

## **DUTY OFFICER – YOUTH GUIDANCE CENTER**

**AUTHORITY:** Administrative Directive  
California Code of Regulations, Title 15 – Minimum Standards for Juvenile Facilities, Section 1321

**RESCINDS:** Procedure Manual Items **3-1-004**, dated **08/18/23 (MAJOR REVISION)**

**FORMS:** None

**PURPOSE:** **Duty Officer responsibilities at the Youth Guidance Center.**

### **I. GENERAL INFORMATION**

#### **A. Title 15 Section 1321 requires each juvenile facility shall:**

- (a) Have an adequate number of personnel sufficient to carry out the overall facility operation and its programming, to provide for safety and security of youth and staff, and meet established standards and regulations;**
- (b) Ensure that no required services shall be denied because of insufficient numbers of staff on duty absent exigent circumstances;**
- (c) Have a sufficient number of supervisory level staff to ensure adequate supervision of all staff members;**
- (d) Have a clearly identified person on duty at all times who is responsible for operations and activities and has completed the Juvenile Corrections Officer Core Course and PC 832 training;**
- (e) Have at least one staff member present on each living unit whenever there are youth in the living unit;**
- (f) Have sufficient food service personnel relative to the number and security of living units, including staff qualified and available to: plan menus meeting nutritional requirements of youth; provide kitchen supervision; direct food preparation and servings; conduct related training programs for culinary staff; and maintain necessary records; or, a facility may serve food that meets nutritional standards prepared by an outside source;**
- (g) Have sufficient administrative, clerical, recreational, medical, dental, mental health, building maintenance, transportation, control room, facility security and other support staff for the efficient management of the facility, and to ensure that youth supervision staff shall not be diverted from supervising youth; and,**
- (h) Assign sufficient youth supervision staff to provide continuous wide-awake supervision of youth, subject to temporary variations in staff**

assignments to meet special program needs. Staffing shall be in compliance with a minimum youth-staff ratio for the following facility types:

B. Camp staffing

1. The duty officer (**DO**) is responsible for coordinating with Facility Scheduling to ensure adequate staffing during each shift.
2. During the hours that youth are awake, Board of State and Community Corrections (BSCC) requires [REDACTED] wide-awake youth supervision staff member on duty for each [REDACTED] in the camp population. However, Orange County Probation facilities follow the Prison Rape Elimination Act (PREA) standards of one staff [REDACTED] during waking hours.
3. During the hours that youth are confined to their room for the purpose of sleeping, BSCC requires [REDACTED] wide-awake youth supervision staff member on duty for each [REDACTED] present in the facility. However, Orange County Probation facilities follow the Prison Rape Elimination Act (PREA) standards of [REDACTED] staff to [REDACTED] during sleeping hours.
4. At least [REDACTED] wide-awake youth supervision staff members on duty at all times, regardless of the number of youths in residence, unless arrangements have been made for backup support services which allow for immediate response to emergencies.
5. At least one youth supervision staff member on duty who is the same gender as youth housed in the facility.
6. **In addition to the minimum staff to youth ratio required in (h)(3)(A)-(B), consideration shall be given to the size, design, and location of the camp; types of youth committed to the camp; and the function of the camp in determining the level of supervision necessary to maintain the safety and welfare of youth and staff;**
7. **Personnel with primary responsibility for other duties such as administration, supervision of personnel, academic or trade instruction, clerical, farm, forestry, kitchen or maintenance shall not be classified as youth supervision staff positions.**

C. DUTY OFFICER

1. The Duty Officer directs the functions and makes primary decisions in the absence of the administrative and other supervisory staff.
2. Duty Officer coverage is assigned by the Assistant Division Director or scheduling coordinator everyday between the hours of:
  - a. 6:00 AM – 2:00 PM
  - b. 2:00 PM – 10:00 PM

An assigned Deputy **Probation** Correctional Officer (**DPCO**) will assume the responsibilities of the **Acting** Duty Officer between the hours of 10:00 PM – 06:00 AM.

3. The Duty Officer is a ready resource that expedites solutions to specialized problems, assuring that administrative and supervisory staff are consulted or notified as necessary.
  - a. The Duty Officers make immediate operational decisions, provide subsequent follow-up surveillance, keep lines of communication open, resolve problems concerning removals, escapes, medical emergencies, inquiries, coordinate population levels, and conflicting procedures.
  - b. The Duty Officers evaluates procedures and recommends changes.
4. The Duty Officer is responsible for ensuring:
  - a. That public contacts are handled properly.
  - b. The schedules are met.
  - c. Youth Guidance Center services continue in spite of localized emergencies and staff shortages
  - d. Training needs are met.
  - e. Programs are initiated and followed properly.
  - f. Security of youth, staff, and the facility are observed constantly.
  - g. Coordination of facility services, supervision, and programs is maintained.

**D. NIGHT ACTING DUTY OFFICER (ADO)**

**The** night **Acting** Duty Officer responsibility is assigned to a specific DPCO by the Director or their designee. The night **Acting** Duty Officer is responsible for **the same** functions and duties as the day Duty Officer.

The Night **Acting** Duty Officer duties and responsibilities are as follows:

1. The **Acting** Duty Officer makes decisions in the absence of administrative and other supervisory staff during the shift.
2. If the **Acting** Duty Officer is uncertain of what to do in situations, they should contact the Duty Officer at Juvenile Hall for instructions. If an emergency exists, contact in descending order of priority the Director, Assistant Director, **and** SPCOs.
3. Assumes a lead role among the night staff, the Duty Officer bears primary responsibility for the overall operation.

4. The routine requirements of the shift have been tailored to allow the **Acting** Duty Officer the maximum amount of flexibility and mobility needed to perform the varied duties.

## II. PROCEDURE

- A. Control and Security
  1. Supervise and maintain facility security, including outside area and fence perimeter.
  2. Initiate procedures.
  3. Supervise staff.
  4. Evaluate results.
  5. Respond to requests for preventative action and to emergency calls.
  6. Obtain Division Director or Assistant Division Director approval prior to removing a youth to Juvenile Hall.
    - a. When Youth Guidance Center administration cannot be contacted, consult with the Administrator in Charge (AIC) for further direction.
    - b. Prepare the paperwork appropriately to accompany the youth to Juvenile Hall.
  7. Initiate escape procedures.
- B. Training Duties
  1. Assists in the training of new staff, In-Service Training, and allied training services as needed.
  2. Furnishes pertinent information requested by Supervising **Probation** Correctional Officers completing evaluations.
  3. In cases of corrective action taken with staff, leaves written report for the Supervising **Probation** Correctional Officers and Division Director or designee.
- C. Daily Routine
  1. Unless emergency prohibits, sign in each unit logbook and/or ICMS at least once per shift.
  2. Handle policy/procedural questions from staff.
  3. Takes calls from the public.
  4. **Check Grievance Boxes each shift.**

D. Post Coverage

1. Approves impromptu sick leave, personal emergency, and special circumstance requests in supervisor's absence.
2. Maintains security precautions during staff shortage or special supervision problems.
3. Coordinates scheduling and authorizes overtime as necessary.
4. Lists pending items for subsequent Duty Officers.

E. Night **Acting** Duty Officer

1. Duty Officer responsibilities are to be performed by the staff member regularly assigned to the shift.
  - a. In the event the staff member assigned to the shift is not on duty, the staff member regularly assigned to cover the weekends will be pulled from their unit in order to cover.
  - b. If the weekend **Duty Officer** is not on duty, another staff member with the necessary expertise will be pulled from their assignment. The selection of this staff member will be the responsibility of the scheduling supervisor or the preceding **Duty Officer**.
2. The Night **DPCO who assumes the role of the Acting** Duty Officer is responsible for the following:
  - a. Respond to emergency situations as needed. These emergencies may include, but are not limited to, illnesses, injuries, fire, earthquake, escape or attempted escape, and disruptive behavior.
  - b. Ensure that escape procedures are followed in the event of an escape and ensure that the "Escape Packet" is completed.
  - c. In concert with the Juvenile Hall Duty Officer and/or AIC. will remove youth to Juvenile Hall if necessary.
  - d. Complete the Duty Officer Shift Summary by the end of each shift. Include the **meal** count for breakfast, scheduled releases, transportation needs (this information can be obtained from the units), schedule changes, and all pending items, including any from the preceding shift. Prepare AM and PM DO shift notes for next day.
  - e. Perform at least three walk-through rounds per shift. Ensure all staff are doing well and there are no issues in the unit.
  - f. **Check Grievance Boxes each shift.**
  - g. Print ICMS rosters and reports by 12:00 AM (midnight).

- h. Make all needed copies of documents left on the DO clipboard and distribute as necessary, including the previous day's DO Shift Summaries.
- i. Fill shifts as needed and record the information in the Duty Officer Scheduling Notes. Note any changes on both the Scheduling Notes and the Daily Schedule. Route previous completed daily schedule to the YGC Scheduler **SPCO**. Email scheduling notes to SPCOs and administration at the end of the shift.
- j. Provide breaks as scheduled for the staff working in the units. This schedule should be adhered to as closely as practical.
- k. Complete a full perimeter check of the facility. Ensure all doors are closed and locked. This includes school, administration buildings and all vehicles.
- l. Call OCJH DO by 4:00 AM to **provide** status of YGC. Contact kitchen by 5:00 AM to inform them of population and **meal** count.
- m. Complete the Town Run List Sunday through Friday nights. Add youth to Town Run List and **provide** the list to all units.
- n. **Communicate with the** relieving Duty Officer and/or Supervision Coverage staff **any pertinent information**.

#### REFERENCES:

Procedures:	3-1-003	Supervising <b>Probation</b> Correctional Officer ( <b>SPCO</b> ) Duties
	3-1-012	Facility Scheduling
	3-3-001	Reporting Juvenile Facility Escapes
	3-3-003	Death and Other Serious Incidents Related to Youths in Custody
	3-4-002	Professional Standards – Facilities
	3-4-005	Public Tours
	3-5-006	<b>Youth Housing and Classification</b>
Policy:	C-4	Work Schedules, Overtime, Sick/Annual Leave and Compensatory Time
	C-10	Administrator in Charge, Officer of the Day or Duty Officer

#### D. Bewernick

#### APPROVED BY: