

Radio Call

949.1 PURPOSE AND SCOPE

The purpose is to establish and implement written policy and procedures for situations where a potential crisis is in progress requiring additional staff presence. This policy applies to all juvenile facility staff.

949.1.1 DEFINITIONS

Definitions related to this policy include:

Handie-Talkie (HT) radio communication system – A handheld, portable two-way radio transceiver (transmitter/receiver) which allows all juvenile facility staff to communicate with one another. HT is an abbreviation for “Handie-Talkie,” a commonly used term for this type of radio transceiver.

– A code used to communicate “officer needs assistance.” For juvenile facility purposes, it represents a request for additional staff presence requiring an immediate response from the duty officer (DO) and all available staff.

949.2 AUTHORITY AND REFERENCES

- Board of State and Community Corrections Title 15 § 1357;
- Juvenile Facility Services Policies: H.T. Radio Communication System and Emergency Codes; Use of Force; & Recording Incidents in Juvenile Facilities.

949.3 POLICY

Absent an incident requiring immediate intervention through use of force options at a higher level (fights, assaults, escapes/escape attempts, etc.), staff shall utilize the radio call option, after counseling attempts to gain voluntary compliance have failed, in situations such as, but not limited to, a youth being defiant, refusing to follow staff directives, engaging in self injurious behavior, refusing to go to his/her room, disruptive behavior, etc.

949.4 RADIO CALL

An is a radio call via the HT requesting the DO and all available staff respond to a particular unit/area of the facility to assist in situations where a potential crisis is in progress. An call shall be an option utilized in an attempt to prevent an incident from escalating into a use of force situation and to help ensure the safety of youth and staff. Prior to issuing an call, staff shall evaluate the situation, provide intervention through dialogue and counseling in an attempt to resolve the issue and gain a youth’s compliance at the lowest level possible. If this attempt is unsuccessful, staff shall utilize the protocol option outlined below. An will provide the opportunity for team intervention and calculated action plans. All call incidents should be videotaped in accordance with Juvenile Facility Services Policy: Recording Incidents in Juvenile Facilities.

Riverside County Probation Department

Policy Manual

Radio Call

949.4.1 STAFF REQUESTING AN [REDACTED]

- (a) Staff shall initiate the [REDACTED] by announcing [REDACTED] twice via the HT radio.

949.4.2 CONTROL CENTER STAFF SHALL

- (a) Once the [REDACTED] is initiated, the control center staff shall immediately repeat the announcement over the HT radio and/or page system and state, [REDACTED]. This shall be announced in a clear, loud and firm voice so there is no misunderstanding as to the area needing assistance. Repeat the emergency code and location two more times. Refer to Juvenile Facility Services Policy: H.T. Radio Communication System and Emergency Codes.
- (b) Stand by for the DO/SPO to cancel the [REDACTED].
- (c) After the [REDACTED] is cancelled by the DO/SPO, announce, "Code all clear" via the HT radio.
- (d) Document the [REDACTED] in the control log.

949.4.3 DUTY OFFICER (DO)

After responding to an incident and determining the situation is under control, the DO shall announce via the HT radio the [REDACTED] is all clear; no further assistance is needed."

949.5 [REDACTED] RESPONDERS

All youth supervision staff (supervising probation officers [SPOs]/DOs/senior probation corrections officers [SPCOs]/probation corrections officers [PCOs]) not providing direct supervision to youth shall respond to the crisis unit/area.

949.5.1 INITIALIZING THE [REDACTED] - STAFF SHALL

- (a) If assigned to the unit, shall use the HT radio to announce the [REDACTED].
- (b) Utilize an [REDACTED] call to deal with disruptive behavior by a youth confined inside of his/her room. Attempt to gain the youth's voluntary compliance through counseling outside of the door prior to arrival of available staff. Once a DO/SPO has arrived and a plan has been established, the youth's door shall be opened at the directive of the DO/SPO. The designated PCO shall begin videotaping the incident.
- (c) Secure youth not involved in the situation in rooms or in an area in the unit away from where the incident is occurring, such as the dorm or dayroom, with staff assigned to provide supervision.
- (d) Assess the situation, determine the progress of the intervention and consult with the DO or SPO on pertinent case history and events leading up to the incident.
- (e) Document the reason for the [REDACTED] and the result of the intervention in the unit log and the youth's behavior log.

Riverside County Probation Department

Policy Manual

Radio Call

949.5.2 RESPONDING TO THE [REDACTED] - STAFF SHALL

- (a) If in direct supervision of youth who are not located in the area requiring assistance, continue to supervise youth and minimize movement within the facility until the code is cleared.
- (b) If not in direct supervision of youth, respond promptly to the corresponding area.
- (c) Prior to responding, ensure adequate supervision is being provided in their assigned unit/area. Secure youth in available rooms prior to responding, if necessary.
- (d) Respond with a calm demeanor and attempt to gain voluntary compliance.

949.5.3 ALL STAFF INVOLVED SHALL

- (a) Position themselves tactically for safety and security and provide further counseling for the youth. Avoid engaging the youth in any non-productive dialogue.
- (b) Ensure options are provided to the youth in an effort to gain voluntary compliance.
- (c) Evaluate the youth's behavior and attitude and respond in accordance with the Juvenile Facility Services Policy: Use of Force. Follow instructions of the DO or SPO. Stay in the area until dismissed by the DO or SPO.
- (d) Follow all departmental policies and procedures.
- (e) Participate in debriefing after the situation has been resolved.
- (f) Prepare an incident report in the Juvenile and Adult Management System (JAMS) if they had direct involvement or witnessed the incident with the youth or as directed by the DO or SPO.

949.5.4 DUTY OFFICER (DO)/SUPERVISING PROBATION OFFICER (SPO) RESPONSIBILITIES

- (a) The DO shall respond immediately to the unit/area. If the unit SPO is present or another SPO responds, the DO can relinquish responsibility to that SPO and reassume his/her duties as DO.
- (b) Take control of and assess the situation, determine the progress of the intervention and consult the on-site staff for pertinent case history and events leading to the request for the [REDACTED].
- (c) Use counseling techniques and tactical positioning to resolve the situation at the lowest level. Position staff tactically for safety and security and provide further counseling for the youth. Eliminate any apparent power struggles or non-productive dialogue between staff and youth.
- (d) Ensure staff provide the youth with options in an effort to gain voluntary compliance.
- (e) Evaluate the youth's actions and direct staff to respond in accordance with Juvenile Facility Services Policy: Use of Force.
- (f) When a sufficient number of staff arrive to control the situation or the incident comes to a resolution, call off the [REDACTED] by announcing via the HT radio, "[REDACTED] is all clear; no further assistance needed."

Riverside County Probation Department

Policy Manual

Radio Call

- (g) Dismiss and/or delegate staff accordingly.
- (h) Ensure all documentation is properly noted in the unit log and the youth's behavior log.
- (i) Follow all department policies and procedures.
- (j) Debrief all staff involved to reinforce performance objectives.
- (k) Ensure the incident is being videotaped and assign a PCO to this responsibility if necessary as outlined in Juvenile Facility Services Policy: Recording Incidents in Juvenile Facilities.
- (l) Make a determination if an incident report shall be required of any or all staff. If the incident is resolved by gaining the youth's compliance, the only staff who may need to prepare an incident report is the unit staff describing the circumstances that led to the [REDACTED]. If use of force and restraint is used, all staff involved in the restraint and witnesses shall prepare incident reports in the JAMS.

Date(s) revised:

03/07/2019

07/18/2016

07/16/2010

Created: 09/25/2009

Attachments: None