



**Youth Detention Facility
OPERATIONAL ORDER**

REPORTING OF INCIDENTS Title XV—Section 1362

Purpose and Scope

All serious, significant, or emergency events which occur at or within the Sacramento County Youth Detention Facility shall be documented in the form of an Institutional Incident Report (IIR). All incidents which result in physical harm, involve use of force, serious threat of physical harm, death of an employee, youth or other person(s) shall be documented in an IIR.

Reports shall be completed and referred to the duty supervisor or Watch Commander by the end of shift unless additional time is necessary and authorized by a Duty Supervisor. The IIR shall be clear and concise while providing the duty supervisor with all the facts and pertinent details of the incident. The reports shall be written in the first person. When identifying staff and youth involved in an incident, the last name shall be used throughout the entire report. If unsure whether or not to complete an IIR, staff shall seek guidance from the duty supervisor. For further information on creating an IIR, refer to the Institutional Incident Report User's Guide.

Affected Personnel

All Youth Detention Facility Employees

Authority

Title XV Section 1362

Effective Date

11/1/2019

I. Guidelines

Incidents or Information that shall be reported:

A. Serious Event

1. Death of an employee, youth or other person(s)
2. Fights (Mutual Combat);
3. Assault and/or Battery on Staff;
4. Assault and/or Battery on a Youth;
5. Any use of force, physical or chemical;

6. Escape/Escape attempts/ or planning;
7. Suicide/Suicide attempt/or Suicidal behavior;
8. Self-injurious/Self-harming behavior;
9. Significant destruction of county property;
10. Contraband discovered within the housing unit, or found in the possession of a youth;
11. Riotous behavior;
12. Repetitious acts of misconduct;
13. Sexual assault, acting out, or other inappropriate sexual behavior;
14. Removal of identification wristband;
15. Any significant Mental Health event or incident involving the use of a Safety Room;
16. Serious threat of physical harm;
17. When requesting to strip search a youth in a housing unit.
18. Extended Room Confinement

B. Injury to an Officer, a Staff or a Youth

1. Any occurrence in which an officer, staff member, or youth is injured, regardless of whether medical treatment is sought or provided. This includes minor injuries such as scratches, bruises, or swelling that may occur as a result of an:
 - a. Accidental injury during physical activity or recreation
 - b. Injury from horseplay

C. Medical emergencies occurring in the facility including, but not limited to, fainting, breathing difficulty, seizures, and serious illness.

D. Lost or damaged property, including personal and/or county property. Damage shall be documented whether or not it was accidental or intentional.

E. Safety Concerns

1. Missing items such as pencils, utensils, or items on a security checklist;
2. Failure to properly secure the living units (i.e. unlocked doors, a youth was inappropriately housed, or failure to account for the assigned number of youth.

F. Scheduled unit searches.

G. Criminal activity within the secure perimeter of the facility.

- H. Use of Mechanical Restraints (excluding transports)
- I. Anytime a unit is on "modified" program.
- J. Security Breach
 - 1. Situations in which only one staff is present in a unit and a door is kicked open, a door to an occupied room is found open, or a youth is found outside of their room and in the presence of the single staff.

II. Completing an Incident Report:

Prior to initiating an Incident report, staff SHALL ensure they are logged into the computer using their own user name and password.

A. Reporting Officer

- 1. The reporting officer is the person creating the report. This is the "primary author" of the IIR or the institution staff tasked with creating the IIR. The reporting officer will complete the following:
 - a. Youth Involved: Enter the youth's x-ref and hit the "Lookup" button. Repeat this process if multiple youth are involved.
 - b. Restraints: Whether mechanical restraints were used on the youth involved (either hard or soft) and the time on/off.
 - c. Staff Present: Including Probation, Mental Health, Clinic, or SCOE staff.
- 2. The "Reporting Officer" shall track the incident report in the computer and ensure it is reviewed and "closed" by the duty supervisor. The Reporting Officer shall advise the duty supervisor if the incident report is not "closed" 15 minutes before the end of his or her shift. The Reporting Officer's shift is complete only when all the officer's outstanding incident reports are "closed," or as directed by the Duty Supervisor or Watch Commander. All additional staff required to write supplemental narratives to the incident shall be subject to the same criteria.

B. Occurrence

- 1. The "Occurrence" Section must be completed prior to clicking the 'Create Report' button. Enter the incident date and time, location of occurrence and location detail of the incident.

C. Restraints

- 1. The "Restraints" dropdown allows you to indicate whether restraints were

used on the resident. If restraints were used, indicate whether 'Soft' or 'Hard' restraints were used, time the restraints were applied, and time they were taken off. All staff creating narratives for the IIR have access to the Restraint data.

D. Staff Present

1. In the "Staff Present" category, indicate all staff present during the incident. All staff present during the incident, whether or not they had any direct involvement in the incident, shall be noted under the "Staff Present" section of the IIR. All staff listed in the employee directory, including those employed by the Sacramento County Office of Education, County Mental Health Services, Correctional Health Services and volunteers, may be added to the "Staff Present" category.
2. For each staff member select whether they were 'Injured', a 'Camera Operator', and whether they were 'Assigned' to the 'Unit' or a 'Responder'.

E. Narratives

1. All Narrative Content shall:
 - Be factual, clear, and concise
 - Be written chronological, in first person
 - Be free of spelling, grammar, and punctuation errors
 - Avoid institutional jargon; however, if used, quote all uses of jargon
 - Articulate incident thoroughly and avoid common buzz words like "for the safety and security," "I did not know his intentions," etc.
 - Only document what you actually did or observed
 - Include the who, what, when, where, and how of the incident
 - Include what you saw, heard, or smelled
 - Incident setting (number of residents active in program, what program is, position of staff involved)
 - Note prior known medical, mental health, behavioral, or pertinent classification issues
 - Document issues precipitating the event
 - Any interventions prior to the escalation of the situation
 - Describe how staff responded to incident
 - Note any physical force, chemical force, or mechanical restraints used
 - Include the names of the techniques used
 - Include the justification for your use of force – describe completely; use factors to consider when appropriate (size, conduct, etc.)
 - Document other staff observed actions
 - Indicate observed coping responses, escalation/de-escalation, use of

force options

- Note any observed injuries incurred during the incident including cuts, bruises, swelling, presence of blood, etc
- Document follow-up/aftercare: youth and/or witness statements, property damage, First Aid, follow up medical care (to include time seen by Clinic and by who)
- Note any grievance requests
- Be written without recommendation

2. Reporting Officer Narrative

NOTE: Do not use any log-in or password other than your own.

- a. Under the “Staff Narratives” category you will find the “Reporting Officer Narrative” (this is the Reporting Officer). This narrative is required. The IIR cannot be submitted without this narrative.

3. Supplemental Narrative

NOTE: Do not use any log-in or password other than your own.

- a. Supplemental narratives are entered by staff directly involved in the incident. All staff involved in any incident where any physical contact, chemical agents, mechanical restraints, or significant interaction with a youth occurred, or **at the discretion of the duty supervisor**, shall write a supplemental narrative to the primary incident report regarding any actions or techniques they performed or directly observed.
- b. The contents of the narrative shall contain the same elements as set forth under the guidelines for reporting staff writing the narrative with the exception of demographic and information not specific to the incident. Primarily, the narrative shall include the staff’s observations from the time he/she became aware of the incident until the incident conclusion.
- c. A user can add a supplemental narrative to an ‘Open’ or ‘Pending’ IIR. If the staff completing the supplemental narrative is not already in the “Staff Involved” category, the application will add the author’s name to the category once the supplemental narrative is saved.
- d. To add a supplemental narrative, staff must log into the IIR using their user name and password. Staff completing a supplemental narrative can enter restraint data and select if they were injured and/or acted as a camera operator.

F. Finishing the IIR

1. At the top of the IIR you can select the following: close, cancel, save, submit, or print the IIR.
 - a. Cancel: Cancel the IIR without saving the data. The IIR remains 'Open'.
 - b. Save: Click this button to save the IIR without submitting it.
 - c. Submit: Routes the IIR to a supervisor (SPO) for review. An SPO can submit an IIR for the reporting officer if the reporting officer leaves the facility prior to submission. After clicking 'Submit' the status of the IIR moves to 'Pending'.
 - d. Print: Print the IIR with a draft watermark.

III. Supervisor Review

- A. Once submitted the IIR has a status of 'Pending.' When an IIR is 'Pending' the IIR will display if another Supervisor has the IIR open to make sure multiple supervisors are not reviewing the same report.
- B. Supervisors review staff edits in "Youth Involved" and "Staff Action."
 1. Youth Involved," SPO's must select whether
 - The youth was injured and
 - How the injury occurred;
 - Was the matter referred to DA/Court or
 - A Violation Probation and
 - Was the youth placed on room confinement, time started and ended
 - Open the IIR.
 - Scroll down to the "Youth Involved" category.
 - For the first youth involved, review the 'Restrains' dropdown for accuracy and, if restraints were used, review the 'Hard' and 'Soft' restraints.
 - From the 'Injured' dropdown select 'Yes' if the youth was injured or 'No' if the youth was not injured. By default, 'Injured' is blank.
 - If the 'Injured' dropdown is on 'No', then go to the next step. If you selected 'Yes' from the 'Injured' dropdown, select the checkmarks indicating how the youth was injured.
 2. "Staff Action"
 - a. The Duty Supervisor shall be responsible for the initial review of each incident report.

- b. SPO's shall select the level of force each staff used on each resident.
 - Level 1
 - Level 2
 - Level 3
 - Level 4
 - Level 5
 - Level 6
 - Level 7

- C. The Duty Supervisor shall be responsible for ensuring that Medical, Mental Health, and School personnel witnessing a Use of Force incident write an incident report documenting their observations.
 - 1. The incident report shall be completed using the employee's agency-specific Incident Report Form.
 - 2. A copy of the incident report shall be provided to the Probation Supervisor as soon as possible. The Supervisor shall scan the report and include it with Probation's Institutional Incident Report.

- D. If deemed necessary, the Duty Supervisor shall be responsible for ensuring that other non-sworn, non-County personnel provide a verbal or written statement regarding the incident.

- E. When applicable, upload Medical documentation. The Supervisor shall then select the date and time the Clinic was notified and when the youth was seen by the clinic. A brief summary shall include any documented injuries, if aftercare was provided and if physical restrictions were imposed.

- F. The "Supervisor Summary" section shall be utilized for the Supervisor's narrative of the incident; any dispositions; details regarding the use of force, injuries, due process, and grievances; aftercare measures taken; and any other information the reviewing Supervisor deems pertinent.
 - 1. It shall include a description of all injuries to residents and/or staff.
 - a. If a county employee sustains a work related injury, a DWC- 1 form should be submitted to the supervisor on the date of the injury, or within one working day of the injury.
 - b. Photographs and/or video footage of all injuries shall be uploaded and attached.
 - 2. It shall include a statement regarding all situations in which an SPO approves the use of force or directs a staff member to use force.

3. When applicable, the following forms shall be utilized:
 - a. Mental Health Referral;
 - b. Notice of Due Process Hearing;
 - c. Safety Room Log;
 - d. Report of Illness / Injury and Workers Compensation Report;
 - e. Medical Clearance Form.
4. When applicable, post-incident photographs and hand-held video shall be uploaded and attached.
5. When applicable, audio from the Audio Recording System shall be uploaded and attached.
6. Supervisors shall upload and attach fixed camera footage to incident reports involving the use of force and following major events and/or injuries, or at their discretion.
7. When possible, a Supervisor or designee not involved in the incident shall conduct a post-crisis interview with the youth(s) involved.
8. The Supervisor shall note in the "Supervisor Summary" who conducted the post-crisis interview. Post-crisis interviews shall be video-taped using the hand-held cameras and shall be uploaded to the incident report, as necessary.
9. When a youth(s) behavior is considered a Major Rule Violation, the Supervisor shall designate a Hearing Officer, who was not a party to the incident, to conduct a due process with the youth(s) involved. The Supervisor shall note the designated officer.
10. The Supervisor shall make reasonable efforts to conduct a de-brief with the staff involved

G. Discipline/Due Process

1. The Supervisor shall select the behavior(s) that most appropriately describe the youth's behavior. Based upon the circumstances of the behavior/incident, the Supervisor shall determine an appropriate discipline, using the least restrictive means necessary to control the behavior.
 - a. If the Supervisor requested a due process hearing, the supervisor will review the Due Process hearing results and render a recommended decision.
 - b. The Supervisor shall note appropriate intervals for discipline, including

the time in which the discipline begins and ends.

- c. The Supervisor shall note if the youth is currently on disciplinary status and whether or not the new discipline is a continuation of prior discipline.

IV. Watch Commander Review:

- A. All Incident Reports involving the Use of Force: Physical and/or Chemical (Levels 5, 6 and 7) will be subject to a formal written review. The extent of the review will be determined by the facts and circumstances surrounding the use of force.
- B. The "Watch Commander" shall review all Incident Reports involving the use of force. The review shall include the following actions:
 1. Ensure video, audio and photographs, are appropriate, are uploaded and attached to the Incident Report
 2. Taking post-incident photographs as applicable;
 3. Ensure the Due Process Notification was conducted by a by a staff not involved in the incident.
 4. A review of the incident with staff, if appropriate;
 5. Any injuries observed in person, video, or photograph;
 6. Any additional documentation related to the incident;
 7. A brief analysis/review of the incident or event as to the use of force and/or use of mechanical restraints and whether or not such use is consistent with techniques, options, and devices that are taught, approved, and provided by the Probation Department;
 8. Aftercare measures taken (Medical/Mental Health).
- C. The Watch Commander Use of Force Review shall not be conducted if the on-duty Watch Commander is the Supervisor who authorized the use of force, or if he or she was involved or present during the incident.

V. Administrative Review

- A. An Administrative review will occur following all incidents involving a level 4 or the use of force.
- B. For incidents occurring Sunday-Thursday, the incident shall be reviewed by an Administrator within 24 hours. For incidents occurring Friday and Saturday, the incident shall be reviewed by an Administrator on the next business day.

VI. Document Storage and Retention

- A. See Institutional Policy on Documentation, Confidentiality and Maintenance of Records and Institutional Policy on Video Recording and Photograph System.

Attachments

Amends/Replaces Previous Order

Authorized By  **Date** 10/22/19
Chief Deputy Dave Semon