

DETERRENCE OF UNACCEPTABLE BEHAVIOR

- AUTHORITY:** Administrative Directive
Welfare and Institutions Code, Sections 851
- RESCINDS:** Procedure Manual Item 3-1-003, dated 03/15/23
- PURPOSE:** To establish disciplinary guidelines and a uniform method of approval/review and recording of all disciplinary actions.

I. GENERAL INFORMATION

- A. The primary responsibility of all staff assigned to detention facilities is to assure safety, **including officer safety, and the safety of all youth, staff, and collaborative partners/visitors, as well as maintain security and control of the facility.**
- B. **Safety within facilities is achieved by establishing clear behavior expectations for youth and making them aware of rules, procedures, and consequences for inappropriate behavior.**
1. **Security is maintained by trained staff who are physically and mentally prepared to intervene when youth act out aggressively and/or physically.**
 2. **Control is entirely dependent upon the staff's active and direct visual supervision of youth. It is important that staff maintain control through active and direct visual supervision, counseling, situational awareness, mutual consideration, respect, and preparedness to act before the behavior becomes a crisis situation.**
- C. Some detained youth will present behavioral and/or psychological problems. Staff is expected to **de-escalate situations using conflict resolution, to discourage, decrease or prevent threatening, disruptive or violent behavior.** Staff must facilitate an environment that emphasizes mutual respect, integrity, and fairness.
- D. Counseling is **a critical and essential skill that** staff must practice and **engage in** while on duty.
1. Counseling is defined as **“the provision of assistance and guidance in resolving personal, social, or psychological problems and difficulties.”** This is accomplished by actively listening to youth and helping them navigate their anxieties and concerns through **constructive and appropriate means.**
 2. Counseling is **our strongest and most valuable tool and, barring exigent, and immediate circumstances** must be **the primary response** employed by staff **with** youth before consideration of any disciplinary sanction.

- E. When disciplinary action is required, it must be undertaken pursuant to provisions and requirements of Procedure Manual Items (PMIs) **3-5-14** (Room Confinement), **3-10-001** (Disciplinary Due Process).
- F. Under no circumstances shall staff impose corporal punishment, group punishment, physical or psychological degradation, or deprivation of basic rights (see PMI **3-5-004** – Youths' Rights/**Orientation**) as a manner in which to deter unacceptable behavior. Never deny meals, snacks, or desserts as a disciplinary sanction. Never use any form of restraint—mechanical, physical or chemical—as a disciplinary sanction.

II. PROCEDURES

A. Supervising Juvenile Correctional Officer Responsibilities

1. Ensure **that** the Institutional Rules of Conduct and Grievance Procedures are posted in view of all detained youth.
2. Ensure **that** all youth have these rules and procedures explained to them no later than 24 hours after admission to the facility.
3. Ensure all elements of due process are followed and **documented**.
4. **At all times, model an example of professionalism, respect, and decorum when interacting with staff and youth.**

B. Deputy Juvenile Correctional Officer Responsibilities

1. Explain clearly and **thoroughly** the expectations of the facility, daily routines, **and** activities, and provide instructions to youth in a calm, clear, and orderly manner.
2. Remain calm and courteous in all contact with youth.
3. Staff are to conduct themselves in a professional manner and never employ sarcasm, ridicule, threats, or profanity when talking with youth **or attempt to embarrass them**.
4. **Whenever possible, counseling a youth should be conducted** away from the **group**.
5. Prior to the imposition of any disciplinary sanction, the elements of due process must be **completed** (see PMI 3-1-043 - Behavior Management and Disciplinary Due Process) and properly documented.
6. Staff should coach, praise, and encourage youth whenever the opportunity arises.

C. Procedure for Video Recording Equipment

1. **At the beginning of each shift, the Duty Officer shall ensure that the cameras or County Phone have a fully charged battery and recording media sufficient to record an incident lasting 1 hour or longer.**
2. **For each room extraction, shield use, or property removal incident, the Duty Officer, an SJCO, or an Administrator will designate staff to operate the camera.**
3. **There must always be a Duty Officer, SJCO, or Administrator directly supervising the room extraction, use of an institutional shield, or property removal and not operating the camera.**
4. **Video recording of an incident shall begin prior to the room extraction, use of an institutional shield, or property removal and should include staff attempts to gain compliance from the youth prior to entering the youth's room.**
5. **Video recording shall continue until the incident concludes, the problem is resolved, or at the direction of a Duty Officer, SJCO, or Administrator.**
6. **At the start of the recording, the camera operator shall state their name, the date, time, and the location of the incident. At the end of the recording, a Duty Officer, SJCO, or Administrator shall state on camera that the incident has been resolved and the recording is ending.**
7. **Upon completion of the recording, the camera shall be given to the Duty Officer, SJCO, or an Administrator, and the recording media shall be replaced, and the batteries checked to ensure that the camera will be available to record another incident.**
8. **The digital video recording shall be considered evidence and forwarded to Administration. A file name shall be given to each video which includes the date, approximate start time, and location of the incident.**
9. **Any staff who has physical contact with a youth in the course of a room extraction or property removal must submit a written Special Incident Report and use of force report. Staff shall be permitted to review all available audio/video recordings to assist them in preparing their S.I.R.**
10. **A Facility Administrator shall review all incident reports and corresponding video recordings to ensure that the video recording sufficiently documents the incident and identify any training needs.**
11. **All video footage or images from a recording are confidential pursuant to the California Welfare and Institutions Code section 827 and shall not be removed, copied, or transmitted outside the department without written approval from Executive Management.**

12. Pursuant to our video retention policy, all video recordings shall be retained for a minimum of one year. A video recording may be retained for a longer period as needed for an ongoing criminal proceeding. Staff and their representatives will be given access to review all available audio/video recordings prior to giving a statement for an Administrative Investigation, criminal investigation, and/or to prepare for courtroom testimony.
13. Directives for Video Recording:
 - a. The camera operator shall record the actions of the youth and staff.
 - b. There should be no gaps in the recording of an incident. It shall contain seamless documentation of an entire incident. Any gaps in coverage or technical difficulties encountered that result in missed coverage shall be explained in a Special Incident Report.
 - c. Staff shall always hold the camera while recording the incident. The camera shall not be placed on a chair, counter, or another surface while recording unless the staff must assist officers engaged in an emergency. Video recording shall be done as close to the action of the incident as safely possible.

REFERENCES:

Procedures:	3-5-004	Youth's Rights/Orientation	
	3-5-006	Transfer of Youth Between Open Institutions/Returning Youth to Facilities	
	3-5-014	Room Confinement	
	3-5-015	Residents' Grievance Procedure	
	3-6-001	Use of Force – Facilities	
	3-6-002	Handcuffs/Transportation Belts/Shackles	
	3-10-001	Disciplinary Due Process	
	3-11-002	Integrated Case Management System (ICMS) Automated Logbook and Manual Logbook	
	3-15-001	Special Incident Reports/Routing SIR and DHO Paperwork	
	3-12-003	Referral of Youth to Mental Health	
	3-14-003	Personal Hygiene Guidelines	
	Policies:	C-16	Employee Conduct – On Duty
		D-2	Use of Physical Restraint/Corporal Punishment
D-4		Handcuffs	
D-6		Transportation of Probationers and Custody Transportation	

APPROVED BY: