

ASSISTANCE CALLS

AUTHORITY: Administrative Directive

RESCINDS: Procedure Manual Item **3-3-005, dated 8/18/23**

FORMS: Special Incident Report (Automated ICMS)

PURPOSE: To establish specific guidelines and procedures during assistance calls or codes, including a method of acquiring additional staff in emergency situations.

I. PROCEDURE

A. The responsibility for directing additional staff to **assistance calls, codes, or** an emergency situation rests primarily with staff assigned to Juvenile Hall – [REDACTED] and Youth Guidance Center – [REDACTED]. Juvenile Hall – Institutional Security Unit (ISU) and Youth Guidance Center – Auxiliary Support Unit (ASU) [REDACTED].

[REDACTED] staff will:

1. Be responsible for the coordination of all **assistance calls, codes, or** emergency responses 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, **facility** shield, additional handcuffs, or Oleoresin Capsicum (OC) Spray.
4. The [REDACTED] staff will notify [REDACTED] 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, dispatched staff will notify [REDACTED] of their current location(s) via Pak-Set radio as they move to the assist location.
 - a. CODE [REDACTED]
 - (1) Youth refusing to go to their room; not threatening staff or other youth; not causing any **major** unit disturbance.
 - (2) One or more youths 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, **and** without delay.
- (5) [REDACTED] staff will transmit a CODE-[REDACTED] to facility staff upon **the** conclusion of the incident via Pak-Set radio.

b. [REDACTED]

- (a) Any one-on-one **physical altercation** between youth (NO WEAPONS).
- (b) [REDACTED] youth out of their rooms threatening to harm staff; clenched fists; verbally challenging staff; no weapons.
- (c) Youth banging on door/window and **breaking a** window but still in **their** room with no roommate (i.e., riotous behavior)
- (d) A parent or parents verbally challenging staff **or each other** while in the facility.
- (e) Dispatched staff will run to the assist location **using** the most direct route available.
- (f) [REDACTED] staff will transmit a CODE-[REDACTED] via Pak-Set radio to facility staff upon **the** conclusion of the incident.

c. CODE [REDACTED]

- (1) [REDACTED] youth involved in a **physical altercation**.
- (2) Youth threatening to harm **themselves or** staff with weapons, i.e., glass, pencil, brooms, mops, etc. **while out of their rooms**.
- (3) Confirmed visual of a fire.
- (4) Assault on staff or staff down.
- (5) Medical aid to staff or youth, (i.e. not breathing, convulsions, **or** severe bleeding).
- (6) Dispatched staff will **respond** as quickly as possible to this critical emergency and **be** ready to engage the situation immediately.
- (7) [REDACTED] staff will transmit a CODE-[REDACTED] via Pak-Set radio to facility staff upon **the** conclusion of the incident.

d. CODE [REDACTED]

- (1) Escape or attempted escape in progress.
- (2) Staff will state via the **all-call** system and the pak-set radio, "Code [REDACTED] Code [REDACTED]." They will announce, "Attention – Code [REDACTED], Code [REDACTED]" then repeat, alerting staff that the **facility** is locked down for an emergency.
- (3) Monitor progress of Code [REDACTED] developments; [REDACTED] will notify a SPCO or Duty Officer (DO), Reception, Administration (if on site), Custody Intake, Transportation, Dispatch, YLA, Placement, Maintenance, Medical, Warehouse and Kitchen of status.
- (4) [REDACTED] **staff will** contact all other juvenile facilities to notify them of the Code status.
- (5) [REDACTED] **staff will** contact each housing unit, Court Holding, IRC, and the Transportation Office via intercom to confirm unit populations. They will then utilize the Code [REDACTED] Population Verification Form to calculate and confirm the **Facility** Population as reported by JH Booking.
- (6) Dispatched staff will respond to predetermined locations inside the facility and at specified [REDACTED] pursuant to PMI 3-3-001 (Reporting Juvenile Facility Escapes).
- (7) Except for the staff assigned to the facility, [REDACTED] staff will remain where they are and will be dispatched to a location by [REDACTED].
- (8) [REDACTED] **staff will** monitor the assisted unit or area via the video camera monitors, if possible, and by Pak-Set radio.
- (9) [REDACTED] **staff will** notify the Reception Desk of the emergency and request that traffic through the [REDACTED] area be discontinued until further notice, except in the case of a Code-1 situation.
- (10) A CODE [REDACTED] status will be called in conjunction with Code [REDACTED] on the Pak-Set and seek **the** assistance of an SPCO or DO.
- (11) Notify adjoining units and/or [REDACTED] if additional staff are needed to respond.
- (12) [REDACTED] staff will transmit a CODE-[REDACTED] via Pak-Set radio upon **the** conclusion of the **incident** at the direction of the SPCO Administrator in Charge (AIC).

B. [REDACTED] Staff Will:

1. Assist [REDACTED] 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 [REDACTED] 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 [REDACTED] staff member with a **facility** [REDACTED] to the emergency.

C. Supervising **Probation** Correctional Officers (SPCO) will:

1. Immediately [REDACTED] of the assist call, evaluate the situation, and coordinate the response effort.
2. If a youth is physically escorted or restrained or if OC Spray is utilized, the SPCO 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. When further assistance is needed, SPCOs should refer to PMI 3-3-002, "Hostage Crisis and Major Disturbance Management," for additional instructions.
4. If **law enforcement** is requested, notify [REDACTED] staff of the emergency and location. [REDACTED] staff will be responsible for contacting the arriving **officer(s)** and directing them to the emergency.
5. If the DD, ADD, or AIC are not available, the SPCO or DO will approve the above needs.

D. Unit Staff will:

1. When a potential **assistance call, code, or** emergency situation is evident, [REDACTED] Deputy **Probation** Correctional Officer (DPCO) will stay within the desk area where they **can** call for assistance. The [REDACTED] DPCO will use all appropriate techniques to handle the situation. If additional staff are needed, the [REDACTED] officer will make this request by stentofon or Pak-Set radio, stating the location and the code. IF THE EMERGENCY DOES NOT PERMIT TIME FOR VERBAL COMMUNICATION, ACTIVATE [REDACTED]
[REDACTED]
2. When **one** staff member **is** on duty in a unit, they shall call for assistance by stentofon or Pak-Set radio stating the location and code The [REDACTED] may also be utilized **if** the situation warrants. If circumstances are such that the above procedures are physically impossible, staff will use whatever means available to attract attention from adjacent units' staff. THE [REDACTED]
[REDACTED].

3. Staff requesting assistance will be responsible for coordinating **the** 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. To assist [REDACTED] staff in directing assistance quickly to the problem area, all staff will notify [REDACTED] when staff are to be out of their respective unit. This will include the number of youth in or out, the destination and/or the location of the group involved. [REDACTED] staff will keep the DO apprised of unit staffing levels as changes occur.

E. Other Areas:

1. Recreation Fields: If an emergency **or code** occurs on the **recreation** field, staff should first exercise good judgment in supervising the group. Secondly, staff will [REDACTED].
2. Medical Unit: The Medical Unit/Camp Nurse staff will request assistance in the same manner as outlined for **Juvenile Hall** units' staff.
3. Outlying Areas, Maintenance Room, Dumpster Areas, Hallways, etc.: Staff should exercise good judgment in supervising individuals or groups. The primary concern is for the remainder of the group to be well supervised. Staff will then contact [REDACTED] by use of a Pak-Set radio. If telephones **or** Pak-Set radios are out of communication range, staff should relay the emergency to the nearest unit staff member, who will contact [REDACTED]. The staff member notifying [REDACTED] will **state** the emergency, the location of the emergency, and number of staff needed to assist.
4. School Areas: The school personnel will call [REDACTED] staff for assistance via the **telephone or school issued [REDACTED]** **stating** the location **and nature of the emergency**. 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 activate their emergency alarm.
5. Reception Desk: The reception staff will request assistance in the same manner as outlined for **juvenile facilities** units' staff. There is an emergency alarm button at reception.
6. Juvenile Hall – Intake Release Center/Court Holding: The IRC/Court Holding/ staff will call [REDACTED] to request additional staff assistance. This can be done by Pak-Set radio, telephone, or stentofon.
7. Juvenile Hall/Youth Leadership Academy **Patios**: Staff may utilize their Pak-Set radio or emergency [REDACTED] to alert [REDACTED] for the need for assistance. **All patios** have a [REDACTED] mounted within the **patio** area, as well as a stentofon.

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, and Flex Cuffs
	3-6-005	Tubes and Martin Chains

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

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APPROVED BY: