his/her job description and performance plan, exercise self-control, even under provocation, and refrain from practical jokes, fighting, horseplay, or other conduct which is offensive to other employees, such as vile, obscene, prejudicial, and provocative remarks or gestures; work consciously to accomplish the mission and goals of the facility and the Department and refrain from the misuse of work time.

- H. Each employee shall work with youths without using corporal punishment, group punishment, physical or psychological degradation, physical activity as punishment (i.e., forced running, pushups, etc.), and/or humiliation.
- I. Employees shall work with youths and youths shall not be denied their basic rights at the facility, including but not limited to, bed and bedding, daily shower, access to a drinking fountain, toilet, personal hygiene products and clean clothing, full nutrition, contact with a parent or attorney, exercise, medical services and counseling, religious services, clean and sanitary conditions, the right to send and receive mail, education, recreation, and rehabilitative programming.
- J. To ensure and to protect the integrity of employees, youths, and community partners in their relationship with youths, employees shall not engage in any behavior which violates the law or indicates a lack of concern for the rights of youths. Employees shall refrain from any form of sexual contact with youths of the same or opposite sex. Employees shall neither give nor accept gifts from youths without the express written authorization of the Director of Juvenile Hall or designee.
- K. Each employee shall be courteous to the public, tactful in performing his/her duties and shall exercise the utmost patience and discretion when dealing with the public.
- L. Each employee shall demonstrate respect in the relationship and interaction with youths, administrators, supervisors, co-workers, the Juvenile Justice Commission, and the Juvenile Probation Commission.
- M. Work assignment is subject to change based on the needs of the facility. Since no class specifications are ever complete in every detail, employees can be assigned to duties which are not specifically stated on the job specification, but which are necessary to the performance of their job.

- N. Normal work hours consist of 40 hours per week. The Juvenile Probation Department may offer a variety of shift patterns including 8-, 10- and 12-hour shift patterns. Variations may apply during assigned training and/or a change of shift assignment; however, normal work hours will not exceed 80 hours in any two-week pay period.
- O. Counselors are always responsible for the Care, Custody, Safety, Security, and discipline of all youths in their units. Direct Visual Supervision is a primary responsibility of all Counselors. Staff are constantly in the presence of youth. Audio/video monitoring and mirrors may supplement, but not substitute, for direct visual supervision.
- P. Each employee shall maintain current contact information (residential address, telephone number, etc.) on the CCSF Employee Portal and with the department Human Resources division.
- Q. Communication Devices
- i. Telephone use (landline and personal cellular telephones): it is important that staff focus their attention on the task at hand and limit telephone usage to official business only. Staff cannot actively supervise youths while engaged in personal telephone calls. Emergency messages shall be referred to the Officer of the Day. Employees shall not make personal telephone calls while on duty unless it is deemed an emergency and approved by the Officer of the Day.
 - ii. Personal cellular telephones, tablets, and other types of electronic computers or communication devices shall not be operated within Juvenile Hall.
 - iii. Employees shall not charge personal long-distance telephone calls to Juvenile Hall. All telephone calls,

including those of an official nature, should be made quickly and concisely.

- iv. Phone lines are a vital link of communication within Juvenile Hall and need to be clear in the event of an emergency.
- v. At no time shall employees allow youths to access a personal cellular telephone, tablets, and other types of electronic computers or communication devices.

R. To emphasize this policy, the following will assist define what employees are not allowed to do while on duty:

i. Personal Business

- a. Use of personal electronic devices including cellular telephones within Juvenile Hall is prohibited.
- b. Reading of newspapers, books, etc.
- c. Paying bills or other unrelated materials for personal reasons.

ii. Entertainment

- a. Watching T.V. except as a supervised activity with youths is forbidden. Watching T.V. in any Unit, even on breaks, is forbidden.
- b. Participating in gym programs or any activities such as volleyball, basketball, etc. without the express permission of the Officer of the Day.
- c. Possession of or use of any of the following while on duty is prohibited: Personal cellular telephones, personal computers, personal DVD players, personal

televisions, MP3 players, personal radios (with or without headphones) or any similar technology.

- d. Department computers shall only be used for business purposes.

Participating in any of the above-described areas demonstrates a failure in fulfilling your responsibilities to fully supervise youths as a Counselor and is subject to corrective action.

S. Staff Breaks

All employees shall receive a thirty-minute lunch break which replaces the shorter fifteen-minute break. The procedures are as follows:

- i. All employee breaks are to be coordinated with the Officer of the Day and the unit Lead Staff or Counselor II.
- ii. Employees are not allowed to take their lunch break in another unit as this disrupts on-duty staff from performing their duties.
- iii. Employees are to keep their assigned radios on their person and stay within earshot of the public address system while on their break.
- iv. Employees shall respond to "Conditions" or any other emergencies while on their break.
- v. Authorization to take a break off grounds can only be granted by the Officer of the Day or designee. Leaving Juvenile Hall during a break without the permission of the Officer of the Day or designee shall be considered abandoning your post and shall result in corrective action.
- vi. Assigned relief staff shall be responsible for writing

in the unit log at the beginning and at the end of each break. If a Counselor is not assigned to relieve staff, then the counselor taking the break will log in and out. In addition, the person taking the break shall request a "10-7" before leaving and shall report "10-8" upon his/her return to the post. Counselors shall not leave their post without approval from the Officer of the Day or designee.

- vii. Lunch breaks are subject to cancellation due to emergency situations.

T. Each employee shall follow the policies, procedures, rules, and regulations of Juvenile Hall and of the Department.

U. Outside Employment

Outside part-time employment is permitted only under the provisions of Rule 118.2 of the Civil Service Commission that requires the written approval of the appointing officer and the Director of Human Resources or designees. Employees are required to report and obtain approval of all outside part-time employment opportunities. In addition, this applies to self-employment, and/or membership on boards or other activities where a potential conflict with their duties, or responsibilities may exist, or which may otherwise adversely affect job performance. The following guidelines identify some potential areas of conflict:

- i. The outside employment may not occur during normal working hours without permission and coverage.
- ii. The outside employment may not create a conflict of interest with policies, procedures, rules, regulations, and community-based programming of Juvenile Hall.
- iii. Employment with persons or organizations subject to licensing, approval, reimbursement or other review by Juvenile Hall may not be undertaken without prior approval.

- iv. Employment with persons or organizations engaging in a business transaction with Juvenile Hall may not be undertaken without prior approval.
- v. Employees are prohibited from working in any other employment while on paid or unpaid sick leave including assault pay or workers compensation. Violation of the Policy shall result in corrective action.
- vi. Outside employment may not diminish the effectiveness of the employee's performance of his/her duties by causing physical or mental fatigue by discrediting the policies, procedures, rules, regulations, and community-based programming of Juvenile Hall.

V. Confidential Information

- i. No employee shall use confidential information obtained in the course of official duty, for any purpose not related to agency objectives.
- ii. At no time shall employees misappropriate, copy, or disseminate confidential information without approval from their immediate chain of command.
- iii. An employee found guilty of dispensing confidential information may be prosecuted according to the Welfare and Institution Code.