

## ASSISTANCE CALLS

- AUTHORITY:** Administrative Directive  
California Code of Regulations, Title 15 – Minimum Standards for Juvenile Facilities, Section 1327
- RESCINDS:** Procedure Manual Item 3-2-101, dated 02/25/16
- FORMS:** Special Incident Report (F057-7018)
- PURPOSE:** To establish specific guidelines and procedures for emergencies and to ensure appropriate action during assistance calls or codes including, a method of acquiring additional staff in emergency situations.

### I. GENERAL INFORMATION

- A. The DD or designee shall develop facility-specific policies and procedures for emergencies that shall include, but not limited to:**
1. **Escape, disturbances, and the taking of hostages;**
  2. **Civil disturbance, active shooter, and terrorist attack;**
  3. **Fire and natural disasters;**
  4. **Periodic testing of emergency equipment;**
  5. **Emergency evacuation of the facility; and**
  6. **A program to provide all youth supervision staff with an annual review of emergency procedures**
  7. **Confidential policies and procedures that relate to the security of the facility may be kept in a separate manual.**

### II. PROCEDURE

- A.** The responsibility for directing additional staff to an emergency situation rests primarily with staff assigned to Juvenile Hall – Control **and Youth Guidance Center – Center One**. Juvenile Hall – Institutional Security Unit (ISU) and **Youth Guidance Center – Auxiliary Support Unit (ASU)** staff will serve as backup, as needed.

Control/**Center One** 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. **Facility** staff members will immediately respond to the unit or area requesting assistance. If requested, **facility** staff will also deliver leg shackles, an institutional shield, additional handcuffs, or Oleoresin Capsicum (OC) Spray.
4. The Control/**Center One** staff will notify ISU/**ASU** 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/**Center One** of their current location via Pak-Set radio as they move to the assist location.
  - a. CODE 1
    - (1) Youth refusing to go to **their** 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 facility problem that is an emergency.
    - (4) Dispatched staff will move to the assist location **quickly**, without delay.
    - (5) ISU/**ASU** staff will transmit a CODE-4 (all clear) via Pak-Set radio to **facility** staff upon conclusion of the incident.
  - b. CODE 2
    - (a) Any one on one fight between youth (NO WEAPONS).
    - (b) One or more youth out of their rooms threatening to harm staff; clenched fists; verbally challenging staff; no weapons.
    - (c) Youth banging on door/window and breaks window but is still in room contained with no roommate (i.e. riotous behavior.)
    - (d) A parent or parents verbally challenging staff while in the facility.
    - (e) Dispatched staff will run to the assist location in the most direct route available.
    - (f) ISU/**ASU** staff will transmit a CODE-4 (all clear) via Pak-Set radio to **facility** staff upon conclusion of the incident.
  - c. CODE 3
    - (1) Three or more youth involved in a fight.

- (2) One youth threatening to harm **themselves** 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 of a 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/ASU staff will transmit a CODE-4 (all clear) via Pak-Set radio to **facility** staff upon conclusion of the incident.

d. CODE [REDACTED]

- (1) Escape or attempted escape in progress.
- (2) **Staff will state via the PA system and the pak-set radio, "Code [REDACTED] - Code [REDACTED] then repeat, alerting staff that the institution is locked down for an emergency.**
- (3) **Monitor progress of Code [REDACTED]; they will notify an SJCO or Duty Officer (DO), Reception, Administration (if on site), Custody Intake, Transportation, Dispatch, YLA, Placement, Maintenance, Medical, warehouse and Kitchen of status.**
- (4) **Contact all other juvenile facilities to notify them of the Code status.**
- (5) **Contact each housing unit, Court Holding, IRC, and the Transportation Office via intercom to confirm unit populations. They will then utilize the Code [REDACTED] Code [REDACTED] Population Verification Form to calculate and confirm the Institutional Population as reported from JH Booking.**
- (6) Dispatched staff will respond to predetermined locations inside the facility and at specified perimeter locations pursuant to PMI 3-3-1 Reporting Juvenile Facility Escapes

- (7) Except for the staff assigned to the facility, ISU/ASU staff will remain where they are and will be dispatched to a location by Control/**Center One**.
- (8) Monitor the assisted unit or area via the video camera monitors, if possible and by Pak-Set radio.
- (9) 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.
- (10) Notify an SJCO or Duty Officer (DO) or Assistant Division Director (ADD) of the emergency.
- (11) A CODE [REDACTED] will be called in conjunction with the [REDACTED] on the Pak-Set and seek assistance of an SJCO or DO.
- (12) Notify adjoining units and/or Control/**Center One** if additional staff are needed to respond.
- (13) **ISU/ASU** staff will transmit a CODE-4 (all clear) via Pak-Set radio upon conclusion of the event at the direction of the SJCO/Administrator in Charge (AIC).

B. ISU/ASU Staff Will:

1. Assist Control/**Center One** 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/ASU staff to the area requesting assistance.
4. Coordinate/restrict the flow of traffic through the **facility** as needed.
5. If requested by the **Duty Officer (DO)**, dispatch one ISU/ASU 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 Division Director (DD), Assistant Division Director (ADD) or Administrator in Charge (AIC). (SJCO's should refer to PMI 3-3-2 "Hostage Crisis and Major Disturbance Management" for additional instructions).

4. If the Sheriff's Department is requested, notify ISU/ASU staff of the emergency and location. ISU/ASU staff will be responsible for contacting arriving Sheriff's assistance and directing them to the location of the emergency.
5. If the **DD**, **ADD**, or AIC are not available, the SJCO or **DO** will approve the above needs.

D. Unit Staff will:

1. When a potential emergency situation is evident [REDACTED]  
[REDACTED]
2. When there is one staff member on duty in a unit, they shall call for assistance by [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/Center One staff in directing assistance quickly to the problem area, all staff will notify Control/Center One when [REDACTED]  
[REDACTED]  
Control/Center One staff will keep the **DO** 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 [REDACTED]  
[REDACTED]

[REDACTED]

[REDACTED]

**Youth Guidance Center** [REDACTED]  
[REDACTED]

2. Medical Unit: The Medical Unit/**Camp Nurse** 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/**Center One** [REDACTED]  
[REDACTED] The staff member notifying Control/**Center One** 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 **ISU/ASU** staff for assistance via [REDACTED] 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 [REDACTED].
5. Reception Desk: The reception staff will request assistance in the same manner as outlined for detention units' staff. There is a [REDACTED] and [REDACTED].
6. Juvenile Hall – 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 [REDACTED] [REDACTED] may be utilized.
7. Juvenile Hall/Youth Leadership Academy Secured Recreation Area: Staff may utilize their [REDACTED] to alert Control for the need for assistance.  
[REDACTED]

**REFERENCES:**

Procedures:	3-1-014	Use of Pak-Set Radio
	3-2-001	Facility Security

3-2-006	Video Surveillance System – Juvenile Hall
3-3-001	Reporting Juvenile Facility Escapes
3-3-002	Hostage Crisis and Major Disturbance Management
3-3-006	Unauthorized Persons on Grounds
3-3-007	Code Red/ Code Yellow – Juvenile Hall
3-6-001	Use of Force – Facilities
3-6-002	Handcuffs/Transportation Belts/Shackles
3-6-005	Tubes and Martin Chains – Juvenile Hall
3-6-006	Safety Rooms – Juvenile Hall

Policies:

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

B. Juneau

**APPROVED BY:**