



**Youth Detention Facility
OPERATIONS ORDER**

**INTERACTING/COMMUNICATING WITH
RESIDENTS**

Purpose and Scope

Staff are expected to maintain a professional demeanor and conduct themselves in a manner that contributes to a positive environment. No staff shall use profane, abusive, ethically or sexually biased or indiscreet language toward or in the presence of youth.

All staff are expected to conduct themselves in a manner which conveys respect, courtesy and professionalism, and their conduct must always remain above reproach.

Affected Personnel

All Sworn Staff - YDF

Authority

Administrative Directive

Effective Date

April 1, 2010

I. Guidelines

- A. Courtesy: Staff are expected to conduct themselves in a professional, and courteous manner.
 - 1. Staff are to remain respectful during all contacts with youth, parents, visitors, other staff and our partners (Clinic, Behavioral Health, Chaplaincy or Sacramento County Office of Education (SCOE)).
 - 2. Never employ sarcasm, ridicule, threats or profanity when talking with or about a youth.
 - 3. Criticism of a youth's behavior shall not be used to embarrass them.

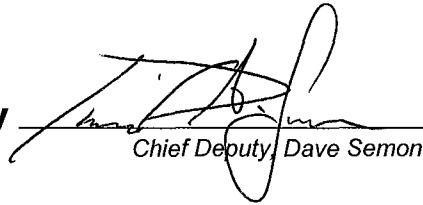
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4. Derogatory conversation with regard to staff or youth shall not occur in the presence of other youth.
- B. Positive Communication: Positive communication helps build rapport with youth. Staff are expected to interact with youth in a positive and professional manner. Positive interaction will help shape and support positive behavior.
- C. Counseling: Counseling and interacting with youth should always remain on a professional level and is an essential and staff should regularly youth and promote a positive environment.
1. Actively listening to a youth in an attempt to understand their concerns or difficulties, coupled with supportive discussion will to help the youth make positive decisions.
 2. Certain concerns of the youth should be referred to our partners (Clinic, Behavioral Health, Chaplaincy or SCOE).
- D. Staff Directives: Explicit, clear guidance or instruction given by staff to youth.
1. Staff directives shall be used as a reminder of guidelines and support positive behavior.
 2. Directives shall be firm and staff shall refrain from using any derogatory or profane language when giving directions to youth. It is the responsibility of unit staff to ensure youth are aware of the facility and unit guidelines upon their arrival. Guidelines shall be consistent and regular reminders provided through staff directives using positive communication.
- E. Relationships with the Youth: Staff shall not procure relationships with youth beyond professional levels of contact, or maintain contact with youth once they have been released.
1. Personal phone numbers, email address, social media information, post office box numbers or addresses shall not be given to current or former youth or their families.
 2. Never give/offer residents or former residents gifts, either in the form of food or other tangible items.
 3. Never act as a “messenger” between or for youth or former youth.
 4. Never solicit or agree to an off-site meeting with a former youth.

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5. Never allow a former youth into your home.
6. Never give/offer a ride to a former youth in your own personal vehicle.
7. If a former youth contacts you off-site, either in person, via telephone or letter, it is best to inform a duty supervisor and document the contact in an incident report.
8. If you have contact with a former youth whom you know has an outstanding warrant, report the youth's whereabouts to law enforcement and to the Intake Division at the Youth Detention Facility.

Authorized By


Chief Deputy, Dave Semon

Date

8/27/2020

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