

ASSISTANCE CALLS

- AUTHORITY:** California Code of Regulations, Title 15, Section 1324
Administrative Directive
- RESCINDS:** Procedure Manual Item 3-2-101, dated 07/16/13
- FORMS:** Special Incident Report (F057-7018)
- PURPOSE:** To establish a method of acquiring additional staff in emergency situations.

I. PROCEDURE

- A. The responsibility for directing additional staff to an emergency situation rests primarily with staff assigned to Juvenile Hall Control. Juvenile Hall Institutional Security Unit (ISU)/Security Center staff will serve as backup to Control as needed.

Control staff will:

1. Be responsible for the coordination of all emergency response requiring additional staff.
2. Review all unit-scheduling patterns to prepare for any emergency.
3. Assume full responsibility for dispatching staff to designated "emergency" areas as requested. One or more Control staff members will immediately respond to the unit or area requesting assistance. If requested, Control staff will also deliver soft leather restraints, leg shackles, an institutional shield, additional handcuffs, or Oleoresin Capsicum (OC) Spray.
4. The Control staff will notify ISU staff via Pak-Set radio of the assist call location and priority of the response required using one of the following radio communications codes. In all cases, dispatch staff will notify Control of their current location via Pak-Set radio as they move to the assist location.

a. CODE 1

- (1) **Youth** refusing to go to his or her room; not threatening staff or other **youth**; not causing any unit disturbance.
- (2) One or more **youth** verbally challenging another **youth**, i.e., SQUARING OFF.
- (3) Gas or water leak or other physical plant problem that is an emergency.
- (4) Dispatched staff will move to the assist location quickly, without delay.

- (5) ISU staff will transmit a CODE-4 (all clear) via Pak-Set radio to the Security Center staff upon conclusion of the incident.

b. CODE 2

- (1) Any one on one fight between **youth** (NO WEAPONS).
- (2) One or more **youth** out of their rooms threatening to harm staff; clenched fists; verbally challenging staff; no weapons.
- (3) **Youth** banging on door/window and breaks window but is still in room contained with no roommate (i.e. riotous behavior.)
- (4) A parent or parents verbally challenging staff while in the facility.
- (5) Dispatched staff will run to the assist location in the most direct route available.
- (6) ISU staff will transmit a CODE-4 (all clear) via Pak-Set radio to the Security Center staff upon conclusion of the incident.

c. CODE 3

- (1) Three or more **youth** involved in a fight.
- (2) One **youth** threatening to harm him or her self or others with an object, i.e., pencil, glass, brooms, mops, etc., out of room.
- (3) **Youth** threatening to harm staff with weapons, i.e., glass, pencil, etc. Out of room, taking a threatening posture and challenging staff.
- (4) Confirmed visual fire.
- (5) Assault on staff or staff down.
- (6) Medical aid to staff or **youth**, i.e., not breathing, convulsions, severe bleeding.
- (7) Dispatched staff will run as quickly as possible without any delay to this critical emergency and make ready to engage the situation immediately.
- (8) ISU staff will transmit a CODE-4 (all clear) via Pak-Set radio to the Security Center staff upon conclusion of the incident.

d. CODE 9

- (1) Escape or attempted escape in progress.
- (2) Dispatched staff will respond to predetermined locations inside the **facility** and at specified perimeter locations

pursuant to **PMI 3-1-102 Reporting Juvenile Facility Escapes**

- (3) Except for the staff assigned to the Security Center, ISU staff will **remain where they are and will be dispatched to a location by Control.**
- (4) Security Center staff will transmit a CODE-4 (all clear) via Pak-Set radio and the all-call P.A. System upon conclusion of the event at the direction of the SJCO/Administrator in Charge (AIC).
- (5) Monitor the assisted unit or area via the video camera monitors, if possible and by Pak-Set radio.
- (6) Notify the Reception Desk of the emergency and request that traffic through the Control area be discontinued until further notice, except in the case of a Code-1 situation.
- (7) Notify an SJCO or Duty Officer (DO) or Assistant Division Director (ADD) of the emergency.
- (8) A CODE RED will be called in conjunction with the Code 9 on the **PAK**-Set and seek assistance of an SJCO or DO.
- (9) Notify adjoining units and/or Control if additional staff are needed to respond.

B. Security Center/ISU Staff Will:

1. Assist Control staff as directed in notifying adjoining units, the Medical Unit, Reception, etc., during an emergency.
2. Monitor the area requesting assistance via the video camera monitors, if possible.
3. Dispatch at least one ISU staff to the area requesting assistance.
4. Coordinate/restrict the flow of traffic through the Control area as needed.
5. If requested by Control, dispatch one ISU staff with an institutional shield, leg shackles, or other additional equipment as needed to the area of emergency.

C. Supervising Juvenile Correctional Officer (SJCO) Staff will:

1. Immediately respond to the location of the assist call, evaluate the situation and coordinate the response effort.
2. If a **youth** is physically escorted, restrained, or if OC Spray is utilized, the SJCO on site will personally supervise the actions of subordinate staff to ensure that proper techniques are being utilized pursuant to established policies and procedures.

3. If a major disturbance indicates the necessity to initiate overtime and/or call off-duty staff, the SJCO or DO will contact the Division Director (DD), ADD or AIC for approval. When further assistance is needed, the Watch Commander of the Orange County Sheriff's Department will be called if approved by the DD, ADD or AIC. (SJCO's should refer to PMI 3-1-104 "Hostage Crisis and Major Disturbance Management" for additional instructions).
4. If the Sheriff's Department is requested, notify ISU staff of the emergency and location. ISU staff will be responsible for contacting arriving Sheriff's assistance and directing them to the location of the emergency.
5. If the Division Director, Assistant Director, or AIC are not available, the SJCO or Duty Officer will approve the above needs.

D. Unit Staff will:

1. When a potential emergency situation is evident [REDACTED]
[REDACTED]
2. When there is [REDACTED] on duty in a unit, [REDACTED] shall call Control by stenofon stating the location, the immediacy, and the number of staff needed. The [REDACTED] may also be utilized as the situation warrants. If circumstances are such that the above procedures are physically impossible to follow, staff will use whatever means available to attract attention from adjacent units' staff. [REDACTED]
[REDACTED].
3. Staff requesting assistance will be responsible for coordinating efforts of staff responding to the emergency from other areas. Typically, staff responding to an emergency situation will take a secondary role in assisting their co-workers to resolve the confrontation to a level of compliance.
4. In order to assist Control staff in directing assistance quickly to the problem area, all staff will notify Control when one, two, or all staff are to be out of their respective unit. This will include the number of **youth** in or out, the destination and/or the location of the group involved. Control staff will keep Security Center/ISU staff apprised of unit staffing levels as changes occur.

E. Other Areas:

1. Recreation Fields: If an emergency occurs on the playing field, staff should first exercise good judgment in supervising the group. Secondly, staff will notify Control as to the immediacy of the situation, the location of the incident, and the number of staff needed to assist. This communication may be made by Pak-Set radio, by telephone or by PDS.

Telephones are located [REDACTED]

The PDS, when set at position #3, will assist in locating and identifying the staff member activating it on the Security Center and Control Location panel. ALL PDS MODULES ARE TO BE SET ON POSITION #3 AT ALL TIMES WHILE BEING WORN BY STAFF ON DUTY.

2. Medical Unit: The Medical Unit staff will request assistance in the same manner as outlined for detention units' staff.
3. Outlying Areas, Maintenance Room, Dumpster Areas, Hallways, etc.: Staff should exercise good judgment in supervising individuals or groups in these areas. The primary concern is for the remainder of the group to be well supervised. Staff will then contact Control by use of a Pak-Set radio, PDS, or the most effective method available. If telephones, Pak-Set radios, or PDS units are out of communication range, staff should relay the emergency to the nearest unit staff member who will then contact Control. The staff member notifying Control will relate the immediacy of the emergency, the location of the emergency, and number of staff needed to assist.
4. School Areas: The school personnel will call Control staff for assistance via telephone or stenofon stating the location, immediacy, and number of staff needed to assist. When possible, they will also notify the school office, giving the same information. If the situation is such that the above procedure is physically impossible, school personnel will then activate their PDS and/or emergency alarm.
5. Reception Desk: The reception staff will request assistance in the same manner as outlined for detention units' staff. There is a PDS and emergency alarm button at reception.
6. Intake Release Center/Court Holding/Control: The IRC/Court Holding/Control staff will call Control to request additional staff assistance. This can be done by Pak-Set radio, telephone, or stenofon. In emergent situations, the PDS may be utilized.
7. Secured Recreation Area: Staff may utilize their PDS, Pak-Set radio, or emergency alarm to alert Control for the need for assistance. SRA 1, 2, 3, 4 and 5 have an emergency alarm button mounted within the caged area, as well as a stenofon.

REFERENCES:

Procedures:	3-1-006	Handcuffs/Transportation Belts/Shackles
	3-1-015	Use of Force – Physical, Mechanical and Chemical

3-1-019	Unauthorized Persons on Grounds
3-1-102	Reporting Juvenile Facility Escapes
3-1-104	Hostage Crisis and Major Disturbance Management
3-2-012	Use of the Institutional Shield
3-2-020	Security
3-2-024	Code Yellow
3-2-032	Juvenile Hall Code Red
3-2-035	Juvenile Hall Video Surveillance System
3-2-108	Use of Pak-Set Radio
3-2-110	Soft-Leather Restraints/Tubes
3-2-111	Safety Rooms

Policies:	D-1	Threats, Harm, Danger to Employees and Others
	D-2	Use of Physical Restraint Corporal Punishment
	D-4	Handcuffs

S. Chandler

APPROVED BY: